**Framework Schedule 1 (Specification)**

# Important information on how to read and use Framework Schedule 1 (Specification)

# Framework Deliverables

Schedule 1 (Specification) sets out the characteristics of the Deliverables that the Supplier will be required to make available to all Buyers under this Framework Contract.

**For all Lots and Deliverables**

* The Supplier must only provide the Deliverables for the Lot that they have been appointed to.
* The Supplier must help Buyers comply with any specific applicable Standards of the Buyer.
* The Deliverables (including any Standards) set out in this Schedule may be refined (to the extent permitted and set out in Framework Schedule 7 (Call-Off Award Procedure)) by a Buyer during a Further Competition Procedure, to reflect the Deliverables requirement of a particular Call-Off Contract.

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# Scope of the Framework Contract

* 1. The scope of the Framework Contract covers the United Kingdom of Great Britain and Northern Ireland (“UK”), including British Overseas Territories and Crown Dependencies.
  2. Suppliers appointed to the Framework Contract will be responsible for the provision of:

1. Supply, fit and management of tyres and associated products and services to Blue Light (Emergency Services) Buyers for Lot 1.
2. Supply, fit and management of tyres and associated products and services for Lot 2.
3. Supply, fit and repair of glass and associated products and Services for Lot 3.
   1. The list published in section VI.3 of the Contract notice provides the Crown Bodies and other Buyers who will be able to access the Deliverables pursuant to this Framework Contract.
   2. The Supplier will be required to provide Deliverables to Buyers including but not limited to:

* taking orders for the Deliverables from Buyers in respect of the relevant Lot;
* undertaking the installation of the Deliverables ordered by Buyers in respect of the relevant Lot;
* provision of goods, services, maintenance and repairs as detailed in this Specification;
* undertaking any payment and invoicing requirements;
* providing a support function to deal with Buyer enquiries and issues;
* complying with any Performance Indicators, service levels and any reporting requirements;
* providing account management to manage the relationship between the Supplier and Buyer under the Call-Off Contract.
  1. The Framework Contract will be managed centrally by CCS and Call-Off Contracts will be managed locally by individual Buyers or by an appointed third party acting on behalf of the Buyer.

# Lot Structure

* 1. The Framework Contract consists of three (3) Lots. The table in paragraph 2.2 below summarises the scope of the Deliverables available under each Lot.
  2. A summary of the Lot structure is set out in the table below:

|  |  |
| --- | --- |
| **Lot** | **Description of service** |
| Lot 1 | **Supply and fit of tyres and associated products and services for Blue Light (emergency services) Buyers.**  This is a single supplier lot, for UK nationwide coverage for the supply, fit and management of tyres and associated products and services to individual Blue Light Buyers. The Supplier is required to supply a full range of premium brand, commercially available tyres (including homologated tyres) required by Blue Light Buyers, as well as associated products and services such as the maintenance and replacement of tyre valves.  The Supplier will offer a range of fitting services to suit the Buyer’s requirements including at their own network of depots, mobile fitting and a 24/7 emergency call out service.  The Supplier may offer additional fast fit products and services which will be provided as a non-core item catalogue including but not limited to items such as wiper blades, bulbs and vehicle servicing. |
| Lot 2 | **Supply, fit and management of tyres and associated products and services.**  Suppliers appointed to this lot will supply, fit, repair and provide management of tyres and associated products and services on a regional or national basis. Suppliers are required to supply a range of commercially available tyres required by Public Sector Buyers.  Suppliers may offer tyre management solutions to the Buyer on a contracted or non-contracted basis. This may include, but is not limited to Pay As You Go Contracts and Fixed Cost Contracts (for example Pence per Kilometre (PPK) or Pence per Vehicle (PPV)).  The Supplier may offer additional fast fit products and services which will be provided as a non-core item catalogue including but not limited to items such as wiper blades, bulbs and vehicle servicing. |
| Lot 3 | **Supply, fit and repair of Glass and associated products and services**  Suppliers appointed to this lot will supply, fit and repair glass and provide associated services and products on a regional or national basis. For the avoidance of doubt, this may include any glass product which can be fitted to a vehicle, including but not limited to windscreens, rear windscreens, and side windows. The Suppliers may also supply complementary services including, but not limited to, minor bodywork repairs. |

# Deliverables for Lot 1

The scope of Lot 1 is outlined in paragraph 2.2. The mandatory Deliverables are described below in paragraphs 3.1 to 3.15 and the desirable Deliverables are described in paragraphs 3.16 to 3.17.

**Mandatory Deliverables**

* 1. **Provision of Tyres and associated products and services** 
     1. The Supplier will provide a range of goods and services to meet the Buyer’s requirements. When requested by the Buyer, the Supplier will provide:
* tyres on a supply only basis;
* tyres on a supply and fit basis;
* associated services and products in relation to the fitting and ongoing maintenance of a tyre as specified in paragraph 3.1.3;
* tyre emergency breakdown services as specified in paragraph 3.5.
  + 1. The Supplier will provide any commercially available tyre solution that is suitable to be fitted to the Buyer’s vehicle or equipment. This may include, but is not limited to:
* Motorcycles;
* passenger vehicles;
* 4x4’s (on and off road);
* light commercial vehicles (LCVs);
* mini-buses, coaches and buses;
* large goods vehicles (LGVs) and heavy goods vehicles (HGVs);
* agrarian vehicles.
  + 1. The Supplier will provide a range of associated products and services to the Buyer which may include, but are not limited to:
* maintenance and replacement of tyre valves
* wheel balancing
* wheel and axle alignment checks and adjustment
* repair of tyres
* turn on the rim and twinning
* fitting of high pressure valves, caps and extensions
* Tyron band fitting and checks
* puncture repairs
* Re-grooving.
  + 1. The Supplier will ensure that all deliverables provided comply with all applicable legislative and regulatory standards.
    2. The Supplier will ensure that all tyres supplied are new and have not previously been fitted to any vehicle unless otherwise requested by the Buyer.
    3. The Supplier will ensure that all tyres are free from defects and fit for the purpose for which they are supplied.
    4. The Supplier will ensure that the tread depth of tyres supplied to the Buyer comply with the UK legal limit as a minimum, or the Buyer’s tyre policy when specified and requested by the Buyer.
    5. The Supplier will reset and ensure that the TPMS (Tyre Pressure Monitoring System) is fully functioning following the fitting of a tyre.
    6. The Supplier will ensure that any locking wheel nut adaptors are returned to the Buyers vehicle upon completion.
    7. The Supplier will ensure that all staff involved in the provision of Deliverables have the appropriate skills, experience and qualifications.
  1. **Provision of Tyres and Associated Products on a Supply Only basis**
     1. The Supplier will provide tyres and associated products on a supply only basis to any location in the UK requested by the Buyer.
     2. The Supplier will provide tyres and associated products within 24 hours of receipt of the Buyer’s Order unless otherwise requested or agreed.
     3. The Supplier will maintain the capability to supply tyres and associated products to the Buyer’s premises 24 hours a day, 7 days a week including public and bank holidays unless otherwise agreed with the Buyer. A list of Buyer’s premises are provided in Annex A.
     4. The Supplier will inform the Buyer of any potential circumstances which may affect the Supplier’s (or Sub-Contractor’s) vehicle arriving within the time allocated.
  2. **Provision of Tyres goods and services at the Supplier’s Depots**
     1. The Supplier will provide goods and services through a network of depots accessible to the Buyer across the UK.
     2. The Supplier will ensure the depots are located throughout the UK and are within 35 miles travelling distance from all UK Motorways and/or Major A Roads and within a 3 mile radius of specified Scottish locations. A list of Buyer’s premises are provided in Annex A.
     3. The Supplier will maintain the capability to provide services from their depots between 08:30 and 17:00 hours Monday to Friday and 08:30 and 12:00 on Saturday including bank holidays but excluding Christmas Day, Easter Sunday and New Year’s Day.
     4. The Supplier will ensure that they start fitment of tyres and/or associated products within 15 minutes of any appointment time provided to the Buyer or the Buyer’s vehicle arriving at the Supplier’s depot.
     5. Where no prior appointment has been made, the Supplier will ensure that they start the fitment of tyres and/or associated products within 30 minutes of the Buyer’s vehicle arriving at the Supplier’s depot.
     6. Where an appointment has been made, the Supplier will endeavour to accommodate the Buyer when notified of any circumstances of a possible delay of the vehicle arriving at the Supplier’s depot.
     7. The Supplier will provide tyres to fit wheels of up to 20 inches in rim diameter.
  3. **Mobile Fitting Services**
     1. The Supplier will provide a mobile tyre fitting service to the Buyer at:
        1. any of the Buyer’s premises;
        2. any other location specified by the Buyer throughout the UK.
     2. For avoidance of doubt and for the purposes of this Framework contract, mobile tyre fitting services
        1. require appointments to be pre-booked by the Buyer;
        2. have not been identified by the Buyer, or the Supplier, as requiring an emergency response.
     3. The Supplier will maintain the capability to provide a mobile fitting service 24 hours a day, 7 days a week including public and bank holidays unless otherwise agreed with the Buyer.
     4. The Supplier will ensure that they start the fitment of tyres and/or associated products within 30 minutes of any appointment time made unless otherwise agreed with the Buyer.
     5. The Supplier will ensure the name of the fitting operative, contact telephone number and vehicle registration number are provided to the Buyer at least 24 hours prior to the agreed appointment time allocated to the Buyer, unless otherwise agreed with the Buyer.
     6. The Supplier will provide tyres to fit wheels of up to 20 inches in rim diameter.
     7. The Supplier will inform the Buyer of any potential circumstances which may affect the Supplier’s vehicle arriving within the time allocated.
  4. **Tyre Emergency Call Out Service**
     1. The Supplier will provide a tyre emergency call out service, including a dedicated helpdesk facility, 24 hours a day, 365 days a year (366 days in a leap year).
     2. For avoidance of doubt and for the purposes of this Framework contract, the emergency call out services
        1. are responsive and ad-hoc and cannot be pre-booked;
        2. the Buyer requires a response within 90 minutes for business critical requirements;
        3. the Buyer deems themselves to be in an emergency or vulnerable situation which (for example a tyre related breakdown on the side of a motorway);
        4. are available on request by the Buyer as and when the Buyer deems the circumstances require an emergency response;
        5. will be provided when the Supplier deems that the situation in which the Buyer describes requires an emergency response;
        6. are responded to within 90 minutes (or 60 minutes) as detailed in paragraphs 3.5.5 and 3.5.6.
     3. The Supplier will ensure that the Helpdesk telephone number is Freephone or does not charge users more than a basic rate, local rate or national rate telephone number and will not route to an answer machine.
     4. The Supplier will provide the appropriate guidance and materials to enable the Buyer to access the tyre emergency call out service.
     5. The Supplier will ensure that any emergency call out service responds within 90 minutes from the initial call to vehicle arrival, unless otherwise advised to and agreed with the Buyer.
     6. The Supplier will prioritise tyre emergency breakdown service calls from drivers who identify themselves to the call handler as being vulnerable and/or in a high risk situation and will aim to arrive within 60 minutes from the initial call to vehicle arrival.
     7. The Supplier will provide a unique reference number for each call out request which will be quoted in all communications with the Buyer.
     8. The Supplier will ensure that the call out service vehicle is dispatched with the relevant stock of tyres.
  5. **Homologation**
     1. The Supplier will ensure all tyres supplied and fitted will be considered to be of a ‘premium standard’ and meet the specification required for homologated use on the vehicles identified by the Buyer.  The Buyer will provide the Supplier with all relevant information regarding their homologation requirements at the point of Call-Off.
     2. The Supplier will ensure that when a tyre supplied and fitted which is not homologated for that particular vehicle for OEM (Original Equipment Manufacturer) fitment, the Supplier will advise the Buyer and either seek to gain homologation at the Buyer’s request or warrant in writing that the recommended tyre for the Buyer’s vehicle is suitable for fitment and the intended use.
     3. The Supplier will seek homologation for a tyre and use their supply chain to achieve homologation for the recommended tyre when requested by the Buyer. The Supplier will submit the recommended tyre for testing with the vehicle manufacturer, at the Supplier’s expense.
     4. The Supplier will work collaboratively with the Buyer, vehicle manufacturers and vehicle suppliers to support the development and homologation of new tyres to be supplied under the Framework Contract to the Buyer.
  6. **Tyre Valves**
     1. The Supplier will replace or repair all of the tyre valves when required.
     2. The Supplier will ensure the tyre valves provided comply with the original manufacturer specification for the tyres.
     3. When requested by the Buyer, the Supplier will ensure that whenever tyres are changed on TPMS fitted wheels that the sealing and fixing components are replaced, which will prolong the life of the valve components.
  7. **Tyre Hotel Storage Facility**
     1. The Supplier will provide a tyre hotel storage facility when requested by the Buyer.
     2. The Supplier will provide access to a tyre hotel storage facility to store the tyres via a drive-in facility.
     3. The Supplier will provide the option to collect the tyres from the Buyer’s premises to be taken to the storage facility.
     4. The Supplier will be fully liable for the condition of the tyres when they are being held in the storage facility.
     5. The Supplier will change the Buyer’s current tyres to the required tyres e.g. summer tyres to winter tyres or vice versa within 30 minutes per vehicle.
     6. The Supplier will ensure when removing the Buyer’s tyres that they are securely labelled with the vehicle registration number, which axle the tyre has been removed from and the date removal took place.
     7. The Supplier will ensure that tyres are free from defects and damage and are roadworthy prior to being refitted.
     8. The Supplier will ensure that all tyres have a minimum tread depth of 3mm prior to being refitted, unless otherwise advised and agreed with the Buyer in line with their Tyre Policy.
     9. The Supplier will advise the Buyer if a tyre is damaged or not roadworthy and requires replacement or repair.
  8. **Stockholding**
     1. The Supplier will determine the Buyer’s tyre and stockholding requirements at the point of Call-Off.
     2. The Supplier will provide consignment stocks to the Buyer’s premises when requested by the Buyer.
     3. The Supplier will undertake stock and volume reviews at a frequency agreed with the Buyer.
     4. The Supplier will comply with the Buyer’s stockholding requirements.
     5. The Supplier will ensure that any agreed stock levels are maintained at nominated premises.
  9. **Tyre Changeover Service for new vehicles**
     1. When requested by the Buyer, the Supplier will undertake a full change of tyres on new vehicles supplied to the Buyer. This occurs when new vehicles supplied to the Buyer are fitted with tyres that do not meet the Buyer’s tyre policy. For avoidance of doubt, the original tyres supplied with the new vehicle will have minimum wear from pre-delivery activities only (e.g. PDI).
     2. The Supplier acknowledges and agrees that the changeover service will include, but is not limited to, removing the tyres previously fitted on to the new vehicle, fitting replacement tyres which meet the Buyer's specification in line with paragraphs 3.1.4 to 3.1.9, wheel balancing and disposing of the surplus tyres through their supply chain.
     3. The Supplier acknowledges that the only charge to the Buyer will be for the fitting of the tyres, valves and wheel balancing.
     4. For the avoidance of doubt, the proceeds from the resale of the tyres removed from the new vehicles will be retained by the Supplier.
  10. **Tyre Disposal and Casing Credits**
      1. The Supplier will ensure that used tyres are treated as controlled waste and are subject to all current environmental regulations.
      2. The Supplier will use registered waste carriers and registered tyre processors for the collection and disposal of used tyres.
      3. The Supplier will provide a tyre disposal service for all used tyres.
      4. The Supplier will ensure that they comply with all legislation regarding the transfer of waste, including the completion of any required Waste Transfer documentation.
      5. The Supplier will refund any casing credits to the Buyer via an agreed method.
  11. **Order and supply of Tyres products and services**
      1. **Terms and conditions of supply**
         1. The Supplier will provide the Deliverables to the Buyer in a timely manner and in accordance with the Order and Call-Off Contract.
         2. The Supplier will support the Ordering procedure (as set out in Framework Schedule 7 (Call-Off Award Procedure).
      2. **Orders**
         1. For the avoidance of doubt, the Supplier acknowledges that each Order and Call-Off Contract survives the expiration or termination of the Framework Contract.
         2. When requested by the Buyer, the Supplier will liaise with the Buyer’s fleet management provider or any of the Buyer’s suppliers or internal stakeholders where required.
         3. The Supplier will accept Orders for individual tyres or associated products and services.
         4. The Supplier will be capable of accepting Orders for individual tyres and/or associated products and services:-
* by telephone;
* by email;
* using the Supplier’s online ordering system with real time stock level data; or
* at the Supplier’s depot.
  + - 1. When requested by the Buyer, the Supplier will integrate with the Buyer’s online ordering system. For avoidance of doubt, this requirement will be identified to the supplier and agreed between both parties at the point of Call-off.
      2. Prior to placing an Order, the Supplier will ensure that a full list of all charges relevant to the Buyer’s requirement is made available.
      3. The Supplier will identify and notify which classes of tyres and associated services are within or out of scope of the Buyer’s Tyre Policy when requested by the Buyer.
      4. The Supplier will seek approval from the Buyer prior to fitment or delivery if they are required to offer substitute goods and/or services due to unavailability.
      5. The Supplier will ensure that any substitute tyre meets or exceeds the original requirement in terms of tyre specification or performance (e.g. load or speed rating) at no additional cost to the Buyer either as a permanent replacement or for the period where the original requirement is unavailable.
      6. When requested by the Buyer, and seen to be beneficial to the parties to facilitate the ordering process, the Supplier will undertake training from the Buyer on the use of their ordering systems.
  1. **Managing the Buyer’s Account**
     1. **Contract Management**
        1. The Supplier will create a profile based on the needs of each individual Buyers at the point of entering into a Call-off contract. This may include, but is not limited to
* supply preference
* tyre requirements

# replacement policy

# stockholding requirements

* + - 1. The Supplier will ensure that all relevant documentation relating to the Buyer’s tyres operation is maintained and updated at all times.
      2. The Supplier will provide a Helpdesk facility in accordance with the Buyers requirements for dealing with Buyer’s queries on Orders placed, complaints or support needs, including technical support. Unless agreed with the Buyer, this will be available from 8am to 6pm, Monday to Friday and include public and bank holidays.
      3. The Supplier will ensure that the Helpdesk telephone number is Freephone or does not charge users more than a basic rate, local rate or national rate telephone number.
      4. The Supplier will ensure that all Supplier Staff appointed to the Helpdesk have the relevant skills in customer relations, and have received training to address the requirements of Buyers with specific needs.
      5. The Supplier will provide an appropriate level of resource in order to consistently deliver a quality service to the Buyer, ensuring Good Industry Practice is adhered to.
      6. The Supplier will ensure that all Supplier Staff appointed to the helpdesk have the appropriate security clearance to work on the Buyer’s account as detailed in the following link:

# [https://www.gov.uk/government/publications/hmg-personnel-securitycontrols](https://www.gov.uk/government/publications/hmg-personnel-security-controls)

* + - 1. The Supplier will provide online operating guidance, as well as a generic frequently asked questions / information page, to support the completion of Orders from the framework start date. The Supplier will ensure that this information is made available to Buyers at the point of Call-Off.
      2. The Supplier will operate and maintain a clearly defined process for the management and resolution of enquiries and complaints received from the Buyer.
    1. **Payment and Invoicing**
       1. The Supplier will offer the Buyer a choice of payment options, to be agreed with the Buyer at the point of Call-Off.
       2. The Supplier will ensure that all invoices are consolidated and provided on a monthly basis, unless otherwise requested or agreed with the Buyer. The invoice will be issued by the method agreed with the Buyer at the point of Call Off.
    2. **Management Information** 
       1. The Supplier will provide Management Information reports via an electronic solution (e.g. online or email in spreadsheet format) at a frequency requested by the Buyer. This may include but is not limited to:
* total Order value and volumes;
* specification of tyres supplied including tyre size, wheel rim, speed rating;
* pattern name;
* delivery date;
* response times;
* Tyre defects – detailing each tyre replaced, the condition of the tyre and the reason for the replacement;
* Tyre emergency breakdown service requests;
* associated products and services, as detailed in paragraph 3.1.3.
  + - 1. The Supplier will be responsible for the integrity of the data at all times.
    1. **Continuous Improvement**
       1. The Supplier will ensure that they engage positively with the Buyer for the duration of the Call-Off Contract in order to share lessons learned and identify opportunities to improve and optimise the Buyer’s fleet operational activity and risk management, in accordance with Call-Off Schedule 3 (Continuous Improvement).
       2. When requested by the Buyer, the Supplier will liaise with the Buyer’s fleet management provider, or any other supplier where required, in order to identify opportunities to improve and optimise the Buyer’s fleet operational activity.
    2. **Training**
       1. The Supplier will provide training to the Buyer at the Buyer’s premises, or an alternative mutually agreed location when requested. For the avoidance of doubt, this may include but is not limited to technical, fitting and repair training.
  1. **Enhanced Security**
     1. The Supplier will comply with the Buyer’s security policy including the prohibition of unauthorised photography.
     2. The Supplier will ensure that Supplier Staff requiring unescorted access to the Buyer’s premises or access to sensitive material/systems will be vetted in accordance with the Buyer’s personnel vetting procedures. The Buyer reserves the right to decline security clearance for any member of the Supplier Staff.
     3. The Supplier will ensure the name of the delivery driver, contact telephone number and vehicle registration number are provided to the Buyer at least 24 hours prior to the agreed time for delivery, unless otherwise agreed with the Buyer.
     4. The Supplier will ensure no photography of any item or premises visited will be taken and published or circulated; unless permission is granted by the Buyer.
     5. The Supplier will ensure that the list of security-cleared staff is constantly monitored and kept up-to-date.
     6. The Supplier will provide the Buyer upon request, copies of its written security procedures and will allow the Buyer an opportunity to inspect its physical security arrangements.
  2. **Legislation and Policy**
     1. **Legislative Requirements**
        1. The Supplier will ensure that all Deliverables supplied meet all applicable legislative or regulatory standards.
        2. The Supplier will ensure that all data held within their systems is held securely and complies with GDPR requirements as set out in Joint Schedule 11 (Processing Data).
     2. **Tyre Labelling**
        1. The Supplier will meet all labelling requirements as laid down in European Tyre Labelling Regulation EU 2020/740 or any future applicable legislation.
     3. **Policy Requirements**
        1. The Supplier will assist the Buyer in working towards and ensuring compliance with any Government Policy standards introduced.
        2. When requested by the Buyer, the Supplier will conform to the environmental management standards such as BS EN 14001 series, specified as part of the Ordering procedure.
        3. When requested by the Buyer, the Supplier will conform to the quality management standards such as EFQM and ISO 9000 series, specified as part of the Ordering procedure.
     4. **Sustainability**
        1. The Supplier will support CCS and the Buyer to meet the Government agenda in terms of business sustainability, which requires consideration of commercial needs and making a positive impact on society and the environment, both locally and globally, as detailed in Joint Schedule 5 (Corporate Social Responsibility).
        2. The Supplier will support the Buyer in meeting their obligations to the [Greening Government Commitments](http://sd.defra.gov.uk/gov/green-government/commitments/).
     5. **Social Value and Community Benefits**
        1. The Public Services (Social Value) Act 2012 and Procurement Reform (Scotland) Act 2014 places a requirement on Buyers in the wider public sector (such as Local Authorities, NHS and Blue Light services) to consider (a) how the economic, environmental and social well-being of the relevant area may be improved by what is being procured and (b) how, in conducting the procurement, they might act with a view to securing that improvement.
        2. In 2020, the [Procurement Policy Note (PPN) 06/20](https://www.gov.uk/government/publications/procurement-policy-note-0620-taking-account-of-social-value-in-the-award-of-central-government-contracts) was launched which embedded a new model to deliver social value through Central Government’s commercial activities. Central Government Buyers must use this model to take account of the additional social benefits that can be achieved in the delivery of its contracts, using policy outcomes aligned with the government’s priorities.
        3. The scope of this Framework supports the delivery of social value and community benefits, both as part of the award of this Framework and at the point of Call-Off:

# i) Delivering Social Value as part of the Framework Award

# Driving for Better Business is a Highways England programme to raise awareness of the significant benefits that employers in both the private and public sectors can achieve from managing work-related driving; more effectively. The Driving for Better Business vision is “A world where those who use the roads for work do so safely, efficiently, and sustainably”.

# CCS believes that signing up to the Driving for Better Business programme will enable Suppliers to contribute towards the following Social Value themes:

# Covid-19 Recovery - through the application of the Driving for Better Business Covid-19 Toolkit to help Suppliers plan for and implement the necessary changes in working practices.

# Fighting Climate Change - by adopting driving processes and working practices that reduce your organisational and individual driver’s carbon footprint.

# Wellbeing - by understanding the issues related to health and wellbeing and how they influence work-related road risk, and evidencing measures and policies put in place to improve driver behaviour in order to reduce the risk of accidents, injuries and deaths to drivers, passengers and pedestrians.

# Subscribing to the Driving for Better Business programme is just one way in which Suppliers can contribute to Social Value and CCS acknowledges that Suppliers may be undertaking other activities that contribute to the Social Value themes listed above as well as the Government’s wider six themes.

# CCS requires all Suppliers on the RM6142 framework to have signed up to the Driving for Better Business programme at the point of the Framework going live. Subscription to the programme is free of charge to the Supplier. More information about the programme can be found at their website:

# <https://www.drivingforbetterbusiness.com/>.

# Progression through the Driving for Better Business accreditation stages will form part of the Supplier’s KPI’s and will be monitored on a regular basis as part of CCS’s Supplier Management programme.

# ii) Delivering Social Value as part of the Call-Off

# Buyers can include Social Value as part of their Call-off evaluation criteria which will be made clear to all Suppliers involved in the competition.

**Desirable Deliverables**

* 1. **Provision of “Fast Fit” or ancillary products and services**
     1. The Supplier will ensure that all staff involved in the provision of Deliverables have the appropriate skills, experience and qualifications.
     2. The Supplier may provide “Fast Fit” or ancillary products and services to the Buyer without the purchase of a tyre.
     3. The Supplier may offer a range of products and services which support ad-hoc or planned maintenance activities and enable the Buyer’s vehicles to remain roadworthy, maintain driver comfort and meet utilisation requirements. These items may include, but are not limited to:
* wiper blade replacement and fitting;
* bulb replacement and fitting;
* exhaust repair or replacement;
* battery replacements;
* oil and/or filter changes;
* fuse replacement;
* charging cable replacement;
* replacement number plates;
* replacement mirror glass;
* fitting of dog guards;
* fitting of roof bars, boxes, tow bars, bike racks or trailers;
* air conditioning recharge.
  + 1. The Supplier may offer services which enable the Buyers vehicles to ensure that the vehicle is working at an optimal level and meets legislative and/or manufacturer requirements. These services may include, but are not limited to:
* vehicle servicing;
* vehicle health checks;
* MOTs;
* tyre tread checks;
* diagnostic checks and services.
  + 1. The Supplier will provide a catalogue and/or price list of available “Fast Fit” or ancillary products and services when requested by Buyer.
  1. **Consultancy**
     1. The Supplier will provide consultancy services to the Buyer when required in order to develop their Tyre Policy or for other continuous improvement activities.

# Deliverables for Lot 2

The scope of Lot 2 is outlined in paragraph 2.2. The mandatory Deliverables are described below in paragraphs 4.1 to 4.8 and the desirable Deliverables are described in paragraphs 4.9 to 4.19.

**Mandatory Deliverables**

* 1. **Provision of Tyres and associated products and services** 
     1. The Supplier will provide a range of goods and services to meet the Buyer’s requirements. When requested by the Buyer, the Supplier will provide:
* tyres on a supply only basis;
* tyres on a supply and fit basis;
* associated services and products in relation to the fitting and ongoing maintenance of a tyre as specified in paragraph 4.1.3.
  + 1. The Supplier will provide any commercially available tyre solution that is suitable to be fitted to the Buyer’s vehicle or equipment. This may include, but is not limited to:
* Motorcycles;
* passenger vehicles;
* light commercial vehicles (LCVs);
* mini-buses, coaches and buses;
* streetscene vehicles;
* off road vehicles;
* plant equipment;
* grounds maintenance and agricultural equipment and vehicles;
* large goods vehicles (LGVs) and heavy goods vehicles (HGVs) such as luton vans, box vans, tippers and any other commercial vehicles over 3.5 tonnes.
  + 1. The Supplier will provide a range of associated products and services to the Buyer which may include, but are not limited to:
* maintenance and replacement of tyre valves;
* wheel balancing;
* wheel and axle alignment checks and adjustment;
* repair of tyres;
* turn on the rim and twinning;
* fitting of high pressure valves, caps and extensions;
* Tyron band fitting and checks;
* puncture repairs;
* Re-grooving.
  + 1. The Supplier will ensure that all deliverables provided comply with all applicable legislative and regulatory standards.
    2. The Supplier will ensure that all tyres supplied are new and have not previously been fitted to any vehicle unless otherwise requested by the Buyer.
    3. The Supplier will ensure that all tyres are free from defects and fit for the purpose for which they are supplied.
    4. The Supplier will ensure that the tread depth of tyres supplied to the Buyer comply with the UK legal limit as a minimum, or the Buyer’s tyre policy when specified and requested by the Buyer.
    5. The Supplier will reset and ensure TPMS (Tyre Pressure Monitoring System) is fully functioning following the fitting of a tyre.
    6. When requested by the Buyer, the Supplier will ensure that whenever tyres are changed on TPMS fitted wheels that the sealing and fixing components are replaced, which will prolong the life of the valve components.
    7. The Supplier will ensure that any locking wheel nut adaptors are returned to the Buyers vehicle upon completion of any works.
    8. The Supplier will ensure that all staff involved in the provision of Deliverables have the appropriate skills, experience and qualifications.
  1. **Provision of Tyres and Associate Products on a Supply Only Basis**
     1. The Supplier will provide tyres and associated products on a supply only basis to any location in the UK requested by the Buyer.
     2. The Supplier will provide tyres and associated products within 24 hours of receipt of the Buyer’s Order unless otherwise requested or agreed.
     3. The Supplier will maintain the capability to supply tyres and associated products to the Buyer’s premises between 08:30 and 17:00, 7 days a week including public and bank holidays unless otherwise agreed with the Buyer.
  2. **Provision of Tyres goods and services at Supplier Depots**
     1. Where the Supplier’s business delivery model includes the provision of goods and services at a depot, the Supplier will maintain the capability to provide these between 08:30 and 17:00 hours Monday to Friday and 08:30 and 12:00 on Saturday including bank holidays but excluding Christmas Day, Easter Sunday and New Year’s Day.
     2. The Supplier will ensure that tyres are supplied and fitted within 1 hour of any appointment time made and the Buyer’s vehicle arriving at the Supplier’s depot.
     3. Where no prior appointment has been made, the Supplier will ensure that tyres are supplied and fitted within 2 hours of the Buyer’s vehicle arriving at the Supplier’s depot.
  3. **Mobile Fitting Services**
     1. The Supplier will provide a mobile tyre fitting service to the Buyer at:
        1. any of the Buyer’s premises
        2. any other location specified by the Buyer throughout the UK.
     2. For avoidance of doubt and for the purposes of this Framework contract, mobile tyre fitting services
        1. require appointments to be pre-booked by the Buyer;
        2. have not been identified by the Buyer or the Supplier as requiring an emergency response.
     3. The Supplier will maintain the capability to provide a mobile fitting service between 08:30 and 17:00, 7 days a week including public and bank holidays but excluding Christmas Day, Easter Sunday and New Year’s Day unless otherwise agreed with the Buyer.
     4. The Supplier will ensure that they start the fitment of tyres and/or associated products within 1 hour of any appointment time made unless otherwise agreed with the Buyer.
     5. When requested by the Buyer, the Supplier will ensure that any information relating to the delivery, such as driver name, is provided prior to the agreed appointment time allocated to the Buyer.
     6. The Supplier will provide tyres to fit wheels of up to 20 inches in rim diameter.
     7. The Supplier will inform the Buyer of any potential circumstances which may affect the Supplier’s vehicle arriving within the time allocated.
  4. **Tyre Disposal and Casing Credits**
     1. The Supplier will ensure that used tyres are treated as controlled waste and are subject to all current environmental regulations.
     2. The Supplier will use registered waste carriers and registered tyre processors for the collection and disposal of used tyres.
     3. The Supplier will provide a tyre disposal service for all used tyres.
     4. The Supplier will ensure that they comply with all legislation regarding the transfer of waste, including the completion of any required Waste Transfer documentation.
     5. The Supplier will refund any casing credits to the Buyer via an agreed method.
  5. **Order and supply of Tyres products and services**
     1. **Terms and conditions of supply**
        1. The Supplier will provide the Deliverables to the Buyer in a timely manner and in accordance with the Order and Call-Off Contract.
        2. The Supplier will support the ordering procedure (as set out in Framework Schedule 7 (Call-Off Award Procedure).
     2. **Orders**
        1. For the avoidance of doubt, each Order survives the expiration or termination of the Framework Contract.
        2. When requested by the Buyer, the Supplier will liaise with and accept Orders from the Buyer’s fleet management provider or any other third party acting on behalf of the Buyer.
        3. The Supplier will be capable of accepting Orders for individual tyres and/or associated services

# by telephone;

# by email;

# using the Supplier’s online ordering system with real time stock level data; or

# at the Supplier’s depot.

* + - 1. Prior to placing an Order, the Supplier will ensure that a full list of all charges relevant to the Buyer’s requirement is made available.
      2. The Supplier will identify and notify which classes of tyres and associated services are within or out of scope of the Buyer’s Tyre Policy when requested by the Buyer.
      3. The Supplier will seek approval from the Buyer prior to fitment or delivery when they are required to offer substitute goods and/or services due to unavailability.
      4. The Supplier will ensure that any substitute tyre meets or exceeds the original requirement in terms of tyre specification or performance (e.g. load or speed rating) at no additional cost to the Buyer.
  1. **Managing the Buyer’s Account**
     1. **Contract Management**
        1. The Supplier will ensure that all relevant documentation relating to the Buyer’s tyres operation are maintained and updated at all times.
        2. The Supplier will provide a Helpdesk facility for dealing with Buyer’s queries, complaints or support needs. Unless agreed with the Buyer, this will be available from 9am to 5pm, Monday to Friday and exclude bank holidays.
        3. The Supplier will ensure that the Helpdesk telephone number is Freephone or does not charge users more than a basic rate, local rate or national rate telephone number.
        4. The Supplier will operate and maintain a clearly defined process for the management and resolution of enquiries and complaints received from the Buyer.
     2. **Management Information**
        1. The Supplier will provide Management Information reports to the Buyer in order to meet the Buyer’s specified requirements.
     3. **Continuous Improvement**
        1. The Supplier will ensure that they engage positively with the Buyer for the duration of the Call-Off Contract in order to share lessons learned and identify opportunities to improve and optimise the Buyer’s fleet operational activity, efficiency and risk management, in accordance with Call-Off Schedule 3 (Continuous Improvement).
        2. When requested by the Buyer, the Supplier will liaise with the Buyer’s fleet management provider, or any other supplier where required, in order to identify opportunities to improve and optimise the Buyer’s fleet operational activity.
     4. **Payment and Invoicing**
        1. The Supplier will offer the Buyer a choice of payment options, to be agreed with the Buyer at the point of Call-Off.
        2. The Supplier will ensure that all invoices are consolidated and provided on a monthly basis, unless otherwise requested or agreed with the Buyer. The invoice will be issued by the method agreed with the Buyer at the point of Call Off.
     5. **Training**
        1. When requested by the Buyer, the Supplier will provide specific training to the Buyer via online mediums, at the Buyer’s premises or at an alternative mutually agreed location. The Supplier will advise the Buyer where this is a chargeable provision.
  2. **Legislation and Policy**
     1. **Legislative Requirements**
        1. The Supplier will ensure that all Deliverables supplied meet all applicable legislative or regulatory standards.
        2. The Supplier will ensure that all data held within their systems is held securely and complies with GDPR requirements as set out in Joint Schedule 11 (Processing Data).
     2. **Tyre Labelling**
        1. The Supplier will meet all labelling requirements as laid down in European Tyre Labelling Regulation EU 2020/740 or any future applicable legislation.
     3. **Policy Requirements**
        1. The Supplier will assist the Buyer in working towards and ensuring compliance with any Government Policy standards introduced.
        2. When requested by the Buyer, the Supplier will conform to the environmental management standards such as BS EN 14001 series, specified as part of the Ordering procedure.
        3. When requested by the Buyer, the Supplier will conform to the quality management standards such as EFQM and ISO 9000 series, specified as part of the Ordering procedure.
     4. **Sustainability**
        1. The Supplier will support CCS and the Buyer to meet the Government agenda in terms of business sustainability, which requires consideration of commercial needs and making a positive impact on society and the environment, both locally and globally, as detailed in Joint Schedule 5 (Corporate Social Responsibility).
        2. The Supplier will support the Buyer in meeting their obligations to the [Greening Government Commitments](https://www.gov.uk/government/collections/greening-government-commitments).
     5. **Social Value and Community Benefits**
        1. The Public Services (Social Value) Act 2012 and Procurement Reform (Scotland) Act 2014 places a requirement on Buyers in the wider public sector (such as Local Authorities, NHS and Blue Light services) to consider (a) how the economic, environmental and social well-being of the relevant area may be improved by what is being procured and (b) how, in conducting the procurement, they might act with a view to securing that improvement.
        2. In 2020, the [Procurement Policy Note (PPN) 06/20](https://www.gov.uk/government/publications/procurement-policy-note-0620-taking-account-of-social-value-in-the-award-of-central-government-contracts) was launched which embedded a new model to deliver social value through Central Government’s commercial activities. Central Government Buyers must use this model to take account of the additional social benefits that can be achieved in the delivery of its contracts, using policy outcomes align with the government’s priorities.
        3. The scope of this Framework supports the delivery of social value and community benefits, both as part of the award of this Framework and at the point of Call-Off:

# i) Delivering Social Value as part of the Framework Award

# Driving for Better Business is a Highways England programme to raise awareness of the significant benefits that employers in both the private and public sectors can achieve from managing work-related driving more effectively. The Driving for Better Business vision is “A world where those who use the roads for work do so safely, efficiently, and sustainably”.

# CCS believes that membership of the Driving for Better Business programme will enable Suppliers to contribute towards the following Social Value themes:

# Covid-19 Recovery through the application of the Driving for Better Business Covid-19 Toolkit to help Suppliers plan for changes in working practices

# Fighting Climate Change - by adopting processes and working practices that reduce your organisational and individual driver’s carbon footprint

# Wellbeing - by understanding the issues related to health and wellbeing and how they influence work-related road risk, and evidencing measures and policies put in place to improve driver behaviour in order to reduce the risk of accidents, injuries and deaths to drivers, passengers and pedestrians.

# Subscribing to the Driving for Better Business programme is just one way in which Suppliers can contribute to Social Value and CCS acknowledges that Suppliers may be undertaking other activities that contribute to the Social Value themes listed above as well as the Government’s wider six themes.

# CCS requires all Suppliers on the RM6142 framework to have signed up to the Driving for Better Business programme at the point of the Framework going live. Subscription to the programme is free of charge to the Supplier. More information about the programme can be found at their website:

# <https://www.drivingforbetterbusiness.com/>.

# Progression through the Driving for Better Business accreditation stages will form part of the Supplier’s KPIs and will be monitored on a regular basis as part of CCS’s Supplier Management programme.

# ii) Delivering Social Value as part of the Call-Off

# Buyers can include Social Value as part of their Call-off evaluation criteria which will be made clear to all Suppliers involved in the competition.

**Desirable Deliverables**

* 1. **Re-treaded and Used Tyres**
     1. The Supplier will provide re-treaded or used tyres when requested by the Buyer.
     2. The Supplier will ensure that the tread depth of tyres supplied to the Buyer comply with the UK legal limit as a minimum, or the Buyer’s tyre policy when specified and requested by the Buyer.
  2. **Stockholding**
     1. The Supplier will determine the Buyer’s tyre and stockholding requirements at the point of Call-Off.
     2. The Supplier will provide consignment stocks to the Buyer’s premises when requested by the Buyer.
     3. The Supplier will undertake stock and volume reviews at a frequency agreed with the Buyer.
  3. **Tyre Emergency Call Out Service**
     1. The Supplier will provide a tyre emergency call out service 24 hours a day, 365 days a year (366 days in a leap year).
     2. The Supplier will provide the appropriate guidance and materials to enable the Buyer to access the tyre emergency call out service.
     3. The Supplier will ensure that any emergency call out service arrives within 2 hours from the initial call to vehicle arrival, unless otherwise advised to and agreed with the Buyer.
     4. The Supplier will prioritise tyre emergency breakdown service calls from vulnerable drivers, drivers in high risk situations and vehicles delivering critical services.
     5. The Supplier will provide a unique reference number for each call out request which will be quoted in all communications with the Buyer.
  4. **Tyre Hotel Storage Facility**
     1. The Supplier will provide a tyre hotel storage facility when requested by the Buyer.
     2. The Supplier will provide access to a tyre hotel storage facility to store the tyres via a drive-in facility.
     3. The Supplier will provide the option to collect the tyres from the Buyer’s premises to be taken to the storage facility.
     4. The Supplier will be fully liable for the condition of the tyres when they are being held in the storage facility.
     5. The Supplier will change the Buyer’s current tyres to the required tyres e.g. summer tyres to winter tyres or vice versa within 30 minutes per vehicle.
     6. The Supplier will ensure when removing the Buyer’s tyres that they are securely labelled with the vehicle registration number, which axle the tyre has been removed from and the date removal took place.
     7. The Supplier will ensure that tyres are free from defects and damage and are roadworthy prior to being refitted.
     8. The Supplier will ensure that all tyres have a minimum tread depth of 3mm prior to being refitted, unless otherwise advised and agreed with the Buyer in line with their Tyre Policy.
     9. The Supplier will advise the Buyer if a tyre is damaged or not roadworthy and requires replacement or repair.
  5. **Tyre Changeover Service for new vehicles**
     1. When requested by the Buyer, the Supplier will undertake a full change of tyres on new vehicles supplied to the Buyer. This occurs when new vehicles supplied to the Buyer are fitted with tyres that do not meet the Buyer’s tyre policy.
     2. The Supplier acknowledges and agrees that the changeover service will include, but is not limited to, removing the tyres previously fitted on to the new vehicle, fitting replacement tyres which meet the Buyer's specification in line with paragraphs 4.1.4 to 4.1.11 and disposing of the surplus tyres through their supply chain.
     3. For avoidance of doubt, the original tyres supplied with the new vehicle will have minimum wear from pre-delivery activities only (e.g. PDI).
     4. The Supplier will dispose of the surplus tyres on the Buyer's behalf.
     5. The Supplier shall agree any profit share or refund of credits with the Buyer at the point of entering into a Call-Off Contract.
  6. **Provision of “Fast Fit” or ancillary products and services**
     1. The Supplier will ensure that all staff involved in the provision of Deliverables have the appropriate skills, experience and qualifications.
     2. The Supplier may provide “Fast Fit” or ancillary products and services to the Buyer without the purchase of a tyre.
     3. The Supplier may offer a range of products and services which support ad-hoc or planned maintenance activities and enable the Buyer’s vehicles to remain roadworthy, maintain driver comfort and meet utilisation requirements. These items may include, but are not limited to:
* wiper blade replacement and fitting;
* bulb replacement and fitting;
* exhaust repair or replacement;
* battery replacements;
* oil and/or filter changes;
* fuse replacement;
* charging cable replacement;
* replacement number plates;
* replacement mirror glass;
* fitting of dog guards;
* fitting of roof bars, boxes, tow bars, bike racks or trailers;
* air conditioning recharge.
  + 1. The Supplier may offer services which enable the Buyers vehicles to ensure that the vehicle is working at an optimal level and meets legislative and/or manufacturer requirements. These services may include, but are not limited to:
* vehicle servicing;
* vehicle health checks;
* MOTs;
* tyre tread checks;
* diagnostic checks and services.
  + 1. The Supplier will provide a catalogue and/or price list of available “Fast Fit” or ancillary products and services when requested by Buyer.
  1. **Tyre Management Services**
     1. The Supplier will provide a tyre management service to the Buyer on a contracted or non-contracted basis.
     2. The Supplier will offer a range of tyre management solutions to the Buyer which may include, but are not limited to:
* Pay As You Go Contracts

Suppliers providing PAYG services will offer a level of tyre management with the provision for Buyers to purchase tyres as and when they are required

* Fixed Cost Contracts (for example Pence per Kilometre (PPK) or Pence per Vehicle (PPV))

Suppliers providing Fixed Cost Contracts will offer tyre management, which includes the provision of tyres within the service wrap, either on a fixed flat fee monthly cost basis or where the monthly cost is calculated on a predetermined formula based on the use of the vehicle.

* + 1. The Supplier will provide a tyre management service which may include, but is not limited to:
* a dedicated Account Manager;
* regular tyre inspections at an interval agreed with the Buyer;
* preventative maintenance services;
* a Driver helpline or other single point of contact available 24 hours a day, 7 days a week, 365 days a year;
* roadside assistance;
* management information reporting as requested by the Buyer such as inspection information and planned replacement and maintenance;
* compliance management with the Buyer’s Tyre Policy and legislative requirements;
* support to development or update the Buyer’s Tyre Policy;
* an online management portal providing access to data and management information.
  1. **Homologation** 
     1. The Supplier will provide technical support to identify or determine tyre homologation when requested by the Buyer.
     2. The Supplier will work collaboratively with the Buyer, vehicle manufacturers and vehicle suppliers to support the development and homologation of new tyres to be supplied under the Framework Contract to the Buyer.
  2. **Enhanced Security**
     1. The Supplier acknowledges and agrees that there may be Buyers involved in law enforcement and covert operations that require a higher level of security in addition to the security requirements detailed in the Core Terms Clauses 14 “Data Protection” and 15 “What you must keep confidential”. In order to ensure that the Buyer is not put at risk it is essential that the Supplier and their subcontractors safeguard all information relating to the Buyer’s data and operation.
     2. The Supplier and their subcontractors will provide a higher level of security, as agreed with the Buyer, throughout the processes they perform directly and those that they subcontract so as not to compromise the Buyer’s operation. This may include the requirement to keep the Buyer’s details anonymous and in some cases adopting a pseudonym for use by the Supplier and their subcontractors.
     3. The Supplier will comply with the Buyer’s personnel vetting policy and standard operating procedures.
     4. The Supplier will be expected to provide a list of personnel who will access the Buyer’s data and who will communicate with the Buyer’s personnel and any other third parties as requested.
     5. The Supplier will notify the Buyer in writing of any changes to the allocated personnel within 5 working days and the new personnel will only be granted access to the Buyer’s data upon vetting clearance from the Buyer.
     6. Where a Buyer has further specific security requirements, they will be outlined within the Call-Off Contract and the Supplier will adhere to them.
  3. **Consultancy**
     1. The Supplier will provide consultancy services to the Buyer when required in order to develop their Tyre Policy or for other continuous improvement activities.
  4. **Tyre Fitting Only Services**
     1. The Supplier will provide a tyre fitting service independently of the supply of tyres when requested by the Buyer.

# Deliverables for Lot 3

The scope of Lot 3 is outlined in paragraph 2.2. The mandatory Deliverables are described below in paragraphs 5.1 to 5.7 and the desirable Deliverables are described in paragraphs 5.8 to 5.11.

**Mandatory Deliverables**

* 1. **Provision of Windscreen, Glass and Associated Products and Services**
     1. The Supplier will provide a range of goods and services to meet the Buyer’s vehicle requirements. When requested by the Buyer, the Supplier will provide:
* supply and fit of replacement windscreens and any other vehicle glass such as side and rear windows, panoramic roofs and sunroofs;
* repair of windscreens and any other vehicle glass;
* Advanced Driver Assistance System (ADAS) windscreen calibration;
* additional complementary products and services in relation to the replacement and repair of windscreen and glass;
* emergency call out services;
  + 1. The Supplier will provide any commercially available windscreen or glass solution that is suitable to be fitted to the Buyer’s vehicle or equipment. This may include, but is not limited to:
* passenger vehicles;
* light commercial vehicles (LCVs);
* mini-buses, coaches and buses;
* street scene vehicles;
* off road vehicles;
* plant equipment;
* grounds maintenance and agricultural equipment and vehicles;
* large goods vehicles (LGVs) and heavy goods vehicles (HGVs) such as luton vans, box vans, tippers and any other commercial vehicles over 3.5 tonnes;
  + 1. The Supplier will provide a range of associated products and services to the Buyer which may include, but are not limited to:
* replacement of windscreen wipers
* minor bodywork repairs
  + 1. The Supplier will ensure that all windscreens and glass supplied are new, are free from damage or defects and fit for the purpose for which they are supplied.
    2. The Supplier will ensure that the windscreen or glass fitted meets the vehicle manufacturer’s specification.
    3. The Supplier will ensure that the vehicle is not scratched, marked, dented or damaged in any way as a result of fitting windscreen, glass or associated products
    4. The Supplier will ensure that all fitments to the original glazing, such as parking permits and interior mirrors, are replaced.
    5. The Supplier will ensure that the repair and replacement of windscreens meet legislative requirements.
    6. The Supplier will ensure that any windscreen and glass repair or replacement work undertaken does not affect the manufacturer’s warranty, either of the product being fitted or the Buyer’s vehicle.
    7. The Supplier will ensure that all residue and fitting marks are cleaned from the glazing, both inside and out, on completion of the repair or replacement.
    8. The Supplier will ensure that the Buyer’s vehicles are secured with a temporary repair in the event of a delay to the fitment of a repair or replacement windscreen or glass. This service will be included in the cost to the Buyer.
  1. **Provision of Windscreen and Glass Products and Services at Supplier Depots**
     1. The Supplier will maintain the capability to provide services from their depots between 08:30 and 17:00 hours Monday to Friday and 08:30 and 12:00 on Saturday including bank holidays but excluding Christmas Day, Easter Sunday and New Year’s Day.
     2. The Supplier will ensure that windscreen and glass Deliverables are supplied and fitted within 90 minutes of any appointment time made and the Buyer’s vehicle arriving at the Supplier’s depot.
     3. Where no prior appointment has been made, the Supplier will ensure that Deliverables are supplied and fitted within 2 hours of the Buyer’s vehicle arriving at the Supplier’s depot, unless otherwise advised and agreed with the Buyer.
  2. **Mobile Fitting Services**
     1. The Supplier will provide a mobile windscreen and glass fitting service to the Buyer at any location specified.
     2. The Supplier will maintain the capability to provide a mobile fitting service between 08:30 and 17:00 Monday to Friday and 08:30 and 12:00 on Saturday including bank holidays but excluding Christmas Day, Easter Sunday and New Year’s Day.
     3. The Supplier will ensure that windscreen and glass Deliverables are supplied and fitted within 90 minutes of any appointment time made and the Supplier’s vehicle arriving at the Buyer’s specified location, unless otherwise advised and agreed with the Buyer.
  3. **Windscreen Calibration**
     1. The Supplier will ensure that any vehicles fitted with Adaptive Driver Assistance Systems (ADAS) are recalibrated to the manufacturer’s standards following windscreen fitment.
     2. The Supplier will ensure that any other sensors, such as automatic windscreen wipers or lights, are re-fitted and left in a working state, unless otherwise advised and agreed with the Buyer.
  4. **Order and Supply of Windscreen and Glass Products and Services**
     1. **Terms and conditions of supply**
        1. The Supplier will provide the Deliverables to the Buyer in a timely manner and in accordance with the Order and Call-Off Contract.
        2. The Supplier will support the ordering procedure (as set out in Framework Schedule 7 (Call-Off Award Procedure).
     2. **Orders**
        1. For the avoidance of doubt, each Order survives the expiration or termination of the Framework Contract.
        2. When requested by the Buyer, the Supplier will liaise with and accept Orders from the Buyer’s fleet management provider or any other third party acting on behalf of the Buyer.
        3. The Supplier will be capable of accepting Orders for individual windscreen and glass products and/or associated services by:

# telephone;

# email;

# the Supplier’s helpdesk;

# at the Supplier’s depot.

* + - 1. Prior to placing an Order, the Supplier will ensure that a full list of all charges relevant to the Buyer’s requirement is made available.
  1. **Managing the Buyer’s Account**
     1. **Contract Management**
        1. The Supplier will ensure that all relevant documentation relating to the Buyer’s windscreen and glass operation are maintained and updated at all times.
        2. The Supplier will provide a Helpdesk facility for dealing with Buyer’s queries, complaints or support needs. Unless agreed with the Buyer, this will be available from 9am to 5pm, Monday to Friday and exclude bank holidays.
        3. The Supplier will ensure that the Helpdesk telephone number is Freephone or does not charge users more than a basic rate, local rate or national rate telephone number.
        4. The Supplier will operate and maintain a clearly defined process for the management and resolution of enquiries and complaints received from the Buyer.
     2. **Management Information** 
        1. The Supplier will provide Management Information reports to the Buyer in order to meet the Buyer’s specified requirements.
     3. **Continuous Improvement**
        1. The Supplier will ensure that they engage positively with the Buyer for the duration of the Call-Off Contract in order to share lessons learned and identify opportunities to improve and optimise the Buyer’s fleet operational activity and risk management, in accordance with Call-Off Schedule 3 (Continuous Improvement).
        2. When requested by the Buyer, the Supplier will liaise with the Buyer’s fleet management provider, or any other supplier where required, in order to identify opportunities to improve and optimise the Buyer’s fleet operational activity.
  2. **Legislation and Policy**
     1. **Legislative Requirements**
        1. The Supplier will ensure that all windscreen and glass fitment undertaken meets all applicable legislative or regulatory standards.
        2. The Supplier will ensure that all data held within their systems is held securely and complies with GDPR requirements as set out in Joint Schedule 11 (Processing Data).
     2. **Policy Requirements**
        1. When requested by the Buyer, the Supplier will conform to the environmental management standards such as BS EN 14001 series, specified as part of the Ordering procedure.
        2. When requested by the Buyer, the Supplier will conform to the quality management standards such as EFQM and ISO 9000 series, specified as part of the Ordering procedure.
     3. **Sustainability**
        1. The Supplier will ensure that all windscreens and glass are disposed of in a responsible manner and recycled where possible in line with industry best practice, or any regulatory and legislative requirements.
        2. The Supplier will support CCS and the Buyer to meet the Government agenda in terms of business sustainability, which requires consideration of commercial needs and making a positive impact on society and the environment, both locally and globally, as detailed in Joint Schedule 5 (Corporate Social Responsibility).
        3. The Supplier will support the Buyer in meeting their obligations to the [Greening Government Commitments](https://www.gov.uk/government/collections/greening-government-commitments).
     4. **Social Value and Community Benefits**
        1. The Public Services (Social Value) Act 2012 and Procurement Reform (Scotland) Act 2014 places a requirement on Buyers in the wider public sector (such as Local Authorities, NHS and Blue Light services) to consider (a) how the economic, environmental and social well-being of the relevant area may be improved by what is being procured and (b) how, in conducting the procurement, they might act with a view to securing that improvement.
        2. In 2020, the [Procurement Policy Note (PPN) 06/20](https://www.gov.uk/government/publications/procurement-policy-note-0620-taking-account-of-social-value-in-the-award-of-central-government-contracts) was launched which embedded a new model to deliver social value through Central Government’s commercial activities. Central Government Buyers must use this model to take account of the additional social benefits that can be achieved in the delivery of its contracts, using policy outcomes aligned with the government’s priorities.
        3. The scope of this Framework supports the delivery of social value and community benefits, both as part of the award of this Framework and at the point of Call-Off:

# i) Delivering Social Value as part of the Framework Award

# Driving for Better Business is a Highways England programme to raise awareness of the significant benefits that employers in both the private and public sectors can achieve from managing work-related driving more effectively. The Driving for Better Business vision is “A world where those who use the roads for work do so safely, efficiently, and sustainably”.

# CCS believes that membership of the Driving for Better Business programme will enable Suppliers to contribute towards the following Social Value themes:

# Covid-19 Recovery through the application of the Driving for Better Business Covid-19 Toolkit to help Suppliers plan for changes in working practices.

# Fighting Climate Change - by adopting processes and working practices that reduce your organisational and individual driver’s carbon footprint.

# Wellbeing - by understanding the issues related to health and wellbeing and how they influence work-related road risk, and evidencing measures and policies put in place to improve driver behaviour in order to reduce the risk of accidents, injuries and deaths to drivers, passengers and pedestrians.

# Subscribing to the Driving for Better Business programme is just one way in which Suppliers can contribute to Social Value and CCS acknowledges that Suppliers may be undertaking other activities that contribute to the Social Value themes listed above as well as the Government’s wider six themes.

# CCS requires all Suppliers on the RM6142 framework to have signed up to the Driving for Better Business programme at the point of the Framework going live. Subscription to the programme is free of charge to the Supplier. More information about the programme can be found at their website:

# <https://www.drivingforbetterbusiness.com/>.

# Progression through the Driving for Better Business accreditation stages will form part of the Supplier’s KPIs and will be monitored on a regular basis as part of CCS’s Supplier Management programme.

# ii) Delivering Social Value as part of the Call-Off

# Buyers can include Social Value as part of their Call-off evaluation criteria which will be made clear to all Suppliers involved in the competition.

**Desirable Deliverables**

* 1. **Windscreen and Glass Emergency Call Out Service**
     1. The Supplier will provide an emergency call out service 24 hours a day, 365 days a year (366 days in a leap year).
     2. The Supplier will provide the appropriate guidance and materials to enable the Buyer to access the emergency call out service.
     3. The Supplier will ensure that any emergency call out service arrives within 2 hours from the initial call to vehicle arrival, unless otherwise advised to and agreed with the Buyer.
     4. The Supplier will prioritise emergency call out service calls from vulnerable drivers, drivers in high risk situations and vehicles delivering critical services.
     5. The Supplier will provide a unique reference number for each call out request which will be quoted in all communications with the Buyer.
  2. **Anti-Bandit Glass**
     1. The Supplier will provide impact resistant and anti-bandit glass when requested by the Buyer.
     2. The Supplier will ensure that the repair, replacement and fitment of any anti-bandit glass meets all regulatory and legislative requirements.
  3. **Enhanced Security**
     1. The Supplier acknowledges and agrees that there may be Buyers involved in law enforcement and covert operations that require a higher level of security in addition to the security requirements detailed in the Core Terms Clauses 14 “Data Protection” and 15 “What you must keep confidential”. In order to ensure that the Buyer is not put at risk it is essential that the Supplier and their subcontractors safeguard all information relating to the Buyer’s data and operation.
     2. The Supplier and their subcontractors will provide a higher level of security, as agreed with the Buyer, throughout the processes they perform directly and those that they subcontract so as not to compromise the Buyer’s operation. This may include the requirement to keep the Buyer’s details anonymous and in some cases adopting a pseudonym for use by the Supplier and their subcontractors.
     3. The Supplier will comply with the Buyer’s personnel vetting policy and standard operating procedures.
     4. The Supplier will be expected to provide a list of personnel who will access the Buyer’s data and who will communicate with the Buyer’s personnel and any other third parties as requested.
     5. The Supplier will notify the Buyer in writing of any changes to the allocated personnel within 5 working days and the new personnel will only be granted access to the Buyer’s data upon vetting clearance from the Buyer.
     6. Where a Buyer has further specific security requirements, they will be outlined within the Call-Off Contract and the Supplier will adhere to them.
  4. **Consultancy**
     1. The Supplier will provide consultancy services to the Buyer when required in order to develop their Windscreen or Fleet Policy or for other continuous improvement activities.

# Annex A – Buyer Premises for Lot 1

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| --- | --- |
| **Force** | **Workshop Address** |
| Avon & Somerset Police | Cabot Park, Poplar Way East, Avonmouth, Bristol BS11 0YP.  Unit A2, Wylds Road, Bridgwater TA6 4BH.  Unit 6 Midsomer, Enterprise Park, Radstock Road, Midsomer Norton BA3 2BB.  Yeovil Police Station, Horsey Lane, Yeovil BA20 1SN. |
| Bedfordshire Police | Halsey Road, Kempston MK42 8AX |
| Cambridgeshire Police | Lakes Business Park, St Ives PE28 9QR |
| Cheshire Police | Clemonds Hey, Oakmere Road, Winsford, Cheshire CW7 2UA |
| Cleveland Police | To be confirmed at Call-Off |
| Cumbria Police | Hadrian Camp, Houghton, Carlisle CA3 0LA.  Hall Brow, Workington CA14 4AP  Andrews Way, Barrow in Furness LA142UE. |
| Devon & Cornwall Police | Barnstaple, North Walk, Deven, EX31 1DU  Tollgate Road, Bodmin, Cornwall, PL31 2FL  Formal Road, Treswitian, Cambourne, Cornwall, TR14 0PX  Unit 1, Eagle Way, Sowton Ind Est, Exeter, Devon, EX2 7HY  Chamberlayne Drive, Plympton, Plymouth, Devon, PL7 2ZW. |
| Derbyshire Police | Ripley Road, Ambergate, Derbyshire, DE56 2ER  Main Road, Dove Holes, Derbyshire, SK17 8BJ  Liversage Street, Derby, Derbyshire, DE1 2LD  Brimmington Road North, Whittington Moor, Chesterfield, Derbyshire, S41 9BE. |
| Dorset Police | Radipole Lane, Weymouth, DT4 9WW  Aymesford Road, Ferndown, Dorset, BH22 9HQ. |
| Durham Police | Unit 1, White House Industrial Estate, Traynoray, Peterlee, SR8 2RU |
| Dyfed Powys Police | Plas y Ffynnon, Cambrian Way, Brecon, LD3 7HP  Park Lane Newtown, SY16 1EN  Boulevard Saint Brieuc, Aberystwyth, SY23 1 PH  Merlins Hill, SA61 1PF  Llangunnor, Carmarthen, SA31 2PF. |
| Essex Police | Boreham Complex, B Block, Waltham Road, Holts Lane,  Boreham, CM3 3BG  Laindon Police Workshop, Church Road, Essex, SS15 4EJ  Harlow Complex, London Road, Old Harlow, Essex, CM17 0DA |
| Gloucestershire Police | Baird Road, Quedgeley, Gloucester, GL2 2AF. |
| Gwent Police | Croesyceiliog. Cwmbran, NP44 2XJ |
| Hampshire Police | Unit D, Bar End Industrial Estate, Winchester, Hampshire, S23 9NP  Units 20-21, Standard Way, Fareham Industrial Estate, Fareham,  Hampshire, PO16 8XH. |
| Hertfordshire Police | Stanborough Road, Welwyn Garden City, AL8 6XF. |
| Humberside Police | Wyke Way, Melton, HU14 3BQ |
| Kent Police | Unit 4a, Priory Park, Mills Road, Aylesford, ME20 7PP  Nackington Road, Canterbury, CT47AZ |
| Lancashire Police | Saunders Lane, Hutton, Preston, PR4 5TJ. |
| Leicestershire Police | St Johns, Enderby, Leicester, LE19 2BX |
| Lincolnshire Police | Deepdale Lane, Nettleham, Lincoln, LN2 2LT  Westlode Street, Spalding, PE11 2AF |
| Merseyside Police | 405 Edge Lane, Liverpool, L13 2EW. |
| Norfolk Police | Jubilee House, Falconers Chase, Wymondham, Norfolk, NR18 0WW  Howard Street North, Great Yarmouth, NR30 1PH  Kilhams Way, Kings Lynn, PE30 2HY |
| Northumbria Police | Northumbria Police Fleet Management, Arrow Close, Northumbrian Way,  Killingworth, North Tyneside. NE12 6QN |
| Northamptonshire Police | Wooton Hall, Northampton, NN4 0JQ |
| North Wales Police | Unit 57, Parkway, Zone 2, Deeside Industrial Estate, Deeside, Flintshire,  CH5 2NS |
| North Yorkshire Police | Satation Road, Thirsk, YO7 1QH |
| Nottinghamshire Police | To be confirmed at Call-Off |
| Staffordshire Police | Gordon Banks Drive, Trentham Lakes North, stoke on Trent, ST4 4TW. |
| South Wales Police | Richard Thomas House, Newlands Avenue, Brackla Industrial Estate, Bridgend, CF31 2DA |
| South Yorkshire Police | Unit 17, Churchill Way, J35a, Sheffield Business Park, Chapeltown, Sheffield S35 2PY |
| Suffolk Police | Portal Avenue, Martlesham Heath, Ipswich, IP5 3QS  Raingate Street, Bury St Edmunds, IP33 2AP  Norwich Road, Halesworth, IP19 8JH. |
| Surrey Police | Bohemia Road, Hastings, TN34 1JJ  Kingsham Road, Chichester, PO19 8AD  Horsham Road, Bramley, Guildford, GU5 0BJ.  Snow Hill, RH10 3DZ  22 Kingston Road, Staines, TW18 4LQ. |
| Sussex Police | Bohemia Road, Hastings, TN34 1JJ  Kingsham Road, Chichester, PO19 8AD,  Horsham Road, Bramley, Guildford, GU5 0BJ.  Snow Hill, RH10 3DZ  22 Kingston Road, Staines, TW18 4LQ. |
| Thames Valley Police | Walton Grove, Atlesbury, HP21 7LA  Howes Lane, Bicester, OX26 2ZA  Reading, RG7 4DU. |
| Warwickshire Police | Leek Wootton HQ CV35 7QA  CFM, Unit 12, Montague Road, Warwick, CV34 5LU |
| West Mercia | Blackpole East Trading Estate, Blackpole, Worcester, WR3 8SG  Unit 32, Foley Trading Estate, Hereford, HR1 2SF  Clive Road, Shrewsbury, SY2 5RW |
| West Midlands Police | Unit 7 Elliott Way, Birmingham, B6 7AP |
| West Yorkshire Police | Unit A, Junction 41 Estate, Wakefield, WF2 0XH |
| Wiltshire Police | London Road, Devizes, SN10 2DN  Gablecross, Shrivenham Road, Swindon, SN3 4RB |
| British Transport Police | Howes Lane, Bicester, OX26 2ZA |
| City of London Police | To be confirmed at Call-Off |
| Civil Nuclear Constabulary | Howes Lane, Bicester, OX26 2ZA |
| Greater Manchester Police | Openshaw Complex, Lawton Street, Openshaw, Manchester, M11 2NS. |
| Isle of Man Police | Dukes Avenue, Douglas, Isle of Man IM2 4RG |
| Metropolitan Police | 46a Ponton Road Workshop, London, SW11 7BJ  Crabtree Manorway, Belvedere London  17 Western Road, Park Royal, London, NW10 7LT  Unit 1, Segro Park, Rainham, Essex, RM13 8GJ |
| Police Scotland | 91 Meiklewood Road, Glasgow, G51 4DU.  Randolphfield, St Ninians Road, Stirling FK8 2HD.  Detroit Road, Glenrothes, KY6 2RJ  5 Fettes Avenue, Edinburgh, EH4 1RB  Nelson Street Aberdeen AB24 5EQ  Old Perth Road, Inverness, IV2 3SY  Balunie Drive, Dundee, DD4 8UT  Cornwall Mount, Dumfries, DG1 1PZ  217 Windmillhill Street, Motherwell, ML1 1RZ. |