



Crown  
Commercial  
Service

## Customer Needs

RM3814 – Vehicle Conversions Dynamic  
Purchasing System



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## Introduction

### 1.1. Customer needs statement

Crown Commercial Service (CCS) (Authority) is seeking to establish a Dynamic Purchasing System (DPS) for the provision of Vehicle Conversions for all UK Central Government Departments and Wider Public Sector Organisations.

This DPS Agreement will be managed by the Authority and contract(s) will be managed by Contracting Authorities (customer(s)).

The duration period of the RM3814 - Dynamic Purchasing System is for 6 years (72 months). In the event that the Dynamic Purchasing System is terminated, the Authority shall give the Supplier no less than three (3) Months written notice. The Authority acknowledges that the DPS will not be terminated within the initial first six (6) months from the DPS commencement date.

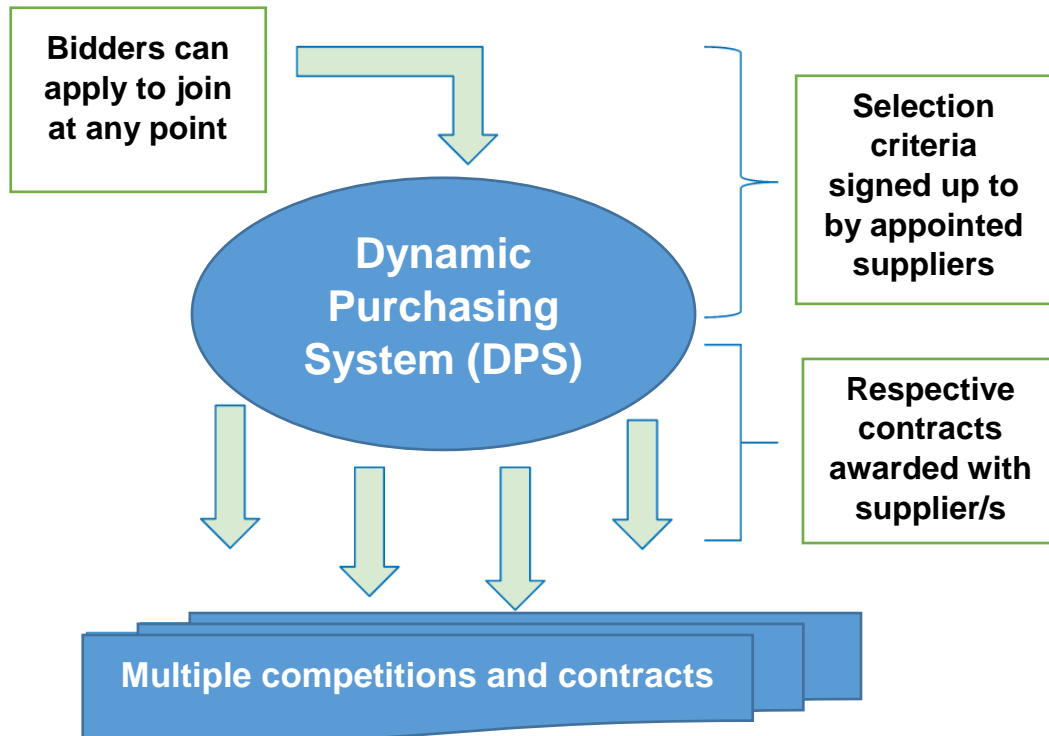
The Authority may extend the duration of this Dynamic Purchasing System Agreement for any period or periods up to a maximum of 1 year (12 months) in total from the expiry of the Initial Dynamic Purchasing System Period by giving the Supplier no less than three (3) Months' written notice.

### 1.2. The current situation

CCS manage a Vehicle Conversions framework agreement (RM956) which expires in September 2017. The establishment of the DPS will replace the current framework agreement.

#### **What is a Dynamic Purchasing System (DPS)?**

A DPS is a public sector sourcing tool for common services and goods (under regulation 34 [PCR 2015](#)). It is similar to an electronic framework agreement, in some ways, but where new bidders can apply to join at any point. Bidders don't need any special IT equipment and a DPS eliminates unnecessary activity for the bidder, up front:



### How will the services within the Vehicle Conversions DPS be organised?

The DPS will be organised into distinct elements so that:

- Bidders can indicate all elements relevant to their service offering, and
- Contracting Authorities can filter the elements to produce a shortlist of appointed suppliers to invite to competition

The distinct elements comprise: **Geographic Area, Sector, Vehicle Type and Conversion Product & Sub-Product**. Full details can be found at Annex A – Vehicle Conversion(s) Services Matrix of the DPS Schedule 2 (Goods and Services and Key Performance Indicators).

### Who are the Customers?

The Vehicle Conversions DPS will be available to all Central Government and Wider Public Sector Contracting Authorities. The OJEU Contract Notice describes eligible Contracting Authorities in further detail.

The Vehicle Conversions DPS is expected to see growth from both Contracting Authorities who use the current Framework Agreement and also new Contracting Authorities who choose to purchase vehicle conversion services via the DPS route.

### What are the benefits of the Vehicle Conversion DPS?

- **Simpler, quicker process** – accessible for both SMEs and other suppliers seeking opportunities to provide services to the public sector.
- **Automated, electronic process** – streamlined electronic process.
- **Flexible** - new bidders can apply to join at any point.

- **Choice** - increased scope/scale of service offerings and access to public sector business.
- **Filtering of supplier offering** - ensures suppliers receive notifications of competitions that are relevant to their service offering.
- **Dynamic** – Contracting Authorities can create bespoke specifications, competitions and contracts.
- **Supports localism and Social Value** - enabling appointed suppliers to bid for business either locally, regionally or nationally.
- **Opportunity to supply direct** - where the appointed supplier has an opportunity to contract as a lead.
- **Savings** – drives maximum savings.
- **Efficiencies** – reduces Contracting Authorities costs and process cycle times.

### What's in it for me (the bidder)?

The DPS gives you the Bidder opportunity to offer services and expertise to a wide range of public sector Contracting Authorities locally and across the UK. There are potentially 17,000 Buyers in 1,400 organisations as specified in the OJEU Contract Notice.

### Who are the target audience?

All Central Government and Wider Public Sector Contracting Authorities as listed in the OJEU notice can use this agreement including, but not limited to:

- central government (e.g. department);
- health (e.g. ambulance trusts)
- local authorities (e.g. city councils)
- education (e.g. universities and schools)
- housing associations

### 1.3. The Opportunity

Public sector fleets frequently need to convert their vehicles to be suitable for different operational purposes. Some level of vehicle modification is supported by the vehicle manufacturer, however, there are many vehicle changes which require a specialist conversion.

Upon application to join the DPS, Bidders are required to indicate which elements and services they are able to bid for. It is therefore essential that bidders select the exact elements relevant to their service offering in order to be invited to the correct competitions.

Contracting Authorities will use the service element filters as detailed in Annex A – Vehicle Conversion(s) Services Matrix of the DPS Schedule 2 (Goods and Services), to short list appointed suppliers offering their service requirements and invite to competition.

The Services elements detailed in Annex A – Vehicle Conversions are not limited and shall be fully accessible to Contracting Authorities to utilise as part of their call for competition.

Contracting Authorities may enter into a contract with you for a period of their determining, which may exceed the duration of the DPS, should the DPS be terminated at any point in time. This gives you and the Contracting Authorities time to work together to deliver their needs for larger or more complex projects.

### **What is the estimated value of the agreement?**

The estimated value is £23 million (excluding VAT) in the first year of the DPS, growing to £32 million (excluding VAT) in year two, and £42 million (excluding VAT) in year three, in line with targeted growth strategies. This will comprise multiple contracts with multiple suppliers, however there is no guarantee of work or spend under this DPS agreement.

## **2. Specification**

### **2.1. Our priorities**

Contracting Authorities' key priorities are to support visibility and control of fleet whole life costs and to influence efficiencies through:

- Offering valued vehicle conversion solutions to meet Contracting Authorities individual requirements;
- Build and increase capacity of high quality vehicle converters and services;
- Develop a dynamic commercial model for access to vehicle conversions and associated services.

### **2.2. Scope**

The Supplier shall provide goods and services for Vehicle Conversions as detailed in Annex A – Vehicle Conversion(s) Services Matrix of the DPS Schedule 2 (Goods and/or Services and Key Performance Indicator's).

The core requirement of the Vehicle Conversions shall include but shall not be limited to the following mandatory and desirable requirements:

#### **Mandatory**

- Turnkey solution for complete supply of vehicle, associated equipment and conversion services
- Single service items for the conversion of vehicles
- Vehicle testing
- Environmental and sustainability criteria
- Health and Safety
- Security
- Vetting

#### **Desirable**

- Standalone design and consultancy services
- Warranty and after sales

- Vehicle user training and guidance
- Electrical and Communication Equipment Installation:

### **2.3. Mandatory Service Requirements**

#### **Vehicle Conversions:**

The Supplier shall offer either one or a combination of the following service requirements:

- whole Turnkey solution for complete supply of vehicle, associated equipment and conversions services; or
- single service items for the conversion of vehicles; or
- any variances in between these service levels

The Supplier shall ensure that all vehicles are converted in accordance with the base vehicle/chassis manufacturer's body builder guidelines.

The Supplier shall provide evidence of vehicle or sector specific accreditations or qualifications where requested by Contracting Authorities.

The Supplier shall establish and maintain effective relationships with Contracting Authorities in order to ensure the service levels are met as specified in the individual Contracts awarded.

The Supplier shall provide Contracting Authorities with accurate and transparent detailed delivery timescales for all vehicle conversions throughout any contract period.

The Supplier must provide Contracting Authorities with regular updates on the progress for completion of conversion services, and demonstrate ways in which they will mitigate risks of any potential delays.

The Supplier shall ensure that vehicles are tested to the relevant [Type Approval Regulations](#), in line with the Vehicle Certification Agency terms which can be accessed at <http://www.dft.gov.uk/vca/> and as the designated UK Approval Authority and Technical Service for type approval to all automotive European Community (EC) Directives and the equivalent United Nations Economic Community for Europe (ECE) Regulations.

The Supplier shall ensure that all vehicles are to be converted in accordance with [The Road Vehicles \(Construction and Use\) Regulations 1986](#).

#### **Environmental and Sustainability:**

The government is committed to environmental improvement through integrating environmental protection and sustainable development into its decision-making processes in respect of both the execution of its core functions and responsibilities and the management of day-to-day operations.

The Supplier shall provide information on new or improved environmentally preferable products when they become commercially available and, promote their use under the DPS.

The Supplier shall work with the Authority and Contracting Authorities to identify opportunities to introduce innovation, reduce cost and waste and ensure sustainable development is at the heart of their operations.

The Supplier shall ensure that they consider the relevance of sustainability at all lifecycle stages of the Services provided under this DPS. This includes not only consideration of commercial needs and minimisation of negative impacts but also the maximisation of positive impacts on society and the environment.

The Supplier shall comply with each of the following government standards (hyperlinked) for the duration of this DPS Agreement:

#### [Sustainable Development](#)

[Directive on the promotion of clean and energy efficient road transport vehicles: guidelines](#)

#### [Government Buying Standards](#)

The Supplier shall ensure that all of the goods supplied under this DPS Agreement, including packaging, shall comply with the requirements of the Government Buying Standards (GBS) for Imaging Products, Energy Star Rating and Article 6 of the Energy Efficiency Directive (EED) Standards. Full details can be accessed via the following link:

<https://www.gov.uk/government/publications/sustainable-procurement-the-gbs-for-office-ict-equipment>

The Supplier shall ensure that all Electric and Electronic Equipment (EEE) provided in association with the delivery of the goods and/ or services, is compliant with Restriction of Hazardous Substances (RoHs), Regulations and WEEE Regulations, where appropriate, including Producer Compliance Scheme registration. Full details can be accessed via the following links:

<https://www.gov.uk/guidance/rohs-compliance-and-guidance>

<http://www.hse.gov.uk/waste/waste-electrical.htm>

The Supplier shall comply with and operate to the standard ISO 14001; Eco-Management and Audit Scheme (EMAS) or a nationally recognised equivalent accredited standard for the scope of the goods and/ or services, which is agreed with the Authority.



The Supplier shall, where applicable, effectively manage the goods and/or services supplied under this DPS agreement, in order to minimise any impact on the environment.

The Supplier shall, where applicable, work proactively with Contracting Authorities in relation to the provision of Goods and Services, which includes but is not limited to, the following areas:

- noise reduction;
- removal of unwanted consumables;
- heat production reduction in confined spaces.

The Supplier shall be responsible for the collection and disposal of all packaging, materials and redundant or replacement spare parts in accordance with WEEE Regulations which can be accessed via the following link:

<http://www.legislation.gov.uk/ukxi/2013/3113/contents/made>

The Supplier shall, where applicable, take steps to encourage the reuse of any WEEE generated in the delivery of services as promoted by the WEEE Directive.

The Supplier shall demonstrate their full re-use or recycling streams upon request from Contracting Authorities.

The Supplier shall, where applicable, provide containers to Contracting Authorities which are suitable for the accumulation of used Consumables and redundant parts, such as tyres and light bars.

The Supplier shall arrange collection and replacement of the containers within timescales agreed with Contracting Authorities at contract award stage. Additionally, this shall be provided at no additional cost to Contracting Authorities.

The Supplier shall complete annual Corporate Social Responsibility (CSR) assessments upon request from Contracting Authorities.

The Supplier shall identify [Social Value](#) options which are appropriate to Contracting Authorities at contract award. Any Social Value options selected by Contracting Authorities at the point of contract award, shall be in accordance with the Government's Social Values which are current at that point in time.

### **Health and Safety:**

The Supplier shall meet all of the relevant health and safety legislation in accordance with the [Health and Safety at Work etc. Act 1974](#) in discharging their duties under this DPS Agreement.

The Supplier shall ensure all of the staff concerned with the Authority's and Contracting Authorities requirements are suitably trained and comply with all relevant health and safety legislation throughout the duration of the DPS Agreement and any contract awarded.

**Security:**

Suppliers shall be required to have their own security operating procedures that shall be made available to the Authority and/or Contracting Authorities to provide assurance of data security.

The Supplier shall ensure that Contracting Authorities' information and data (electronic and physical) shall be collected, held and maintained in a secure and confidential manner and in accordance with the Terms of the DPS Agreement any individual contracts awarded.

The Supplier shall ensure that all Supplier Personnel involved in the performance of any individual contracts awarded under this DPS Agreement shall comply with all data security and confidentiality requirements.

The Supplier shall ensure appropriate security standard, controls and measures in place such as access to premises.

The Supplier shall provide secure premises for all individual contracts awarded under the DPS Agreement which meet Contracting Authorities individual security protocols.

The Supplier shall ensure that any suspected or actual security breaches are reported to the Contracting Authorities' representative immediately.

The Supplier shall provide details of their personnel security procedures and upon request by Contracting Authorities, details of all personnel that they intend to use in the delivery of the Goods and Services.

The Supplier shall ensure that Contracting Authorities information and data is secured in a manner that complies with the Government Security Classification Policy rating. The Supplier shall ensure that the Government Security Classification Policy rating is also applied when information and data is transmitted across all applicable networks and/or in line with the Contracting Authorities' requirements.

For further information, the Government Security Classification 2014 may be accessed here:

<https://www.gov.uk/government/publications/government-security-classifications>

**Vetting:**

The Supplier shall ensure that all Supplier Personnel vetting procedures, under the DPS Agreement and individual Contracts entered into under it by Contracting Authorities and Suppliers, comply with the British Standard, Security Screening of

Individuals Employed in a Security Environment – BS 7858:2012 or agreed equivalent, unless otherwise specified by Contracting Authorities.

The Supplier shall where applicable provide details of its Supplier Personnel security procedures to Contracting Authorities and contact details of all Personnel who will be involved in the delivery of the Services, when requested by Contracting Authorities.

## **2.4. Desirable Requirements**

### **Standalone design and consultancy:**

The Supplier shall offer standalone design and consultancy services to Contracting Authorities in order to provide, guidance and/or assist in the development vehicle conversion solution(s).

### **Warranty and aftersales:**

The Supplier shall ensure that any vehicle modification work(s) shall be covered by a warranty for a minimum of 12 months.

The Supplier shall, where applicable, provide a manufacturer's warranty that warrants the vehicle/chassis supplied to Contracting Authorities as free from defects for a minimum period of three years from the date of delivery.

### **Training and guidance:**

The Supplier shall provide vehicle user training and guidance to Contracting Authorities where required in relation to the conversion services being carried out.

### **Electrical and Communication Equipment Installation:**

The Supplier shall ensure that any installation of electrical, radio communication equipment, or modification to the vehicle, shall be in compliance with the recommendations of [FCS1362:2016](#)

## ANNEX A – Vehicle Conversion Services Matrix

### Geography

- Filters based on [NUTS areas](#), down to Local Authority area level

### Sectors

#### All Sectors:

- Central Government:
  - Defence
  - Environment
  - Other Central Government
- Wider Public Sector:
  - Education
  - Fire and Rescue
  - Health
  - Local Government
  - Not for Profit (Charitable)
  - Police
  - Housing Association
- Other Wider Public Sector

### Vehicle Types

- Car
- Light to Medium Commercial vehicle, up to, but not including, 7.5T
- Medium to Heavy Commercial vehicle, 7.5T and above
- Motorcycle, including quad bike and scooter
- Bus and Coach
- Trailer, including semi-trailer, and de-mountable
- Boat (water going vessel)
- Other

### Products

#### Service Types:

- Design, consultancy and advisory services for conversions
  - Conversion services
  - Decommissioning
  - Other services
- Livery
  - Livery, wraps, vinyl, signage and graphics including origination, design and application
  - Other livery goods and services
- Electrical

- Lighting and sounding including light bars, beacons, emergency lighting, interior/exterior lights, sirens and other related items
- Power including on-board power generation, electrical power, power management and other related items and including the testing of such items
- Electrical control units including in-cab and saloon control units and other related items
- Other electrical conversions
- Communications
  - Services including installation and de installation of telematics/GPS equipment
  - Services to install and de install wireless communication networks and other related items
  - Services for the installation and de installation of cameras, CCTV system and other related items
  - Other communications installations and services
- Standard Modifications
  - Modifications to include racking, lockers, cupboards, bulkheads, lining and other storage items
  - Modifications to glazing including privacy glass, blinds and other glazing items
  - Modifications to provide external storage fixture options, such as ladder loading, roof racks, glass racks and other related items
  - Towing equipment
  - Security installation and de installations including immobilisers and alarms, door lock protectors, catalytic converter protectors, tool/equipment vaults and other secure storage and other related items, Run Lock Systems, deadlocks and slamlocks
- Specialist Modifications
  - Option 1a: Specialist Equipment installation Services
  - Option 1b: Fully Managed vehicle equipping service
  - Option 2: Fully Managed vehicle equipping service
  - FCS 1362 Communication Installation engineer's standard
  - De-installation and decommissioning of existing ESN equipment
  - Other ESN services
- Welfare Facilities
  - Services for installation and de-installation to include hot water, toilets, washing, rest spaces, catering and other facilities
  - Other welfare facilities
- Accessibility Modifications
  - Services for accessibility modifications including powered and manual ramps and lifts, safety steps, rails, hoists and platforms, wheelchair accessible and other related services

- Other accessibility modifications
- Heating, Cooling & Ventilation
  - Services including installation, testing and de-installation of air conditioning, ventilation units, refrigeration units/systems, independent heating units, climate control systems and other related items
  - Other heating, cooling & ventilation
- Utility, Drainage & Jetting
  - Services including installation and de-installation of jetting, pumps, drainage equipment and other related items
  - Other Utility, Drainage & Jetting
- Waste Management, Streetscene and Grounds Maintenance
  - Bin Lifters and Loaders
  - Dynamic Weighing Systems
  - Underground/Above Ground Waste Collection
  - Refuse collection vehicles
  - Vehicle mounted cutters and mowers
  - Vehicle mounted spreaders and sprayers
  - Vehicle mounted wood chippers and shredders
  - Other Waste Management and Streetscene
- Police, Traffic and Covert
  - Traffic and response vehicles
  - Cell and beat vehicles
  - Prisoner transport vehicles
  - Armoured vehicles
  - Animal transport vehicles
  - Vehicles for HART (Hazardous Area Response Team)
  - Command & control and incident support vehicles (including trailers)
  - Services for the conversion of covert and high security vehicles
  - Services for the installation and de-installation of public warning equipment and related services
  - Other Blue Light vehicles
- Medical Vehicles
  - A&E Ambulances
  - Patient Transport Services (PTS) vehicles
  - Command and control vehicles
  - Response vehicles
  - Screening & Scanning units/fitments
  - Other Medical vehicles
- Fire and Rescue
  - Fire and Rescue support vehicles, excluding Fire Appliances
  - Other Fire & Rescue conversions

### ANNEX B - Glossary

Government Buying Standards (GBS)	means the set of standards that government buyers must follow and the information about sustainable procurement and how it should be applied when buying goods and services.
Government's Social Values	means the way that Government buyers applies its thought processes around how scarce resources are allocated and used. It involves looking beyond the price of each individual contract and looking at what the collective benefit to a community is when Contracting Authorities choose to award a contract.
Supplier Personnel	means the Personnel of the Supplier of whom the Contracting Authorities have entered into a contract
Turnkey	A turnkey solution means a single contract with the appointed supplier for all goods and services associated with a converted vehicle, including the base vehicle, all alterations and ongoing maintenance
Vehicle Conversion	Means an alteration or modification made to a vehicle which is not offered as a standard factory fit option from a vehicle manufacturer