**Call-Off Schedule 20 (Call-Off Specification)**

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyers under this Call-Off Contract.

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## **PURPOSE**

## The Cabinet Office (referred to hereafter as the Contracting Authority) requires the provision of a vehicle hire service covering all of the UK and overseas.

## The Contract will be for a period of three years, with an option to extend for one further period of twelve months.

## This Contract is for the use of the Contracting Authority, their Arm’s Length Bodies and Executive Agencies.

## **BACKGROUND TO THE CONTRACTING AUTHORITY**

## 2.1 The Contracting Authority supports the Prime Minister, and ensures the effective running of government. The Contracting Authority is also the corporate headquarters for the government, in partnership with HM Treasury, and takes the lead in certain critical policy areas. More information about the Contracting Authority can be found on its website at:

## <https://www.gov.uk/government/organisations/cabinet-office>.

2.2 The Contracting Authority includes the Government Commercial Organisation (GCO). GCO includes staff working in the Commercial field who are deployed to Other Government Departments. They are employees of the Contracting Authority, but retain the email address of the department they are deployed to.

## **BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT**

## 3.1 The provision of a vehicle hire service covering the whole of the UK and overseas.

## 3.2 Contracting Authority officials can hire a vehicle if it is cheaper and/or more appropriate than using public transport, and if they have a current driving licence. They should hire the least expensive and smallest car necessary for their journey.

## 3.3 The Contracting Authority requires a wide range of hybrid/electric vehicles to hire in order to help meet its commitments to reach Net Zero carbon emissions by 2050.

## 3.4 The Contracting Authority requires potential providers to contribute towards fighting climate change as its Social Value element of this contract.

## **4. DEFINITIONS**

|  |  |
| --- | --- |
| Expression or Acronym | Definition |
| “Access cards” | means an individual card, whether Contracting Authority or Supplier owned, that allows a Driver access to a Car Club vehicle. |
| “Actual Delivery Time” | means the date and time on which a vehicle is actually delivered to the Driver. |
| “Additional Charges” | means the amounts so specified in the Call-Off Schedule 5 (Pricing Details) or an Equipment Order. |
| “ALB” | means Arm’s Length Body. |
| “Booker” | means the person who books a vehicle for hire. |
| “Breakdown Provider” | means the Supplier or any third party which the Supplier uses to provide breakdown and roadside assistance services to the Contracting Authority whether in the UK or overseas and in this regard the Supplier may use more than one Breakdown Service Providers. |
| “Car Share” | means the provision of vehicle hire for which the Contracting Authority uses a booking system with the capability to reserve Vehicles for hourly periods rather than a whole day or longer. The Vehicles are equipped with technology to enable entry by membership card and individual journey tracking by driver. Car Share includes Car Share Dedicated Vehicles, Car Share Mixed Use Vehicles and Car Share Publicly Accessible Vehicles. |
| “Car Share Dedicated Vehicles” | means Car Share Vehicles, either kept at the Contracting Authority’s or Supplier’s premises or at specified locations which are for exclusive use by the Contracting Authority or, if requested by the Contracting Authority, shared with other organisations. |
| “Car Share Mixed Use Vehicles” | means Car Share Vehicles, either kept at the Contracting Authority’s or Supplier’s premises or at specified locations which are for exclusive use by the Contracting Authority during an agreed period within working hours. Outside of the agreed period, the Supplier may make the Vehicles available to the general public. |
| “Car Share Publicly Accessible Vehicles” | means Car Share Vehicles available through the Supplier’s Car Share network which are not solely reserved for a single Contracting Authority but can be hired by anyone with Car Share Membership. Vehicles can be rented by the hour and rental durations are capped at a single whole day rate. |
| “Code of Connection” | means a mandatory set of technology requirements to integrate different electronic systems. |
| “Contracting Authority’s Travel Policy” | means a document that outlines the guidelines, rules and behaviours relating to travel for employees of the Contracting Authority. |
| “Crown Indemnity” | means where the Contracting Authority is its own insurer. |
| “Daily Rental” | means daily rental of Vehicles. |
| “Day” | means any day Monday to Sunday inclusive. |
| “Delivery Place” | means the place for delivery specified in the Equipment Order. |
| “Driver” | means Contracting Authority staff who will drive the vehicle. |
| “Due Delivery Time” | means the date and time specified for delivery of a piece of Equipment in the Equipment Order. |
| “Electric Vehicles” or “EV” | means a Vehicle which uses one or more electric motors for propulsion. |
| “Equipment” | means those devices, machines, tools, technology and/or Vehicles set out in Framework Schedule 1 - Specification and ordered by the Contracting Authority as may be supplemented in the Call-Off Contract or in an Equipment Order. |
| “Equipment Order” | means the order specifying the Equipment that the Contracting Authority will hire from the Supplier under the Call-Off Contract which the Contracting Authority will detail using the Online Booking System or in an equivalent form as agreed by the Parties from time to time. |
| “Fair Wear and Tear” | has the same meaning given to it the British Vehicles Rental and Leasing Association (BVRLA) Fair Wear and Tear Guide. The Contracting Authority may request copies from the Supplier from time to time. |
| “Fuel cards” | means credit cards or prepayment cards that can only be used for purchasing fuel. |
| “Hire Payments” | means the Rentals and Additional Charges (exclusive of any applicable VAT) payable to the Supplier by the Contracting Authority under the Call-Off Contract for the full and proper performance by the Supplier of its obligations under the Call-Off Contract which price must not be greater than the prices provided for in the Framework Contract from time to time. |
| “Hire Period” | in relation to a piece of Equipment, the period commencing at the Actual Delivery Time for that piece of Equipment and ending at the Return Time for that piece of Equipment unless extended or terminated early in accordance with this Call-Off Contract. |
| “LCV” | means Light Commercial Vehicle |
| “Net Book Value” | means the value of a piece of Equipment from time to time being its purchase price less an amount equal to the depreciation of the piece of Equipment, calculated on a straight-line basis, at the time a valuation is made. |
| “Online Booking System” | means an online system which allows a Booker to hire Equipment through a website portal. |
| “Out of hours” | means all hours outside: 08:00 to 18:00 Monday to Friday, excluding Bank Holidays and 09:00 to 12:00 Saturday in the UK. |
| “Rental” | means the amount specified in the Equipment Order to be paid by the Buyer to the Supplier for hire of Equipment. |
| “Return Time” | means the date and time so specified in the Equipment Order for return or collection. |
| “Travel Policy” | means the Contracting Authority’s document that outlines the guidelines and rules and behaviours relating to travel for employees of the Contracting Authority. |
| “Total Loss” | means any event which, in the opinion of the insurers of the piece of Equipment, renders the piece of Equipment incapable of economic repair if it is lost, stolen or destroyed. |
| “Vehicle” | means those vehicles more particularly described in the Framework Specification and which forms part of the Equipment. |
| “Vehicle Damage Assessor” | means a report estimating of vehicle damage repairs which are involved in accidents or similar incident circumstances produced by an ATA (Automotive Technician Accreditation) registered source. |
| Vehicle Inspection Form” | means the form to be delivered by the Supplier with the Vehicle at the commencement of the Hire Period which details information relating to the hire including but not limited to details of the Driver, Hire Period and the Vehicle. |
| “Vulnerable Driver” | means drivers including lone female Drivers who may be in vulnerable situations such as on motorways or unlit roads. |
| “Working Hours” | means hours during the Hours of Service. |

## **5. SCOPE OF REQUIREMENT**

## 5.1 The Contracting Authority requires a UK-wide vehicle hire service.

## 5.2 The Contracting Authority has offices based around the UK, including London (Westminster, Whitechapel, and Canary Wharf), Basingstoke, Birmingham, Bristol, Cambridge, Cardiff, Edinburgh, Glasgow, Leeds, Liverpool, Manchester, Milton Keynes, Newcastle, Norwich, Nottingham, Sheffield, and York. In addition, Contracting Authority staff are based in all government locations throughout the UK, including Northern Ireland.

5.3 In addition, Cabinet Office has requirements for overseas vehicle hire, including but not limited to Germany, Cyprus, and USA.

## 5.4 Vehicles may be required for use outside of normal office hours, and in areas not close to Supplier sites.

## 5.5 The Contracting Authority has no preference for any specific make or model of vehicle.

## 5.6 Contracting Authority bookers should have access to a selection of electric, hybrid (mild hybrid and plug-in hybrid), and petrol engine vehicles, with both manual and automatic vehicles required.

## 5.7 Diesel engine vehicles should be made available, but should only be offered if specifically requested, or if no other vehicles are available.

## **6. THE REQUIREMENT**

## **Vehicle specification, duration, and geography**

## The Supplier shall provide:

* LCVs up to 3.5T
* Minibuses up to 17 seats
* 4x4s up to 3.5T
* Other non-standard or modified cars, 4x4s, and LCVs up to 3.5T
* Car Share networks
* International Vehicle Hire

## 6.2 The Supplier shall be able to provide Vehicles for the following rental durations:

* Short Term: 1-2 Days
* Short - Mid Term: 3-6 Days
* Medium Term: 7-27 Days
* Long Term: 28 Days +

## When a Hire Period is reduced, the Contracting Authority shall be charged on a pro-rated basis.

## The Supplier shall supply Vehicles with the fuel type and transmission option as specified by the Hirer.

* 1. The Supplier shall categorise Vehicles according to CCS Vehicle groups and the [Association of Car Rental Industry Systems and Standards (ACRISS)](https://www.acriss.org/car-codes/expanded-matrix/) SIPP codes for cars and LCVs where applicable.

## As appropriate to the Vehicle type the Supplier shall have diesel, petrol, electric and ULEV (Ultra Low Emissions) Vehicles available, with a focus on supporting the Government Buying Standards targets (for example, reduction of CO2 emissions).

## The Supplier shall ensure that Vehicles subject to a safety recall notice requiring action during the anticipated duration of the Hire are not supplied for Hire to the Contracting Authority and Vehicles subject to a stop drive recall notice are not supplied for Hire to the Contracting Authority irrespective of the anticipated duration of Hire.

## All passenger cars and 4X4 shall, at the commencement of the Hire Period, be less than 2 years old from the date of first registration.

## All commercial Vehicles up to 3.5 tonnes shall, at the commencement of the Hire Period, be less than 4 years old from the date of first registration.

## All Minibuses Vehicles shall, at the commencement of the Hire Period, be less than 5 years old from the date of first registration.

* 1. Where requested by the Hirer, the Supplier shall provide additional equipment, including but not limited to roof racks or boxes, satellite navigation systems, child seats etc.

## Additional Vehicle Specifications for Light Commercial Vehicles:

### 6.12.1 If requested, Light Commercial Vehicles to have a 4 wheel drive capability;

### 6.12.2 all vans to have a full internal bulkhead between the passenger compartment and the load carrying area;

### 6.12.3 load securing points in the load carrying area, minimum of 4 securing points;

### 6.12.4 load area to have a separate illumination system;

### 6.12.5 load area to have ply lining (or equivalent) to prevent damage to panels; and

### 6.12.6 a working 12v accessory power socket.

## Additional Vehicle specification for 4X4 with full off road capability:

### 6.13.1 a working 12v accessory power socket;

### 6.13.2 vehicles shall be capable of being driven in off-road conditions and the Supplier shall not limit the use of the Vehicle to on-road use only; and

### 6.13.3 vehicles shall have the ability to tow up to 3.5 tonnes. The preferred tow bar fitment is a dual 50mm ball and 25mm pin fitting, with the ability to take either single 7 pin or twin 13 pin electrical connections.

## Additional Vehicle specifications for Minibuses:

### 6.14.1 have a working 12v accessory power socket;

### 6.14.2 have forward facing seats; and

### 6.14.3 have all seats fitted with seat-belts.

### **Documentation**

## At the commencement of the Hire Period, the Supplier shall provide the Driver with:

### 6.15.1 a vehicle handbook or laminated document which gives full familiarisation details of the Equipment including at least the controls and other characteristics specific to the Equipment;

### 6.15.2 details of the action to be taken in the event of an incident (including windscreen or tyre damage), accident or breakdown including contact details;

### 6.15.3 a Vehicle Inspection Form, with an electronic option for it to be delivered to the Driver and/or Contracting Authority by email, shall be provided; and

### 6.15.4 instructions on how to access the Equipment, including any smart cards required to gain access to the Equipment, as per the Supplier’s normal means;

## All documentation must be in English.

**Operating hours**

## The Supplier shall ensure that its operating hours in relation to the provision of the Services for the UK, shall be as a minimum:

## 08:00 to 18:00 Monday to Friday, excluding Bank Holidays

## 09:00 to 12:00 Saturday.

## The Supplier shall provide an Out of Hours service for any delivery or collection of Equipment outside of the normal operating hours in the UK.

## The Supplier shall provide an Out of Hours emergency contact number which must be a local rate number where required by the Contracting Authority to hire Equipment at short notice outside of the normal operating hours or in the event of requiring breakdown or roadside assistance.

## **Booking Arrangements for Equipment Orders**

## The Supplier shall make systems available which allow the Contracting Authority to place an Equipment Order through a secure Online Booking System (accessible directly), via telephone and by email.

6.21 Where requested by the Buyer, the Supplier shall ensure its online booking system complies with a relevant accessibility standard such as WCAG 2.1AA.

## Equipment Orders shall depend on the Contracting Authority’s individual requirements within departmental travel policies which shall be set out in the Call-Off Contract.

## The Supplier shall provide the Contracting Authority with a simple listing of all charges for all types of Equipment Orders relevant to its requirements and travel policies.

## The Supplier Online Booking System provided to the Contracting Authority shall as a minimum:

## have the facility to identify which classes of Equipment are within or out of the Contracting Authority’s Travel Policy;

## have the ability to block from hire Equipment (and associated services) outside the Contracting Authority’ Travel Policy;

## have the facility to enable Contracting Authority line management pre-trip approval where required;

## have the facility to distinguish all fuel trains, e.g. Electric and Hybrid Vehicles, diesel and petrol Vehicles;

## have the facility to collect information of multiple drivers when applicable. The Supplier shall, where required, provide training in the use of the Online Booking System.

## The Supplier shall provide an Offline Booking service, whereby Equipment Orders can be made either by telephone or email.

## The Supplier shall provide an emergency Out of Hours telephone booking service. The Supplier’s operative taking the call shall be able to speak English.

## The Supplier shall provide the Contracting Authority with a single unique number (which could be the reservation number) at the time the Equipment Order is placed. This shall be carried through all stages and shall be used in all correspondence relating to the Equipment, including invoicing and reported in Management Information and Data reports delivered to the Contracting Authority as set out at paragraph 8 and Call-Off Schedule 1 - Transparency Reports.

## As a minimum requirement each Equipment Order shall specify:

## the Contracting Authority hiring the Equipment;

## the cost centre;

## the name, staff / service number and email of the Driver

## the name, staff / service number of the main Driver and the names of any additional Drivers;

## contact telephone number and email address of the Supplier and Contracting Authority;

## the group and type of Equipment required;

## insurance, if required by the Contracting Authority;

## special requirements included but not limited to disability controls and adjustments, roof racks, snow chains, child seats, sat navigation;

## the Due Delivery Time;

## the Return Time;

## where delivery or collection is required, the address where the Equipment should be delivered to and/or collected from;

## flight details in the case of delivery/pick up to/from the airport;

## additional extras e.g. delivery and collection charges; and

## possible congestion charges, automated tolls.

## The following shall only apply for Daily Rental. If Equipment from the group requested by the Contracting Authority is not available, the Supplier shall use best endeavours to provide Equipment of the same emissions level. If an upgrade to a different vehicle group is provided the cost of the Equipment originally requested shall apply. If Equipment of a lower group is provided, the cost of Equipment from the lower group shall apply. The Supplier shall notify the Contracting Authority of any changes to their requested Equipment prior to delivery. Notification of such changes shall allow sufficient time for the Contracting Authority to make alternative arrangements if necessary. If such changes are found not to be acceptable, the Contracting Authority shall reserve the right to cancel the Equipment without penalty or cancellation charge.

## The following shall only apply for Daily Rental. Following the placing of an Equipment Order, the Supplier shall make Equipment available within the timeframes specified in Annex B to Call-Off Schedule 22 (Vehicle Types and Availability).

## In remote rural delivery locations the Supplier shall notify the Contracting Authority if the availability period (as specified in Annex B to Call-Off Schedule 22 (Vehicle Types and Availability) needs to be extended. If the Supplier does not notify the Contracting Authority then standard delivery times shall prevail.

## The Supplier agrees that a ‘no turn down’ policy shall apply to the supply of all Equipment. When the Supplier is not able to supply the demand from the Supplier’s own fleet, they shall use Subcontractors, as they deem necessary, with no additional cost to the Contracting Authority.

## Subcontracting by the Supplier shall not in any way relieve the Supplier from any of their responsibilities under this Call-Off Contract. It is the Supplier’s responsibility to ensure that all Subcontractors comply with all Service Levels as well as any relevant legislation and security procedures.

## Unless otherwise advised by the Contracting Authority, drivers holding a full driving licence shall be able to hire Vehicles with no minimum age restriction.

6.35 The Supplier shall adhere to all of the terms in Call-Off Schedule 22 - Vehicle Hire Terms and; where relevant Call-Off Schedule 24 - Car Share Hire Terms.

## **Delivery and Collection**

## 6.36 The Supplier shall offer delivery and collection of Vehicles to the Contracting Authority both within working hours and out of hours.

## Where requested by the Contracting Authority, the Supplier shall provide Vehicles as a one-way Hire.

**Delivery**

## 6.38 The Supplier must supply the piece of Equipment to the Delivery Place at the Due Delivery Time.

## The Supplier must provide the Driver with a full familiarisation of the controls and other characteristics specific to the piece of Equipment upon Delivery.

## On Delivery, the Supplier must clearly state to the Driver the type of fuel used in the Vehicle. Where the Driver is not present at the Actual Delivery Time, the Supplier must provide written familiarisation details (clearly stating the type of fuel used) with the Vehicle.

## If specialist Equipment is provided with the Vehicle, the Supplier must provide the Driver with the appropriate familiarisation awareness training necessary to safely, legally and effectively operate the piece of Equipment. The Supplier must record the Driver’s details and training provided for the specialist equipment, wherever possible or necessary.

## Where multiple Drivers are involved, only one representative shall need to be present at the Delivery Place.

## Where representatives of the Contracting Authority are unavailable at the time the Supplier delivers a piece of Equipment, the Supplier must leave a Vehicle Inspection Form in the Vehicle, for the attention of the Driver, clearly showing any points where any Damage, however slight, have been noted on the Equipment.

## When requested to deliver to a point which requires payment for parking such as a pay and display meter and it is practical to do so (for example it may not be practical in the case of a very large vehicle), the Supplier shall pay for 2 hours parking from the commencement of the Hire Period. Such costs shall be reimbursed at cost by the Contracting Authority to the Supplier provided a valid receipt or parking ticket is submitted by the Supplier.

## The Supplier shall make all reasonable efforts to ensure that (unless alternative delivery arrangements are specified by the Contracting Authority) the delivered piece of Equipment is parked in a well-lit, open area.

## The Equipment must comply in all respects with the requirements set out in paragraph 12.1 of the Statement of Requirements. The Contracting Authority can at its sole discretion reject a piece of Equipment which is not in the condition requested and/or in respect of which the Vehicle Inspection Form does not include the required information.

## **Collection**

## If the Driver is not present at the time of collection, the Supplier shall complete a Vehicle Inspection Form, record the mileage and notify the Contracting Authority (or the Contracting Authority’s nominated agent) of details of any additional Damage within 4 working hours of the termination of the Hire Period and deliver a Damage report to the Contracting Authority (or the Contracting Authority’ nominated agent) within 24 hours of termination of the Hire Period. To allow accurate time stamping the report should be in an email format. A copy of the Vehicle Inspection Form should also be left inside the Vehicle. Failure to do so shall result in the Buyer not being liable for Damage claims.

## The Supplier shall ensure that, where hire of the Equipment has ended the Equipment is removed promptly at an agreed time upon receipt of notification from the Contracting Authority. The Contracting Authority shall provide up to 2 hours paid parking (unless a different duration is agreed) where the Equipment is to be collected from a pay and display car park, parking meter etc.

## In the event of Equipment being returned late the Supplier shall apply a grace period of 59 minutes before Additional Charges are incurred. Additional Charges shall continue to be incurred during the Hire Period until the Equipment is returned by the Contracting Authority or collected by the Supplier, whichever is the earlier.

## The Supplier shall, provided there has been prior notification and is agreed by the Supplier, allow the Contracting Authority to hire the Equipment from one location and return it to another.

## On expiry of the Hire Period or in the event of early termination of the Call-Off Contract in respect of any Equipment the Contracting Authority must remove all personal effects and any other items belonging to the Contracting Authority.

6.52 The Supplier shall adhere to all of the terms in Call-Off Schedule 22 - Vehicle Hire Terms and, where relevant Call-Off Schedule 24 - Car Share Hire Terms.

## **Cancellation including Abortive Delivery and Collection**

## In the event that an Equipment Order needs to be cancelled the Contracting Authority shall notify the Supplier, where it is reasonably possible to do so within:

## at least 2 working hours prior to the commencement of the Hire Period.

## In the case where the Delivery Place is the home of the Contracting Authority or the Contracting Authority’s Staff, cancellation shall be made 4 working hours prior to the Hire Period and the Supplier shall issue written confirmation along with a reference number which confirms the Equipment Order has been cancelled.

## Charges shall not apply for any Equipment Orders where the minimum period of notice of cancellation has been given by the Contracting Authority under paragraph 6.53.

## The Supplier shall specify at the time of booking if a longer cancellation notice period for specialist vehicles is needed. For delivery locations which are more than 50 miles from the Supplier’s nearest depot, the Contracting Authority must provide at least 4 working hour’s notice of cancellation.

## In the event where the Contracting Authority has failed to provide notice of cancellation:

## In the case of paragraphs 6.53.1 and 6.53.2 the Supplier shall be entitled to an abortive delivery charge to be agreed at Call-Off Contract stage but which shall not exceed 1 day's rental.

## Where the Supplier has endeavoured to pick up a Vehicle as per the Contracting Authority’s instructions and the Vehicle is not available, after a waiting time of 59 minutes (or a time agreed in the Call-Off Contract) has elapsed, the Supplier shall be entitled to an abortive collection charge which shall not exceed 1 day's rental.

## Daily charges shall be incurred while the Equipment is in the Driver’s possession or control.

6.59 In the event that the Supplier is unable to deliver a piece of Equipment as per the Contracting Authority’s instructions and requests that the Driver collects the Equipment, the Supplier shall cancel the delivery charge and update the booking accordingly.

## The Supplier shall process any amendments or cancellations to Equipment Orders as requested and identify in advance any cancellation fees that shall be incurred as a consequence.

## The Supplier shall refund all incorrect charges within 5 working days of cancellation to the Contracting Authority. All refunds and incorrect charges shall be clearly identified on a statement bill.

## **Breakdown, Roadside Assistance and Relief Equipment**

## The Supplier must provide a comprehensive service for recovery and breakdown repairs 24 hours a day 365 days per year (366 days in a leap year) at no additional cost to the Contracting Authority.

## The Supplier shall procure that its Breakdown Provider attend breakdown and roadside assistance calls and reinstate service within 2 hours.

## The Supplier shall prioritise breakdown and roadside assistance calls from lone female and/or Vulnerable Drivers.

## The Supplier must provide valid and working contact details for the breakdown and roadside assistance service to the Contracting Authority at the Actual Delivery Time.

## The Supplier must provide through its Breakdown Provider a vehicle recovery and breakdown service overseas as part of breakdown cover.

## In the event of a breakdown or any other occurrence which renders the Equipment immobile or unfit for use as determined by the Breakdown Provider the Supplier must:

### provide replacement Equipment of at least the same standard within 2 hours of the request for assistance being made or as agreed in the Equipment Order; and

### ensure the breakdown or road assistance service enables the Driver and any passengers and cargo to be taken to their requested destination when Out of Hours or to the Supplier's nearest depot or to the Driver's official business destination, whichever is closer, during office hours.

## The Contracting Authority must use and insure the relief Equipment on the terms specified within this Call-Off Contract.

## Where relief Equipment is provided and there is loss of value to the Contracting Authority as the relief Equipment is from a lower group, the Supplier shall refund the difference between the cost of Rentals of the original Equipment as against the relief Equipment. The Contracting Authority shall not be charged for the provision of relief Equipment by the Supplier.

* 1. Where relief Equipment has been provided, it shall be returned by the Contracting Authority within 48 hours or as soon as the original Equipment is available for collection or delivered, whichever is the earlier.
  2. The Supplier shall adhere to all of the terms in Call-Off Schedule 22 - Vehicle Hire Terms, and; where relevant Call-Off Schedule 24 - Car Share Hire Terms.

## **All Damage**

* 1. The Supplier shall operate a process to manage Vehicle Damage.

## The Supplier’s liability for loss or damage to a piece of Equipment ceases at the Due Delivery Time unless the Actual Delivery Time is later in which case liability will cease at the Actual Delivery Time.

## The Supplier’s liability for loss or damage to a piece of Equipment will (unless a different time frame is agreed in the Call-Off Contract) commence again at the earliest of:

## two (2) working hours after the Return Time;

## two (2) working hours after the hire is terminated; or

## the time at which the Supplier collects a piece of Equipment

## The Supplier must give the Contracting Authority photographic evidence of any and all Damage to Equipment regardless of the amount or value of the Damage.

## The Contracting Authority is responsible for the costs of repairs (excluding any costs attributable to fair wear and tear) where the Contracting Authority is at fault.

## If the Contracting Authority has not reported any Damage to any piece of Equipment to the Supplier, and such damage is considered by the Supplier to have occurred during the Hire Period, then the Supplier shall notify the Contracting Authority and (where possible) the Driver, within 4 working hours of the end of the Hire Period.

## The Supplier must provide the Contracting Authority with a full report of any Damage (included with the photographic evidence) detailing the Contracting Authority’s liability within 24 hours of the end of the Hire Period, excluding weekends and bank holidays.

## The Supplier must at its expense, obtain a Vehicle Damage Assessor’s report where the estimated cost of repair is over £250 (exclusive of VAT).

## Where the Contracting Authority accepts liability or it is determined that the Contracting Authority is liable for damage, the Supplier must add any costs associated with the relevant Vehicle Damage Assessor’s report to the relevant repair invoice. The Supplier must not add more than £250 (exclusive of VAT) to any repair invoice as the cost of any Vehicle Damage Assessor’s report.

## The Supplier must supply a copy of a repair invoice to the Contracting Authority, together with any Vehicle Damage Assessor’s report to substantiate any claim from third parties for reimbursement.

## Where any claim from any third party arises against the Supplier after the termination of any hire, and the Supplier has reason to believe or considers that the Contracting Authority has liability for such claim, then the Supplier must:

## notify the Contracting Authority and (where possible) the Driver of any such claim within 24 hours of the claim being received by the Supplier and provide the Contracting Authority with full details of the claim with evidence of the Contracting Authority’s liability; and

## if the Contracting Authority accepts that it is likely to be liable for the claim, fully cooperate with the Contracting Authority in responding to any such claim.

## Where (i) a third party is responsible for any Damage arising to the Equipment, (ii) that third party has accepted full liability for that Damage and (iii) the Contracting Authority has provided to the Supplier all of the third party's details, including the third party's insurance details, the Supplier must:

## not pursue the Contracting Authority for any payment; and

## handle the claim, excluding any claim by the Contracting Authority, directly through the third party's insurance or other representative.

## Where the Contracting Authority incurs any losses as a result of any action of a third party, the Supplier must contact the Contracting Authority and/or their insurance company and/or managing agent.

## The Contracting Authority shall agree specific processes with the Supplier in respect of traffic violations and damage to Vehicles.

## Where a piece of Equipment is a Total Loss and the Contracting Authority is found to be at fault, the Contracting Authority shall only be liable for the Net Book Value of the piece of Equipment.

## **Maintenance**

## The Supplier shall use a network of repairing agents who shall ensure that all repairs are in accordance with manufacturer's recommendations and warranty stipulations.

## The Supplier must make sure that Equipment downtime is minimised and acted upon to ensure that Equipment availability is optimised in order to reduce the impact to the Contracting Authority and/or the Driver.

## The Supplier is responsible for arranging (at their own expense) the costs of:

## normal routine maintenance of Equipment in accordance with manufacturer's maintenance recommendations and warranty provisions as amended periodically; and

## tyre, AdBlue recharge, battery and exhaust replacements in respect of Equipment during the Hire Period corresponding to each piece of Equipment.

## If the Parties agree that the Contracting Authority will pay any additional maintenance or repair costs, the Supplier must advise the Contracting Authority of the costs as soon as practicable which must then be subject to approval in writing by the Contracting Authority and the Supplier must submit an invoice to the Contracting Authority within twenty-one (21) days of the cost being incurred. If the Supplier does not submit an invoice to the Contracting Authority within twenty-one (21) days of the cost being incurred, the Contracting Authority will not be liable for such costs.

6.91 The Supplier shall adhere to all of the terms in Call-Off Schedule 22 - Vehicle Hire Terms and; where relevant Call-Off Schedule 24 - Car Share Hire Terms.

## **Motor Insurance Database**

## The Supplier must maintain and update the motor insurance database (MID) in respect of Equipment at all times in order to meet the requirements of the EU Motor Insurance Directive.

## If the Parties agree in the Call-Off Contract or in the Equipment Order that the Contracting Authority will update the MID, the Supplier must provide the necessary information, including details regarding the gross weights of the commercial vehicles, to the Contracting Authority within the necessary timescales.

## **Confidentiality / Enhanced Security**

## In certain instances, the Supplier shall agree with the Contracting Authority to supply:

## 6.94.1 equipment to be used in surveillance operations and therefore the Supplier shall ensure the Contracting Authority is able to change the Equipment at short notice, should it become compromised. If requested by a Contracting Authority, the Supplier shall demonstrate how to implement procedures to reduce the risk of utilisation of previously compromised Equipment by other Drivers;

## 6.94.2 a greater level of security for some occasions where for example a number of pieces of Equipment are involved in law enforcement and/or covert operations that require a higher level of security. The Supplier and its Subcontractors shall provide a higher level of security, as agreed with the Contracting Authority throughout the processes they perform directly and those that they Sub-contract so as not to compromise the identity of the Equipment, the identity of the Drivers and/or the operational effectiveness. This may include the requirement to keep the Contracting Authority details anonymous and in some cases adopting a pseudonym name for use by the Supplier and its Subcontractors. In such cases, the Supplier shall ensure that booking confirmations and any other documentation should only contain the details that would not disclose the true identity of the relevant Contracting Authority;

## use of the Contracting Authority’s own internal electronic booking system, and in such cases the Supplier shall provide the facility to accept (subject to entering into a Code of Connection agreement which shall be subject to a separate charge to be agreed with the Contracting Authority during the Call-Off Contract) an electronic feed to receive booking information from the Contracting Authority‘s system;

## 6.94.4 disguised Equipment which may be required for covert operations. Such Equipment may be required to have the appearance of being used but is fully roadworthy with a used appearance or have signage or livery. Such Equipment will meet the specifications as detailed for each specific Lot.

## **Fines and Penalties**

## The Supplier shall pay any fines and penalties on behalf of the Contracting Authority and request repayment for such fines and penalties from the Contracting Authority or promptly pass information to the relevant authorities and the Contracting Authority to enable them to process fines and penalties.

## The Supplier shall be liable for any additional costs arising from escalations to the original Penalty or charge if they have failed to notify the Contracting Authority in sufficient time following receipt of the Penalty or charge.

## Where the Contracting Authority notifies the Supplier that the Equipment to be hired shall be driven in an area subject to a congestion charge, or other automated toll charges, then the Supplier shall (where possible) provide the Contracting Authority with advanced notification of the Vehicle registration number or if the Vehicle carries an exemption.

6.98 The Supplier shall adhere to all of the terms in Call-Off Schedule 22 - Vehicle Hire Terms, and where relevant Call-Off Schedule 24 - Car Share Hire Terms.

## **Taking Vehicles to Countries outside the UK (or overseas)**

## The Contracting Authority must not take or allow any Equipment to be taken out of the United Kingdom without the previous written consent of the Supplier, which cannot be unreasonably withheld or delayed.

## The Supplier shall provide any necessary documentation, overseas Driver’s pack and other relevant items required for the particular country where the Equipment is being taken and that it is covered by a relevant breakdown and recovery package. The Supplier's insurance cover shall be provided (if requested) when a Vehicle is taken overseas.

## It is the responsibility of the Contracting Authority to ensure that Drivers comply with the rules and regulations of the countries to be visited. If requested by the Contracting Authority the Supplier shall assist and advise on any specific requirements.

## The Supplier shall provide the Vehicle on Hire Certificate (VE103B) to the Contracting Authority who shall ensure that the Driver has completed the certificate which is required when the Vehicle is driven outside the UK.

## In all circumstances, where Equipment is taken from the UK to another European country, the Driver shall return it to the UK on completion of the Hire Period.

## The Supplier shall when required, carry out maintenance on the Equipment during the Hire Period. Where convenient to the Contracting Authority, the Equipment shall be returned to the UK to carry out the maintenance. However, if this is not practical to the Contracting Authority, the Supplier shall either appoint a local agent to carry out maintenance or obtain direct confirmation from the Contracting Authority that the Equipment continues to be hired to them in accordance with the Call-Off Contract.

## If requested by the Contracting Authority prior to the departure of the Equipment from the UK, the Supplier shall provide alterations for winterisation requirements to allow the Equipment to operate legally in all European countries for snow and ice conditions within 48 hours of request. Winterisation costs should be charged to the Contracting Authority in accordance with the price in Call-Off Schedule 5 - Pricing Details.

## **Fuels**

## The Supplier shall supply all hired vehicles with a full tank of fuel, less delivery mileage and the Equipment should be returned with a full tank of fuel. Delivery mileage is from the nearest available depot. If the Equipment is returned with less than a full tank, it shall be re-fuelled by the Supplier at the agreed fuel rate.

## The Supplier’s right to charge for re-fuelling depends on the Equipment being delivered with a full tank. If the Driver has identified that the Equipment has not been delivered with a full tank then this should be recorded on the Vehicle Inspection Form and the Driver shall be required to return the Equipment in the same fuelled state. For example, if a half tank of fuel has been delivered then the returned Equipment must also have a half tank of fuel when being returned to the Supplier.

## The Supplier shall provide clear identification on the Equipment of the type of fuel to be used, including identification at the filling point. If clear identification of the type of fuel is not shown, the Contracting Authority shall not be liable if the Equipment is re-fuelled with the wrong fuel type.

## The Supplier shall provide clear instructions for refuelling. Where the Contracting Authority incorrectly refuels the Equipment and informs the Supplier, the Supplier shall arrange for the Equipment to be repaired subject to paragraphs 6.72 to 6.85. The Supplier shall undertake to minimise any costs associated with repairing the Vehicle.

## The Supplier shall charge refuelling in line with the cost per litre as defined in the UK government weekly/monthly fuel price index, plus the Supplier’s additional pence per litre refuelling charge. [www.gov.uk/government/collections/energy-price-statistics](http://www.gov.uk/government/collections/energy-price-statistics).

## The Supplier shall provide the option of Fuel Cards or other refuelling methods. Where Fuel Cards are used, a detailed report on the use of the Fuel Cards shall be provided to the Buyer each Month.

## For Electric Vehicles, no charging cost shall apply to the Buyer. The Supplier shall provide in the Equipment an RFID charge card to operate the charge post allocated to the Equipment, instructions on how to plug-in and charge the vehicle and the necessary cable.

## **Mileage Restriction**

## Equipment may be subject to mileage restriction for servicing and maintenance requirements and the Supplier shall need to ensure that manufacturer inspection and servicing guidelines are carried out to ensure both the Equipment can be safely operated, but also that the Equipment warranty is not invalidated. The Supplier shall identify such Equipment to the Contracting Authority.

## The Supplier shall if required and at a mutually convenient time to both the Contracting Authority and the Supplier change the Equipment during the Hire Period for Equipment of an equivalent standard.

## **Airport Service**

## Where necessary the Supplier shall provide courtesy transport to and from their rental outlets when arriving or departing from an airport in the UK or overseas during outlet office hours.

## If necessary the Supplier shall provide a meet and greet service, if the Supplier’s depot is not located at the airport.

## For some specialist vehicles, exceptions may apply and are to be agreed between Supplier and Buyer during Call-Off Contract.

## **Insurance**

* 1. The Supplier shall be able to provide Vehicles for which:
* insurance cover is provided by the Supplier;
* insurance cover is provided by the Buyer;
* the Buyer relies on Crown Indemnity.

## The Supplier shall deal with any insurance claims and shall notify the Contracting Authority of any excess payable in the event of liability of the Contracting Authority if agreed with the Contracting Authority at the Call-Off Contract.

* 1. The Supplier shall adhere to all of the terms in Call-Off Schedule 22 - Vehicle Hire Terms, and; where relevant Call-Off Schedule 24 - Car Share Hire Terms.

## **Termination of A Hire**

## The hire of Equipment terminates automatically if a Total Loss occurs in relation to the Equipment.

## The Contracting Authority may terminate hire of Equipment without any early termination charge if the Contracting Authority complies with the cancellation terms and there shall be no minimum Hire Period.

## Hire can be terminated by the Contracting Authority without notice.

## The Supplier acknowledges and agrees that should the Contracting Authority terminate the rental of the vehicle prior to the completed payment of the apportioned costs as outlined in Call-Off Schedule 5 - Pricing Details, the balance of these costs will be chargeable to the Contracting Authority.

**International Hire**

## 6.125 Where requested by the Contracting Authority, the Supplier will make available cars, LCVs, minibuses and 4x4 Vehicles for overseas Hire.

## 6.126 The Supplier will provide worldwide coverage but will have specific emphasis on the United States of America, Canada, Germany, Norway, Spain, France, Italy, Cyprus, Australia, Sweden and the Netherlands.

**Car Share Solutions**

6.127 The Supplier shall provide at least one of the following options to the Contracting Authority:

## Car Share Publicly Accessible Vehicles;

## Car Share Dedicated Vehicles; and

* Car Share Mixed Use Vehicles.

6.128 The Supplier shall provide Vehicles for the following rental durations for Publicly Accessible Vehicles:

## Hourly Weekday;

## Hourly Weekend; and

Daily.

6.129 The Supplier shall provide Vehicles for the following rental duration for Dedicated Vehicles and Mixed Use Vehicles:

12 Months +

6.130 The Supplier shall provide Vehicles for the following rental durations for Dedicated Vehicles and Mixed Use Vehicles:

1-6 Days;

7-27 Days;

1-6 Months;

7-12 Months;

## 6.131 The Supplier shall be able to offer vehicles for Hire either across the entire UK or to particular geographical areas across the UK.

## **General Requirements**

## The Supplier shall be accredited by the British Vehicle Leasing & Rental Association or by a similarly recognised organisation and operate a mandatory Code of Conduct and/or compliance with accreditation standards. [http://www.bvrla.co.uk](http://www.bvrla.co.uk/)

**Supplier Advice**

## 6.133 The Supplier shall:

## 6.133.1 where requested by the Contracting Authority, advise on carbon emissions reduction;

6.133.2 provide advice and recommendations on how to maximise value in use of Vehicle Hire; and

6.133.3 provide Hire management services which include, but are not limited to:

## management of fleet list of Hired Vehicles

## updating the motor insurance database on behalf of the Contracting Authority; and

* advice in relation to Vehicle selection and specification.

## **KEY MILESTONES AND DELIVERABLES**

## 7.1 The Supplier shall provide a full Implementation Plan.

## 7.2 The Supplier shall provide user guides to their online booking tool, with full guidance of how to pick the most appropriate vehicle for users. The user guide should include (but not be limited to) details of standard UK vehicle hire, Car Share bookings, and overseas vehicle hire.

## 7.3 If used, the Supplier shall complete testing and implementation of the Feeder File.

## 7.4 The Supplier shall provide a Business Continuity Plan.

## 7.5 The Supplier shall provide a Disaster Recovery Plan.

## 7.6 The following Contract milestones/deliverables shall apply:

| Milestone/Deliverable | Description | Timeframe or Delivery Date |
| --- | --- | --- |
| 1 | Provision of Implementation Plan | Within week 1 of Contract Award or no later than --/--/---- |
| 2 | Provision of full User Guides | Within week 1 of Contract Award or no later than --/--/---- |
| 3 | Completion of Testing of Feeder File (if agreed) | Within week 1 of Contract Award or no later than --/--/---- |
| 4 | Provision of Business Continuity Plan | Within 1 month of Contract Award or no later than --/--/---- |
| 5 | Provision of Disaster Recovery Plan | Within 1 month of Contract Award or no later than --/--/---- |
| 6 | Provision of Management Information as required | Within 1 month of Contract Award, and then every month, no later than the 10th working day. |

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## **MANAGEMENT INFORMATION/REPORTING**

## 8.1 The Supplier shall provide the following monthly MI relating to this Contract in the format requested at Annex A to this Attachment 3:

* Date of Invoice (dd/mm/yy)
* Invoice Number
* Rental Agreement Reference
* Type of Booking (Standard hire, car club)
* Country of hire
* Booker Name
* Booker email address
* Booker Staff Number
* Driver Name
* Driver email address
* Driver Staff Number
* CO Parent Cost Centre
* CO Child Cost Centre
* Date of booking
* Date hire commenced (dd/mm/yy)
* Time hire commenced (hh:mm)
* Date hire ended (dd/mm/yy)
* Time hire ended (hh:mm)
* Total distance driven (km)
* Vehicle class reserved
* Vehicle class provided
* Vehicle class charged
* Vehicle make
* Vehicle model
* Vehicle Registration
* Fuel type (Electric/Hybrid Mild/Hybrid Plug-In/Petrol/Diesel)
* Out of Hours (Y/N)
* Standard Delivery (Y/N)
* Abortive Delivery (Y/N)
* Standard Collection (Y/N)
* Collection Address
* Drop Off Address
* Reason For Booking
* Justification For Vehicle Hire
* Fuel full at start of hire? (Y/N)
* Fuel price per litre (£)
* Litres
* Fuel Total (£)
* Airport Surcharge (£)
* One Way Rental Charge (£)
* Congestion Charge included (£)
* After Hours Charge (£)
* One Way Airport Charge (£)
* Rental Charge (£)
* Total Charge excl. VAT (£)
* VAT (£)
* Total Charge incl. VAT (£)

8.2 The Supplier should submit monthly MI by no later than the 10th working day of the following month. MI should be password protected, with the password submitted via a separate email.

## **VOLUMES**

## 9.1 In the last financial year, the Contracting Authority has made 1,566 bookings for vehicle hire.

## Previous volumes are not to be used as a commitment to future bookings.

## **10. CONTINUOUS IMPROVEMENT**

## 10.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

## 10.2 The Supplier should present new ways of working to the Authority during quarterly Contract review meetings.

## 10.3 Changes to the way in which the Services are to be delivered must be brought to the Authority’s attention and agreed prior to any changes being implemented.

## **SUSTAINABILITY**

## 11.1 The Supplier should provide evidence of how they intend to meet the Government’s target of no new petrol or diesel vehicles by 2030.

## **QUALITY**

## 12.1 All Equipment supplied shall:

### 12.1.1 unless requested otherwise conform to the manufacturer's minimum base model sold in the UK, but shall also include a spare wheel or space saver, wheel brace and jack (or equivalent such as a puncture repair kit or inflation kit or run flat tyres), plus compulsory equipment including but not limited to red triangle; and, where appropriate an electric charging cable;

### 12.1.2 be provided using an industry standard Vehicle coding scheme for example Association of Car Rental Industry Systems and Standards (ACRISS) or equivalent;

### 12.1.3 be clean inside and out, including clean windows (with the exception of Car Share Publicly Accessible Vehicles);

### 12.1.4 have a full tank of fuel, less any delivery distance travelled from the nearest outlet location, unless otherwise specified by the Hirer(s). The Supplier shall identify the fuel level when the Vehicle is delivered in the Vehicle Inspection Form;

### 12.1.5 have the correct fluid levels and tyre pressures in accordance with the manufacturer's recommendations;

### 12.1.6 have been maintained according to the manufacturer's recommendations;

### 12.1.7 be fit for purpose, roadworthy and meet all national legal requirements for the country in which they are being driven in;

### 12.1.8 have (where reasonably possible) emissions compliant with Government Buying Standards; and

### 12.1.9 when applicable, be compliant with a minimum four star New Car Assessment Programme (NCAP) rating, unless otherwise specified.

## **PRICE**

## 13.1 Prices are to be submitted via the e-Sourcing Suite (Attachment 4 – Price Schedule) excluding VAT and including all other expenses relating to Contract delivery.

## **STAFF AND CUSTOMER SERVICE**

## 14.1 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.

## 14.2 The Supplier’s staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.

## 14.3 The Supplier shall ensure that staff understand the Authority’s vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

## **SERVICE LEVELS AND PERFORMANCE**

## 15.1 In the event of poor performance through the failure to deliver KPIs to time and of appropriate quality, the Contracting Authority shall meet with the Supplier to understand the root causes of the issue. The Supplier shall formulate a Performance Improvement Plan to rectify these issues and meet the requirements in this Statement of Requirements. The Contracting Authority may, without prejudice to any other rights and remedies under this Contract, withhold or reduce payments in the event of unsatisfactory performance. If poor performance continues, following formal written warnings, early termination of the Contract will also be considered.

## 15.2 The Contracting Authority will measure the quality of the Supplier’s delivery by:

|  |  |  |  |
| --- | --- | --- | --- |
| KPI/SLA | Service Area | KPI/SLA description | Target |
| 1 | Telephone Calls and Online Bookings | All incoming telephone calls to be answered within 10 seconds.  Online booking systems shall be available at all times (excludes scheduled and approved by Contracting Authority’s maintenance period) | 98%   100% |
| 2 | Complaints to Bookings ratio | The Supplier will record the number of bookings and register complaints made for each calendar month. | <0.5% of Complaints to bookings made per calendar month |
| 3 | Complaints Resolution | The Supplier will provide a copy of their complaints log on a monthly basis detailing the nature of the complaints and the actions taken to resolve the complaints, including timescales taken to resolve them. | 100% of complaints to be responded to within 2 working days of receipt of the complaint.98% of complaints to be resolved or have an agreed action plan in place within 10 working days. |
| 4 | Vehicle Availability | The correct spec/class of Vehicles are to be made available within the timeframes stated in Annex B to Call-Off Schedule 22 - Vehicle Types and Availability. | 98% |
| 5 | Vehicle Specification | All Vehicles are to be delivered in a clean and a fit for purpose condition | 100% |
| 6 | Vehicle Specification | All Vehicles are to be delivered with a full tank of fuel unless specified otherwise by the Buyers(s). | 98% |
| 7 | Vehicle Roadworthy | All Vehicles to supplied to be roadworthy | 100% |
| 8 | Additional Damage Reporting | The Supplier shall notify any additional damage to the Buyer(s) within 4 working hours and report delivered in 24 working hours. | 98% |
| 9 | Vehicle Collection | The Supplier shall ensure the vehicle is collected from the Contracting Authority(s) within 2 working hours of the end of the hire period. | 98% |
| 10 | Vehicle Traffic Violations | The Supplier shall contact 100% of customers regarding notification within 48 hours of receiving any correspondence/summons/fines regarding a vehicle hire | 98% |

## 15.3 Where poor Supplier performance requires early termination of the Contract, the Supplier should provide a full Exit Strategy within 5 working days of request.

## **SECURITY AND CONFIDENTIALITY REQUIREMENTS**

## 16.1 The Supplier, and any subcontractor that processes Contracting Authority Data, must hold a valid Cyber Essentials Plus Certification throughout the contract term.

## 16.2 The Supplier must conform with all Security Management requirements as set out in Annex A to Call-Off Schedule 9 (Security).

## 16.3 The Supplier must perform appropriate checks on their staff with access to the underlying database before they may participate in the provision and or management of the Services. Those checks must include all pre-employment checks required by the HMG Baseline Personnel Security Standard including: verification of the individual's identity; verification of the individual's nationality and immigration status; verification of the individual's employment history; and verification of the individual's criminal record. The HMG Baseline Personnel Security Standard is at<https://www.gov.uk/government/publications/government-baseline-personnel-security-standard>.

## **PAYMENT AND INVOICING**

## 17.1 The Supplier shall be able to accommodate electronic feeder file (text file format sent as an email attachment to the Contract Authorities shared service provider) payment through SSCL (Contracting Authority shared service provider). A Feeder File Supplier Adoption Pack is available at Annex B. Implementation of Feeder File adoption would be at no additional cost to the Contracting Authority.

## 17.2 All charges to account and electronic consolidated monthly invoices to be processed via feeder file. Payment will be by the BACS system 30 days from receipt of a compliant feeder file at the correct billing address.

## 17.3 Before payment can be considered, each invoice must be consolidated and include a detailed MI breakdown (as detailed in paragraph 8) of work completed and the associated costs.

## 17.4 If electronic feeder file is not possible, the Supplier shall offer the Contracting Authority a choice of payment options, to include and not be limited to bill-back, electronic billing, corporate payment cards and lodged cards.

## 17.5 Invoices and feeder files should be submitted to: **REDACTED TEXT under FOIA Section 40, Personal Information**.

## 17.6 The Online Booking System shall hold and/or provide the facility for the Buyer Staff to insert the three-digit CCV security code.

## 17.7 The Supplier shall invoice all Rentals within the financial year in which the Rentals apply (it is recognised that some ad hoc requirements for example, invoices for damage to Equipment, may take longer). Exceptions may apply to Rentals incurred in March.

## 17.8 The Supplier shall have the ability to attribute the cost of each Equipment Order to the Contracting Authority’s cost centre codes (Parent and Child).

## 17.9 The Supplier shall invoice for different Services or different vehicle categories a single consolidated invoice for all Services.

17.10 The Supplier shall adhere to all of the terms in Call-Off Schedule 22 - Vehicle Hire Terms and; where relevant Call-Off Schedule 24 - Car Share Hire Terms.

## **CONTRACT MANAGEMENT**

## 18.1 Attendance at Contract Review meetings shall be at the Supplier’s own expense. Where face to face meetings are not possible, the supplier will agree to join virtual meetings, using formats accessible by the Contracting Authority.

## 18.2 The Supplier will appoint a dedicated senior contract manager to liaise with the Contracting Authority for this service.

## 18.3 The Supplier Contract Manager shall promote, deliver and communicate transparency of pricing and savings to the Contracting Authority.

## 18.4 The Supplier shall support the Contracting Authority in relation to the Services provided, including recommendations on the most cost-effective and fuel efficient vehicle options, expenditure reduction, pricing, answering queries and dealing with complaints.

## 18.5 The Supplier shall where appropriate and with agreement of the Contracting Authority, apply knowledge and expertise to support the Contracting Authority to design best value solutions across the organisation. This includes but isn’t limited to all aspects of vehicle related travel, including vehicle hire, lease cars, and Car Club.

## 18.6 The Supplier shall provide information in relation to vehicle hire CO2 emissions and advice on carbon reduction across all aspects of vehicle related travel to the Contracting Authority.

## 18.7 The Supplier shall when required provide recommendations, information, calculation and advice on how to reduce vehicle hire expenditure.

## 18.8 The Supplier shall make Management Information and Data Reports as set out in Paragraph 8 available to the Contracting Authority via email in spreadsheet format to the Contracting Authority free of charge. The Supplier shall be responsible for the integrity of the data at all times.

## 18.9 To ensure that there is a clear audit trail between Supplier and the Contracting Authority, the Supplier shall ensure that the Contracting Authority is fully briefed regarding best practice activities in relation to the Contracting Authority’s requirements, including but not limited to:

### ● out of Hours hire requests;

### ● fuel tank levels on delivery and collection;

### ● damaged Vehicles; and

### ● other ancillary Services

## **LOCATION**

## 19.1 The location of the Services will be carried out as detailed in this Statement of Requirements.