Schedule 1 - Definitions of Contract

Articles	means the Contractor Deliverables (goods and/or the services), including Packaging (and Certificate(s) of Conformity and supplied in accordance with any QA requirements if specified) which the Contractor is required to provide under the Contract in accordance with Schedule 2 (Schedule of Requirements), but excluding incidentals outside Schedule 2 (Schedule of Requirements) such as progress reports. (**This definition only applies when DEFCONs are added to these Conditions**);
Authority	means the Secretary of State for Defence acting on behalf of the Crown;
Authority's Representative(s)	shall be those person(s) defined in Schedule 3 (Contract Data Sheet) who will act as the Authority's Representative(s) in connection with the Contract. Where the term "Authority's Representative(s)" in the Conditions is immediately followed by a functional description in brackets, the appropriate Authority's Representative(s) shall be the designated person(s) for the purposes of condition 8;
Business Day	means 09:00 to 17:00 Monday to Friday, excluding public and statutory holidays;
Central Government Body	a body listed in one of the following sub-categories of the Central Government classification of the Public Sector Classification Guide, as published and amended from time to time by the Office for National Statistics: a. Government Department; b. Non-Departmental Public Body or Assembly Sponsored Public Body (advisory, executive, or tribunal); c. Non-Ministerial Department; or d. Executive Agency;
Collect	means pick up the Contractor Deliverables from the Consignor. This shall include loading, and any other specific arrangements, agreed in accordance with clause 28.c and Collected and Collection shall be construed accordingly;
Commercial Packaging	means commercial Packaging for military use as described in Def Stan 81-041 (Part 1)
Conditions	means the terms and conditions set out in this document;
Consignee	means that part of the Authority identified in Schedule 3 (Contract Data Sheet) to whom the Contractor Deliverables are to be Delivered or on whose behalf they are to be Collected at the address specified in Schedule 3 (Contract Data Sheet) or such other part of the Authority as may be instructed by the Authority by means of a Diversion Order;
Consignor	means the name and address specified in Schedule 3 (Contract Data Sheet) from whom the Contractor Deliverables will be dispatched or Collected;
Contract	means the Contract including its Schedules and any amendments agreed by the Parties in accordance with condition 6 (Amendments to Contract);
Contract Price	means the amount set out in Schedule 2 (Schedule of Requirements) to be paid (inclusive of Packaging and exclusive of any applicable VAT) by the Authority to the Contractor, for the full and proper performance by the Contractor of its obligations under the Contract.

Contractor	means the person who, by the Contract, undertakes to supply the Contractor Deliverables, for the Authority as is provided by the Contract. Where the Contractor is an individual or a partnership, the expression shall include the personal representatives of the individual or of the partners, as the case may be, and the expression shall also include any person to whom the benefit of the Contract may be assigned by the Contractor with the consent of the Authority;
Contractor Commercially Sensitive Information	means the Information listed in the completed Schedule 5 (Contractor's Commercially Sensitive Information Form), which is Information notified by the Contractor to the Authority, which is acknowledged by the Authority as being commercially sensitive;
Contractor Deliverables	means the goods and/or the services, including Packaging (and Certificate(s) of Conformity and supplied in accordance with any QA requirements if specified) which the Contractor is required to provide under the Contract;
Control	means the power of a person to secure that the affairs of the Contractor are conducted in accordance with the wishes of that person: a. by means of the holding of shares, or the possession of voting powers in, or in relation to, the Contractor; or b. by virtue of any powers conferred by the constitutional or corporate documents, or any other document, regulating the Contractor; and a change of Control occurs if a person who Controls the Contractor ceases to do so or if another person acquires Control of the Contractor;
CPET	means the UK Government's Central Point of Expertise on Timber, which provides a free telephone helpline and website to support implementation of the UK Government timber procurement policy
Crown Use	in relation to a patent means the doing of anything by virtue of Sections 55 to 57 of the Patents Act 1977 which otherwise would be an infringement of the patent and in relation to a Registered Design has the meaning given in paragraph 2A(6) of the First Schedule to the Registered Designs Act 1949;
Dangerous Goods	means those substances, preparations and articles that are capable of posing a risk to health, safety, property or the environment which are prohibited by regulation, or classified and authorised only under the conditions prescribed by the: a. Carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulations 2009 (CDG) (as amended 2011); b. European Agreement Concerning the International Carriage of Dangerous Goods by Road (ADR); c. Regulations Concerning the International Carriage of Dangerous Goods by Rail (RID); d. International Maritime Dangerous Goods (IMDG) Code; e. International Civil Aviation Organisation (ICAO) Technical Instructions for the Safe Transport of Dangerous Goods by Air; f. International Air Transport Association (IATA) Dangerous Goods Regulations.
DBS Finance	means Defence Business Services Finance, at the address stated in Schedule 3 (Contract Data Sheet);
DEFFORM	means the MOD DEFFORM series which can be found at https://www.aof.mod.uk;
DEF STAN	means Defence Standards which can be accessed at

	https://www.dstan.mod.uk;
Deliver	means hand over the Contractor Deliverables to the Consignee. This shall include unloading, and any other specific arrangements, agreed in accordance with condition 28 and Delivered and Delivery shall be construed accordingly;
Delivery Date	means the date as specified in Schedule 2 (Schedule of Requirements) on which the Contractor Deliverables or the relevant portion of them are to be Delivered or made available for Collection;
Denomination of Quantity (D of Q)	means the quantity or measure by which an item of material is managed;
Design Right(s)	has the meaning ascribed to it by Section 213 of the Copyright, Designs and Patents Act 1988;
Diversion Order	means the Authority's written instruction (typically given by MOD Form 199) for urgent Delivery of specified quantities of Contractor Deliverables to a Consignee other than the Consignee stated in Schedule 3 (Contract Data Sheet);
Effective Date of Contract	means the date specified on the Authority's acceptance letter;
Evidence	means either: a. an invoice or delivery note from the timber supplier or Subcontractor to the Contractor specifying that the product supplied to the Authority is FSC or PEFC certified; or b. other robust Evidence of sustainability or FLEGT licensed origin, as advised by CPET;
Firm Price	means a price (excluding VAT) which is not subject to variation;
FLEGT	means the Forest Law Enforcement, Governance and Trade initiative by the European Union to use the power of timber-consuming countries to reduce the extent of illegal logging;
Government Furnished Assets (GFA)	is a generic term for any MOD asset such as equipment, information or resources issued or made available to the Contractor in connection with the Contract by or on behalf of the Authority;
Hazardous Contractor Deliverable	means a Contractor Deliverable or a component of a Contractor Deliverable that is itself a hazardous material or substance or that may in the course of its use, maintenance, disposal, or in the event of an accident, release one or more hazardous materials or substances and each material or substance that may be so released;
Independent Verification	means that an evaluation is undertaken and reported by an individual or body whose organisation, systems and procedures conform to "ISO Guide 65:1996 (EN 45011:1998) General requirements for bodies operating product certification systems or equivalent", and who is accredited to audit against forest management standards by a body whose organisation, systems and procedures conform to "ISO 17011: 2004 General Requirements for Providing Assessment and Accreditation of Conformity Assessment Bodies or equivalent";
Information	means any Information in any written or other tangible form disclosed to one Party by or on behalf of the other Party under or in connection with the Contract;
Issued Property	means any item of Government Furnished Assets (GFA), including

	any materiel issued or otherwise furnished to the Contractor in connection with the Contract by or on behalf of the Authority;
Legal and Sustainable	means production and process methods, also referred to as timber production standards, as defined by the document titled "UK Government Timber Production Policy: Definition of legal and sustainable for timber procurement". The edition current on the day the Contract documents are issued by the Authority shall apply;
Legislation	means in relation to the United Kingdom any Act of Parliament, any subordinate legislation within the meaning of section 21 of the Interpretation Act 1978, any exercise of Royal Prerogative or any enforceable community right within the meaning of Section 2 of the European Communities Act 1972;
Military Level Packaging (MLP)	means Packaging that provides enhanced protection in accordance with Def Stan 81-041 (Part 1), beyond that which Commercial Packaging normally provides for the military supply chain;
Military Packager Approval Scheme (MPAS)	is a MOD sponsored scheme to certify military Packaging designers and register organisations, as capable of producing acceptable Services Packaging Instruction Sheet (SPIS) designs in accordance with Defence Standard (Def Stan) 81-041 (Part 4);
Military Packaging Level (MPL)	shall have the meaning described in Def Stan 81-041 (Part 1);
MPAS Registered Organisation	is a packaging organisation having one or more MPAS Certificated Designers capable of Military Level designs. A company capable of both Military Level and commercial Packaging designs including MOD labelling requirements;
MPAS Certificated Designer	shall mean an experienced Packaging designer trained and certified to MPAS requirements;
NATO	means the North Atlantic Treaty Organisation which is an inter-governmental military alliance based on the North Atlantic Treaty which was signed on 4 April 1949;
Notices	shall mean all Notices, orders, or other forms of communication required to be given in writing under or in connection with the Contract;
Overseas	shall mean non UK or foreign;
Packaging	Verb. The operations involved in the preparation of materiel for; transportation, handling, storage and Delivery to the user; Noun. The materials and components used for the preparation of the Contractor Deliverables for transportation and storage in accordance with the Contract;
Packaging Design Authority (PDA)	shall mean the organisation that is responsible for the original design of the Packaging except where transferred by agreement. The PDA shall be identified in the Contract, see Annex A to Schedule 3 (Appendix – Addresses and Other Information), Box 3;
Parties	means the Contractor and the Authority, and Party shall be construed accordingly;
Primary Packaging Quantity (PPQ)	means the quantity of an item of material to be contained in an individual package, which has been selected as being the most suitable for issue(s) to the ultimate user, as described in Def Stan 81-041 (Part 1);

Recycled Timber	means recovered wood that prior to being supplied to the Authority had an end use as a standalone object or as part of a structure. Recycled Timber covers: a. pre-consumer reclaimed wood and wood fibre and industrial by-products; b. post-consumer reclaimed wood and wood fibre, and driftwood; c. reclaimed timber abandoned or confiscated at least ten years previously; it excludes sawmill co-products;
Safety Data Sheet	has the meaning as defined in the Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH) Regulations 2007 (as amended);
Schedule of Requirements	means Schedule 2 (Schedule of Requirements), which identifies, either directly or by reference, Contractor Deliverables to be provided, the quantities and dates involved and the price or pricing terms in relation to each Contractor Deliverable;
Short-Rotation Coppice	means a specific management regime whereby the poles of trees are cut every one to two years and which is aimed at producing biomass for energy. It is exempt from the UK Government timber procurement policy. For avoidance of doubt, Short-Rotation Coppice is not conventional coppice, which is subject to the timber policy;
Specification	means the description of the Contractor Deliverables, including any specifications, drawings, samples and / or patterns, referred to in Schedule 2 (Schedule of Requirements);
STANAG 4329	means the publication NATO Standard Bar Code Symbologies which can be sourced at https://www.dstan.mod.uk/faqs.html;
Subcontractor	means any subcontractor engaged by the Contractor or by any other subcontractor of the Contractor at any level of subcontracting to provide Contractor Deliverables wholly or substantially for the purpose of performing (or contributing to the performance of) the whole or any part of this Contract and 'Subcontract' shall be interpreted accordingly;
Timber and Wood-Derived Products	means timber (including Recycled Timber and Virgin Timber but excluding Short-Rotation Coppice) and any products that contain wood or wood fibre derived from those timbers. Such products range from solid wood to those where the manufacturing processes obscure the wood element;
Transparency Information	means the content of this Contract in its entirety, including from time to time agreed changes to the Contract, and details of any payments made by the Authority to the Contractor under the Contract;
Virgin Timber	means Timber and Wood-Derived Products that do not include Recycled Timber.

Annex A to Schedule 1 – Additional Definitions of Contract iaw. Conditions 45 - 47 (Additional Conditions)

Expression or Acronym	Definition
BFC	means British Forces Cyprus.
CAD	means computer-aided design
DCA	means double-crewed ambulance.
DO	means Designated Officer. The individual responsible for the management and delivery of goods and/or services under this Contract on behalf of BFC.
FLA	means front line ambulance
IPC	means infection prevention and control
PHEC	means pre-hospital emergency care
SBAA	means Sovereign Base Area Administration.

Schedule 2 - Schedule of Requirements for Contract No: 701577384

For the Purchase of Additional Front Line Ambulances for British Forces Cyprus

[REDACTED]

Schedule 3 – Contract Data Sheet

General Conditions

Condition 2 – Duration of Contract:

The Contract expiry date shall be 30 June 2022 or following acceptance and payment of goods.

Condition 4 – Governing Law:

Contract to be governed and construed in accordance with:

English Law ☒

Scots Law ☐ clause 4.d shall apply *(one must be chosen)*

Solicitors or other persons based in England and Wales (or Scotland if Scots Law applies) irrevocably appointed for Contractors without a place of business in England (or Scotland, if Scots Law applies) in accordance with clause 4.g (if applicable) are as follows:

Condition 8 – Authority's Representatives:

The Authority's Representatives for the Contract are as follows:

Commercial: *(as per DEFFORM 111)*

Project Manager: *(as per DEFFORM 111)*

Condition 19 – Notices:

Notices served under the Contract shall be sent to the following address:

Authority: *(as per DEFFORM 111)*

Contractor: [REDACTED]

Notices can be sent by electronic mail? ☒ *(tick as appropriate)*

Condition 20.a – Progress Meetings:

The Contractor shall be required to attend the following meetings:

Formal contract update to be carried out at the end of each calendar month.

Condition 20.b – Progress Reports:

The Contractor is required to submit the following Reports:

Weekly Report: Written weekly report providing details of contract progress and any issues identified.

Risk Report: As and when risks are identified that may impact the delivery of the contract, these must be reported to the Designated Officer as a matter of urgency.

Reports shall be Delivered to the following email address:

[REDACTED]

Reports are to be delivered electronically, unless an alternative format is requested by the Designated Officer.

Supply of Contractor Deliverables

Condition 21 – Quality Assurance:

Is a Deliverable Quality Plan required for this Contract? ☐ *(tick as appropriate)*

If required, the Deliverable Quality Plan must be set out as defined in AQAP 2105 and delivered to the Authority (Quality) within Business Days of Contract Award. Once agreed by the Authority the Quality Plan shall be incorporated into the Contract. The Contractor shall remain at all times solely responsible for the accuracy, suitability and applicability of the Deliverable Quality Plan.

Other Quality Assurance Requirements:

Condition 22 – Marking of Contractor Deliverables:

Special Marking requirements:

Condition 24 - Supply of Data for Hazardous Contractor Deliverables, Materials and Substances:

A completed Schedule 6 (Hazardous Contractor Deliverables, Materials or Substance Statement), and if applicable, Safety Data Sheet(s) are to be provided by e-mail with attachments in Adobe PDF or MS WORD format to:

a) The Authority's Representative (Commercial) as part of tender return

b) Defence Safety Authority – DSA-DLSR-MovTpt-DGHSIS@mod.uk to be Delivered no later than one (1) month prior to the Delivery Date for the Contract Deliverable or by the following date: 01/12/2021

Condition 25 – Timber and Wood-Derived Products:

A completed Schedule 7 (Timber and Wood-Derived Products Supplied under the Contract: Data Requirements) is to be provided by e-mail with attachments in Adobe PDF or MS WORD format to the Authority's Representative (Commercial) to be Delivered as part of tender return.

Condition 26 – Certificate of Conformity:

Is a Certificate of Conformity required for this Contract? ☒ *(tick as appropriate)*

Certificate of Conformity/Type Approval for both the base platform and modifications in accordance with the European construction standards - EN1789

Condition 28.b – Delivery by the Contractor:

Delivery of vehicles and any associated items/documentation must be sent commercially to Cyprus

Special Delivery Instructions:

[REDACTED]

Condition 28.c - Collection by the Authority:

The following Line Items are to be Collected by the Authority: Not applicable.

Condition 30 – Rejection:

The default time limit for rejection of the Contractor Deliverables is thirty (30) days unless otherwise specified here:

The time limit for rejection shall be Business Days.

Condition 32 – Self-to-Self Delivery:

Self-to-Self Delivery required? ☐ *(tick as appropriate)*

If required, Delivery address applicable:

Pricing and Payment

Condition 35 – Contract Price:

All Schedule 2 items shall be FIRM Price.

Termination

Condition 42 – Termination for Convenience:

The Notice period for terminating the Contract shall be twenty (20) business days unless otherwise specified here:

The Notice period for termination shall be Business Days

Other Addresses and Other Information *(forms and publications addresses and official use information)*

See Annex A to Schedule 3 (DEFFORM 111)

1. Commercial Officer

Name: [REDACTED]

Address: [REDACTED]

Email: [REDACTED]

2. Project Manager, Equipment Support Manager or PT Leader
(from whom technical information is available)
Name: [REDACTED]

Address: [REDACTED]

Email: [REDACTED]

3. Packaging Design Authority

Organisation & point of contact:

(Where no address is shown please contact the Project Team in Box 2)

4. (a) Supply / Support Management Branch or Order Manager:
Branch/Name:

Tel No: [REDACTED]

(b) U.I.N.

5. Drawings/Specifications are available from

Please contact the Project Team in Box 2

6. INTENTIONALLY BLANK

7. Quality Assurance Representative:

Commercial staff are reminded that all Quality Assurance requirements should be listed under the General Contract Conditions.

AQAPS and **DEF STANs** are available from UK Defence Standardization, for access to the documents and details of the helpdesk visit http://dstan.gateway.isg-r.r.mil.uk/index.html [intranet] or https://www.dstan.mod.uk/ [extranet, registration needed].

8. Public Accounting Authority

1. Returns under DEFCON 694 (or SC equivalent) should be sent to DBS Finance ADMT – Assets In Industry 1, Level 4 Piccadilly Gate, Store Street, Manchester, M1 2WD
☎ 44 (0) 161 233 5397

2. For all other enquiries contact DES Fin FA-AMET Policy, Level 4 Piccadilly Gate, Store Street, Manchester, M1 2WD
☎ 44 (0) 161 233 5394

9. Consignment Instructions

The items are to be consigned as follows:

As per Condition 28.b above.

10. Transport. The appropriate Ministry of Defence Transport Offices are:
A. DSCOM, DE&S, DSCOM, MoD Abbey Wood, Cedar 3c, Mail Point 3351, BRISTOL BS34 8JH
Air Freight Centre
IMPORTS ☎ 030 679 81113 / 81114 Fax 0117 913 8943
EXPORTS ☎ 030 679 81113 / 81114 Fax 0117 913 8943
Surface Freight Centre
IMPORTS ☎ 030 679 81129 / 81133 / 81138 Fax 0117 913 8946
EXPORTS ☎ 030 679 81129 / 81133 / 81138 Fax 0117 913 8946
B. JSCS

JSCS Helpdesk No. 01869 256052 (select option 2, then option 3)
JSCS Fax No. 01869 256837
Users requiring an account to use the MOD Freight Collection Service should contact DESWATERGUARD-ICS-Support@mod.gov.uk in the first instance.

11. The Invoice Paying Authority
Ministry of Defence ☎ 0151-242-2000
DBS Finance
Walker House, Exchange Flags Fax: 0151-242-2809
Liverpool, L2 3YL **Website is:**
https://www.gov.uk/government/organisations/ministry-of-defence/about/procurement#invoice-processing

12. Forms and Documentation are available through *:
Ministry of Defence, Forms and Pubs Commodity Management
PO Box 2, Building C16, C Site
Lower Arncott
Bicester, OX25 1LP (Tel. 01869 256197 Fax: 01869 256824)
Applications via fax or email: DESLCSLS-OpsFormsandPubs@mod.uk

***NOTE**
1.Many **DEFCONs** and **DEFFORMs** can be obtained from the MOD Internet Site:
https://www.aof.mod.uk/aofcontent/tactical/toolkit/index.htm
2. If the required forms or documentation are not available on the MOD Internet site requests should be submitted through the Commercial Officer named in Section 1.

Schedule 4 - Contract Change Control Procedure (i.a.w. clause 6.b) for Contract No: 701577384

1. Authority Changes

Subject always to Condition 6 (Amendments to Contract), the Authority shall be entitled, acting reasonably, to require changes to the Contractor Deliverables (a " Change") in accordance with this Schedule 4.

2. Notice of Change

a. If the Authority requires a Change, it shall serve a Notice (an "Authority Notice of Change") on the Contractor.

b. The Authority Notice of Change shall set out the change required to the Contractor Deliverables in sufficient detail to enable the Contractor to provide a written proposal (a "Contractor Change Proposal") in accordance with clause 3 below.

3. Contractor Change Proposal

a. As soon as practicable, and in any event within fifteen (15) Business Days (or such other period as the Parties may agree) after having received the Authority Notice of Change, the Contractor shall deliver to the Authority a Contractor Change Proposal.

b. The Contractor Change Proposal shall include:

(1) the effect of the Change on the Contractor's obligations under the Contract;

(2) a detailed breakdown of any costs which result from the Change;

(3) the programme for implementing the Change;

(4) any amendment required to this Contract as a result of the Change, including, where appropriate, to the Contract Price; and

(5) such other information as the Authority may reasonably require.

c. The price for any Change shall be based on the prices (including all rates) already agreed for the Contract and shall include, without double recovery, only such charges that are fairly and properly attributable to the Change.

4. Contractor Change Proposal – Process and Implementation

a. As soon as practicable after the Authority receives a Contractor Change Proposal, the Authority shall:

(1) evaluate the Contractor Change Proposal;

(2) where necessary, discuss with the Contractor any issues arising and following such discussions the Authority may modify the Authority Notice of Change and the Contractor shall as soon as practicable, and in any event not more than ten (10) Business Days (or such other period as the Parties may agree) after receipt of such modification, submit an amended Contractor Change Proposal.

b. As soon as practicable after the Authority has evaluated the Contractor Change Proposal (amended as necessary) the Authority shall:

(1) indicate its acceptance of the Change Proposal by issuing an amendment to the Contract in accordance with Condition 6 (Amendments to Contract); or

(2) serve a Notice on the Contractor rejecting the Contractor Change Proposal and withdrawing (where issued) the Authority Notice of Change.

c. If the Authority rejects the Change Proposal it shall not be obliged to give its reasons for such rejection.

d. The Authority shall not be liable to the Contractor for any additional work undertaken or expense incurred unless a Contractor Change Proposal has been accepted in accordance with Clause 4b.(1) above.

5. Contractor Changes

If the Contractor wishes to propose a Change, it shall serve a Contractor Change Proposal on the Authority, which shall include all of the information required by Clause 3b above, and the process at Clause 4 above shall apply.

Schedule 5 - Contractor's Commercially Sensitive Information Form (i.a.w. condition 13) for Contract No: 701577384

[REDACTED]

Schedule 6 - Hazardous Contractor Deliverables, Materials or Substances Supplied under the Contract: Data Requirements for Contract No: 701577384

Hazardous Contractor Deliverables, Materials or Substances
Statement by the Contractor

Contract No: 701577384

Contract Title: Purchase of Additional Front Line Ambulances for British Forces Cyprus

Contractor: TERBERG DTS (UK) LTD

Date of Contract: 19/10/2021

* To the best of our knowledge there are no hazardous Contractor Deliverables, materials or substances to be supplied. ☐

* To the best of our knowledge the hazards associated with materials or substances to be supplied under the Contract are identified in the Safety Data Sheets (Qty:7) attached in accordance with condition 24. ☒

Contractor's Signature: [REDACTED]

Name: [REDACTED]

Job Title: MANAGING DIRECTOR

Date: 20.09.2021

* check box (☒) as appropriate

To be completed by the Authority

Domestic Management Code (DMC):

NATO Stock Number:

Contact Name:

Contact Address:

Copy to be forwarded to:

Hazardous Stores Information System (HSIS)
Defence Safety Authority (DSA)
Movement Transport Safety Regulator (MTSR)
Hazel Building Level 1, #H019
MOD Abbey Wood (North)
Bristol BS34 8QW

Schedule 7 - Timber and Wood- Derived Products Supplied under the Contract: Data Requirements for Contract No: 701577384

The following information is provided in respect of condition 25 (Timber and Wood-Derived Products):

Schedule of Requirements item and timber product type	Volume of timber Delivered to the Authority with FSC, PEFC or equivalent evidence	Volume of timber Delivered to the Authority with other evidence	Volume (as Delivered to the Authority) of timber without evidence of compliance with Government Timber Procurement Policy	Total volume of timber Delivered to the Authority under the Contract
SOR: item 1 Type: Marine Plywood (used to manufacture vehicle flooring)	**Volume: 2.4m^3 Please refer to Appendix 41 for evidence**	**NIL**	**NIL**	**Volume: 2.4m^3 Please refer to Appendix 41 for evidence**

Schedule 8 - Acceptance Procedure (i.a.w. condition 29) for Contract No: 701577384

The following criteria must be completed/approved before the Authority will accept goods or services for the purposes of contract payment:

- Certificate of Conformity/Type Approval for both the base platform and modifications in accordance with the European construction standards - EN1789 must be received by the Authority.

- The vehicles must be able to pass a road worthiness assessment to DVSA Inspection Standards appropriate to their classification.

- The Vehicles must be able to pass a role equipment inspection – Demonstrating that all non-road worthy equipment is serviceable and operates as per manufacturers intended use.

- On inspection the vehicles must be fit for purpose and free from damage. The end product must adhere to the Statement of Requirements.

- Vehicles must have undergone and passed physical inspections prior to delivery in line with key milestones 4 & 5 of the Statement of Requirements - if COVID travel restrictions still apply the Authority will carry this out the inspection via video (MS Teams).

- Confirmation from the base vehicle manufacturer that the warranty remains valid following subsequent conversion modifications carried out on the base vehicle.

- The Authority must be provided with warranty/maintenance schedules/log and contact details of the contractor who will carry out works (Cyprus) for both the base vehicle and modifications prior to delivery.

- The Authorities users must be provided with familiarisation Driver & Equipment training prior to delivery.

- The Contractor must provide wiring diagrams, and modification instructions for any modifications.

Schedule 9 – Statement of Requirements for Contract No: 701577384

1. BACKGROUND TO THE CONTRACTING AUTHORITY

1.1 The Sovereign Base Area Administration (SBAA) provides a pre-hospital emergency care capability. The administration functions for the two MOD Sovereign Base Areas in Cyprus which consist of 98 square miles in total. As part of this they are responsible for serving a permanent population at Risk of approx. 17,800 which increases substantially during the summer months due to tourist arrivals therefore the requirement to respond to any incidents or emergencies within the SBAs.

2. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

2.1 Both the current BFC and UNFICYP United Kingdom Infantry Contingent Front Line Ambulance (FLA) fleet of 8 vehicles is now not fit for purpose. Serviceability, maintenance and availability of critical spares is now impacting on BFC/SBA ability to maintain a reliable Pre-Hospital Emergency Care (PHEC) service to the SBAs. BFC ran a competition for three FLAs in May 2021 and a contract has been awarded, details of this competition can be found on Contracts Finder under 701554409. Due to unforeseen availability of funds BFC are able to run a competition for an additional 3 FLAs.

3. SCOPE OF REQUIREMENT

3.1 Purchase of base vehicle and conversion to national specification for emergency double-crewed ambulance.

3.2 Operational training and workshop guidance.

3.3 Installation COERS radios, to be supplied by MOD Contractor.

3.4 Delivery of front-line ambulances to Cyprus prior to 30 June 2022.

4. THE REQUIREMENT

4.1 This requirement is based on the national ambulance vehicle specification for English NHS ambulance trusts for standard emergency double-crewed ambulances (DCA).

4.2 Base vehicle

4.2.1 Vehicles and equipment supplied as part of this specification must comply with standard BS EN 1789:2007 + A2:2014, and the European Community Whole Vehicle Type Approval (ECWVTA) 2007/46/EC, both as amended and/or replaced, with reference to the national ambulance specification service-level agreement (SLA).

4.2.2 A letter of non-objection between the base vehicle manufacturer and the supplier must be provided to demonstrate compliance with the standards and ECWVTA until such time as the Worldwide Harmonised Light Vehicle Test Procedure (WLTP) supersedes this requirement.

4.2.3 The below table gives the base vehicle requirements for the emergency DCA.

Area	Description	Specification
Type	Panel van	Compliant
Regulatory compliance	General Safety Regulation 2015	Compliant
	BS EN 1789	Compliant
Safety	Electronic stability programme or manufacturers version of.	Fitted

features	Electronic brake force distribution or manufacturers version of	Fitted
	Brake assist	Fitted
	Adaptive brake lights	Optional
	Immobiliser	Fitted
	Driver and passenger air bags	Fitted
	Side air bags in cab	Fitted
Warranty	Driveline	5 years (Essential)
	Structural (corrosion)	8 years (Essential)
Exterior dimensions	Height (exc flexible aerials/antennas)	2,750 mm to 3000 mm
	Width	2,040 mm to 2,450 mm
	Length	6,350 mm to 7000 mm
	Wheelbase	3,600 mm to 4,500 mm
	Front overhang	As per manufacturers standard
	Rear overhang	As per manufacturers standard
	Approach angle clearance	As per manufacturers standard
	Departure angle clearance	As per manufacturers standard
	Turning circle (wall to wall)	As per manufacturers standard
	Ground clearance	As per manufacturers standard
	GVW	Not to exceed 5000 kg
	Tilt test	Minimum 38 degrees
Driveline	Power output	120 kW minimum
	Euro rating	Minimum of 6
	Gearbox	Manual or automatic
	Vehicle range	Minimum of 400 miles
Tyres	Tyre	All season
	Tyre pressure monitoring system	Optional

Electrical	Electromagnetic compatibility	Compliant
	Interface socket	Fitted
	CAN gateway	Fitted
	Alternator output	Suitable to charge all required systems
	Fog lights	Fitted
	Day running lights	Optional
	Battery boost socket	Fitted
HVAC	Cab – Air conditioning	Fitted
	Saloon – climate control	Fitted
Cab area	Reversing alarm	Fitted
	Reversing camera	Fitted
	Entertainment equipment	Fitted
	Space for additional data terminal	Provided
	Locking	Remote central locking, three keys
	Speedometer and odometer in kilometers. Vehicles are able to have a combination of miles and kilometers however kilometers must be the main view.	Fitted
Exterior	Paint finish	RAL 1016
	Delivery PDI and number plates	Included
	Noise emission 86/188/EEC	Compliant
Saloon area	Bulkhead EN 1789:2007	Compliant (or part of the conversions)
	Floor BS EN 11378-2	Compliant
	Nearside sliding door with window	Compliant
	Twin rear doors opening to 270 degrees	Compliant
	Interior height	Minimum 1,890 mm

4.3 Conversion

4.3.1 Please note that where we refer to equipment supplier names, part numbers and other details in this specification, this is solely for the purposes of identifying the equipment type and the performance levels required by the Authority. There is no mandatory requirement for a supplier to include this specific equipment in any conversion offer it submits.

4.3.2 The conversion specification has nine key parts:

4.3.2.1 general requirements

4.3.2.2 body exterior

4.3.2.3 technology

4.3.2.4 cab requirements

4.3.2.5 saloon requirements

4.3.2.6 emergency lighting and switches

4.3.2.7 vehicle inventory

4.3.2.8 vehicle markings and livery

4.3.2.9 compliance verification.

4.3.3 **General requirements - Assurance**

4.3.3.1 Vehicles and equipment supplied as part of this specification must comply with UK standards BS EN 1789:2007 + A2:2014, BS EN 1865-4:2012 and the ECWVTA 2007/46/EC, both as amended and/or replaced, with reference to the national ambulance specification SLA.

4.3.3.2 A letter of non-objection between the base vehicle manufacturer and the supplier must be provided to demonstrate compliance with the standards and ECWVTA until such time as the Worldwide Harmonised Light Vehicle Test Procedure (WLTP) supersedes this requirement.

4.3.3.3 The supplier must certify that at the time of delivery the completed vehicle with all equipment fitted fully complies with all current vehicle legislative regulations, British standards and the latest CEN requirement for type B emergency ambulances and the national ambulance specification SLA.

4.3.3.4 The supplier will be responsible for ensuring the converted vehicles are fit for purpose and meet the requirements of all applicable standards and legislation. This will include: all aspects of liaison, warranty and support; setting agreements; and conformity/interface matters to do with the base vehicle and equipment manufacture. Trusts are responsible for the day-to-day legality of operating the vehicle.

4.3.3.5 The supplier will be responsible for assessing the vehicle build and requirement, and at the earliest opportunity must identify and inform the relevant trust about all issues/problems/non-compliance that may affect the operation/use of the vehicle.

4.3.3.6 The supplier for each build will supply the trust(s) with an assurance manual and statement confirming the vehicle is fit for purpose and complies with the stated requirements.

4.3.3.7 No base vehicle system or circuit will be tampered with unless a written letter of non-objection to this is provided by the base vehicle manufacturer. All electrical systems as part of the conversion must interface with the base vehicle manufacturer's CANbus system. The supplier is responsible for obtaining this written permission.

4.3.4 **General requirements – Durability**

4.3.4.1 The conversion will be designed and constructed to withstand the rigours of use as a 24/7 ambulance with a ten-year life.

4.3.5 **General requirements – Delivery**

4.3.5.1 The supplier will produce a delivery plan and meet all agreed target timescales for each purchase order. Both the supplier and the Authority must agree to any changes to the timescales. The supplier will deliver the vehicles to the location specified at point 19 of this SOR.

4.3.6 **General requirements – Ergonomics and Design**

4.3.6.1 The supplier must ensure that the design and layout of a fully operational vehicle are fit for the purpose of ambulance use and minimise manual handling for Authority staff and patients and risk of work-related musculoskeletal disorders for Authority staff.

4.3.6.2 The conversion must be ergonomically designed using computer-aided design (CAD) with reference to relevant research.

4.3.7 **General requirements – Environmental sustainability and innovation**

4.3.7.1 Technologies that can reduce the vehicle's environmental impact will be considered. Innovation in design is required to improve aerodynamics and to reduce weight, the need to operate the engine on standby and fuel consumption.

4.3.8 **General requirements – Under-body protection**

4.3.8.1 The complete vehicle will have under-body protection applied. All fittings or alterations carried out by the supplier must be de-rusted and treated to prevent corrosion, including electrolytic corrosion.

4.3.9 **General requirements – Water test**

4.3.9.1 Each converted vehicle must pass a high-volume, whole vehicle pressure water test. This is to be certified.

4.3.10 **General requirements – Tilt test**

4.3.10.1 Each converted vehicle must pass a tilt test in line with CEN EN 107. The vehicle will achieve a minimum tilt of 38 degrees without its outside wheels losing contact with the tilt bed. This is to be certified.

4.3.11 **General requirements – Assessment of handling and stability**

4.3.11.1 A competent independent authority will have assessed the complete vehicle's handling characteristics (fully operational) and in its report confirmed a satisfactory assessment of the following:

(a) Steady-state cornering

(b) Straight line behaviour

(c) Obstacle avoidance

(d) Straight line breaking

(e) Braking in a turn

(f) Negotiation of speed humps without grounding

(g) Overall confidence and safety

4.3.11.2 The Supplier will be responsible for organising this assessment and any costs associated.

4.3.12 **General requirements – Electromagnetic compatibility test**

4.3.12.1 The supplier must certify that the complete vehicle with all communication and medical equipment fitted (supplied by each relevant Authority until common equipment is agreed) fully complies with the latest and any pending electromagnetic compatibility requirements.

4.3.13 **General requirements – Insulation**

4.3.13.1 All cavities between the interior and exterior body mouldings (including the rear doors) must be filled with suitable fire-retardant thermal insulation material to ISO 3795, fitted in accordance with the manufacturer's recommendations. The insulation must extend into all relevant framing members.

4.3.14 **General requirements – Noise test**

4.3.14.1 The supplier will ensure that a fully converted ambulance does not exceed the Control of Noise at Work Regulations 2005 (Directive 86/188/EEC) or the current standard of the day.

4.3.14.2 A noise test must be completed in a variety of environments and using only test equipment that has been registered and fully calibrated. A compliance report should be provided giving the maximum exposure for each road speed tested.

4.3.14.3 The noise test involves:

(a) sirens switched on

(b) noise levels tested from both the driver and passenger seating positions

(c) test completed at road speeds of 30 mph, 50 mph, 70 mph and maximum speed

(d) test repeated with the driver and passenger window open.

4.3.15 **General requirements – Vehicle mass test**

4.3.15.1 The supplier must test that the vehicle is not overloaded as a whole, on an axle or on a wheel position once it is fully constructed and loaded to its operational mass. Operational mass must meet the requirements of BS EN 1789. As a minimum the operational mass must include: a fully equipped operational vehicle with all equipment and medical items on board; one person weighing 75 kg on each seat and on the stretcher; and a full tank of fuel.

4.3.15.2 The supplier will calculate this mass before starting production, to confirm the required test criteria can be met and to avoid unnecessary cost and time. If the design fails any test criterion, it will be reconsidered, and the test repeated until the design passes it.

4.3.15.3 The following test criteria must be met:

(a) total operating vehicle mass <95% of the base vehicle manufacturer's gross vehicle mass

(b) total operating axle mass <95% of the base vehicle manufacturer's gross axle mass

(c) no wheel position exceeds 60% of its axle mass rating.

4.3.15.4 The supplier must produce a compliance certificate for each vehicle confirming:

(a) gross kerbside mass

(b) gross vehicle mass

(c) operational mass

(d) each axle mass

(e) each wheel position mass.

4.3.16 **General requirements – Infection prevention and control (IPC)**

4.3.16.1 To minimise infection, surfaces inside the ambulance must be white, easy-to-clean, without material edging and clutter free. The design will follow the principles of one-piece design theory with no dirt or finger traps, and have a smooth, clean and tidy appearance overall.

4.3.16.2 The supplier must use materials and construction methods that can withstand deep, rigorous cleaning regimens in line with relevant IPC requirements. For example, surfaces should be manufactured from materials that can withstand daily wear and resist surface corrosion under extreme cleaning regimes. Suppliers should consider using

materials with anti-soiling properties to meet BS EN ISO 11378-2, and anti-bacterial/fungicidal qualities.

4.3.17 **General requirements – Latex policy**

4.3.17.1 The supplier must achieve a latex-free environment.

4.3.18 **General requirements – Electrical**

General

4.3.18.1 Before starting to build, the supplier will carry out a full and complete electrical calculation – that is, the electrical drain when all equipment and vehicle and auxiliary batteries are in use – and compare this to the alternator output over the entire engine rev range.

4.3.18.2 The calculation must show the vehicle equipment and control systems are adequate and suitably designed to maintain the battery. All batteries must be protected against deteriorating below 11.7 V.

4.3.18.3 Power management and load shedding systems must be provided to optimise battery condition and protect sensitive electronic equipment, including, but not limited to, by reducing power demand from 'parasitics' based on priorities agreed by each Authority.

4.3.18.4 The inverter (1,800 W) should be capable of running a minimum of two 230-V three-pin sockets.

4.3.18.5 A shoreline (240v) with an external IP65-rated plug must be provided at a location to be decided by each Authority.

4.3.18.6 The vehicle will require an unrestricted 'run lock' security system that shuts down the engine when the vehicle's handbrake is released. This system will allow the base

4.3.18.7 Vehicle ignition key to be removed and the vehicle locked with this key, and allow the engine to run at a speed that ensures the alternator output meets the maximum current consumption. The run lock can be activated either through the 'arrive scene' mode or a specific button on the power management control panel.

4.3.18.8 The supplier will provide the Authority with detailed electrical/wiring diagrams for each batch of vehicles.

Emergency lighting and siren

4.3.18.9 Emergency lighting must comply with European regulations for blue lights and meet ECE-R-65 Class 2 compliance as a system once fitted to the vehicle. The table in paragraph 7.2 of this standard stipulates the minimum light output values. Measured at a vertical angle of 0 degrees and a horizontal angle of 360 degrees, these are 120 cd (day) and 50 cd (night).

4.3.18.10 The supplier must fit an audible warning system comprising a wail/yelp/ piercer/bullhorn noise siren that faces out from the front of the vehicle but is recessed so as not to cause injury. The minimum output from the yelp/wail/ piercer/bullhorn tone should be 100 W and be wired through and operated by the vehicle road-horn control; a bullhorn button must also be installed for the driver to use.

Link to base vehicle

4.3.18.11 The supplier will be approved by the chassis manufacturer for chassis conversion and will be responsible for ensuring that the chassis manufacturer knows about all the installed auxiliary electrics. The supplier will supply a certificate of conformity as part of the contract document pack.

Auxiliary electrical demand

4.3.18.12 Although recommendations are given for minimum auxiliary battery capacities and alternator size, the supplier will be ultimately responsible for ensuring that the auxiliary power system can support the auxiliary electrical demand on the ambulance. In particular, supporting documentation including test data will be supplied as part of the contract document pack on conclusion of the contract. This will demonstrate that the vehicle can meet its on-board electrical power requirements.

Wiring and installation

4.3.18.13 All DC and AC wiring must conform to current Institution of Electrical Engineers (IEE) wiring regulations. On completion, the wiring system will be inspected, tested to those standards and an NICEIC completion certificate stating the chassis number of the ambulance issued by the authorised body. This certificate will be supplied as part of the contract document pack on conclusion of the contract, along with electrical schematics for both DC and AC for the ambulance. In particular:

(a) All wiring will be multistrand, flexible PVC-covered cable that is identified correctly by colour and protected by being run through appropriate trunking or conduit. Where routed through bulkheads, wiring will be protected by glands, and at points liable to chafing by grommets or rubber.

(b) Wiring terminations will be adequately protected and insulated.

(c) All circuits will be separately protected and installed in accessible positions, and tested for insulation, non-contact and continuity.

(d) All underfloor wiring will be fitted into approved sleeving and all joints sealed with PVC adhesive tape and must comply with British Standard BS AU7:1963.

(e) DC cables must be protected by fuses or circuit breakers at source and these must be rated for the current-carrying capability of the wire, and AC cables protected by circuit breakers.

(f) Cables must be of the correct size for the current required by the circuit they supply, to avoid overheating and excessive voltage loss.

(g) All wiring or appliances that require electrical warning or hazard identification will display clear labels, in accordance with current regulations.

(h) All auxiliary electrical components will be CE and ‘e-marked’ in accordance with current regulations. If the component is not ‘e-marked’, it must be supplied with an attestation with regard to annex I, 3.2.9. of 72/245/EEC as amended BY 2006/28/EC.

(i) Except for the isolator switch, all switches in the cab must be within easy reach of the driver and labelled appropriately.

(j) Where more than one vehicle is converted, all electrical components must be mounted in identical locations and wiring routed uniformly.

(k) Wherever possible, electrical components will be mounted on subassemblies using ‘plug and play’ connectors, to facilitate easy removal and replacement if repair or maintenance is needed.

4.3.19 **General requirements – Warranty and support**

4.3.19.1 The supplier will provide a comprehensive seven-year parts and labour warranty for the integrity and structure of the conversion, including specified and purchased items, with a written procedure for warranty claims and carrying out work. There should be a eight-year anti-corrosion warranty and a minimum five-year warranty for electrical installations.

4.3.19.2 The medical gas pipeline system must conform to all applicable regulations and standards.

4.3.19.3 A process should be in place for resolving matters urgently and priority given to both the resolution and any associated works. Repairs, campaign work and technical workshop support should be available 8 am to 5 pm, Monday to Friday, as a minimum. Support response times will be subject to a managed SLA. Each relevant trust will require approval to conduct work in its own workshops that is rechargeable to the convertor.

4.3.20 **General requirements – Specialist tooling**

4.3.20.1 The supplier will provide the Authority with a comprehensive list of specialist tooling and with any specialist tooling required to maintain and repair the converted vehicle.

4.3.21 **General requirements – Spare parts**

4.3.21.1 The supplier will provide the Authority with a comprehensive parts list giving part numbers in electronic format. All parts must be available for the life of the vehicle.

4.3.22 **General requirements – Training**

4.3.22.1 The supplier will provide the operational staff for the Authority with on-site training. Operation training will cover the operational use of the vehicle and its equipment. This training will be provided in Cyprus to

allow minimal movement of PAX travelling and have to also have less of an impact on our 112 delivery on island.

4.3.22.2 An associated written training syllabus will be provided along with confirmation certificates detailing who has been trained and what criteria they have met.

4.3.22.3 To support training delivery the supplier will provide the following in electronic form, in hard copy and online:

(a) an operational manual explaining operator use

(b) a copy maintenance manual for technical staff that includes:

(i) system hardware location schematics

(ii) wiring diagrams

(iii) fault diagnosis guidance information

(iv) warranty claims process and contact information

(v) spare parts catalogue.

4.3.22.4 Workshop training is not required however there must be a dedicated point of contact for any technical queries to support the written guidance for technical staff.

4.3.23 **General requirements – Build information pack**

4.3.23.1 For each vehicle the supplier must supply the Authority with a comprehensive manual (written and electronic copy) that contains:

(a) specification

(b) agreed changes listing

(c) CEN compliancy certificates

(d) proof of compliance with ECWVTA for the specific chassis type and vehicle design

(e) statement confirming Disability Acts have been considered and adhered to where applicable

(f) electromagnetic compatibility test and report

(g) build identification numbers for each chassis number

(h) operational and equipment manual

(i) training syllabus

(j) vehicle mass certificates

(k) noise, water and tilt test reports

(l) road handling test report

(m) other component/equipment certification as required

(n) warranty terms, contacts and procedure

(o) electrical wiring diagrams and location of components and connections in the vehicle's electrical system

(p) drawings of external and internal layouts

(q) letters of non-objection/certificates of conformity as required

(r) bill of materials.

4.3.24 **General requirements – Production and conversion process**

4.3.24.1 A fully controlled and documented construction process should be used that accurately documents each stage of the build process to maintain quality and traceability, and to provide accurate after-sales information. This will ensure that all spare parts are correct and fit first time, every time.

4.3.24.2 Suppliers should provide proof of certification to the standards EN 1789, ISO 9001 and ISO 14001.

4.3.25 **Body exterior**

4.3.25.1 Exterior dimensions must meet the requirements set out in the base vehicle specification and should not be compromised by the conversion.

4.3.25.2 The complete exterior must be finished in RAL 1016 yellow.

4.3.25.3 Wheels and bumpers must be left in factory finish. Rear bumpers must have underside stainless steel skid plates (2 mm) fitted.

4.3.25.4 Wheel nut retention devices must be fitted.

4.3.25.5 A mis-fuelling safeguarding device must be fitted.

4.3.25.6 If the base vehicle is not fitted with an OE rubbing strip, a suitable protective rubbing strip must be fitted on each side of the vehicle.

4.3.25.7 All external door locks must have a central locking facility and the extra facility that enables the vehicle to be locked while on run lock. This function should be controlled by the manufacturer's key fob.

4.3.26 **Body exterior windows**

4.3.26.1 Body window(s) must be tinted to 10% light transition to prevent inward vision, and provide an emergency means of escape in line with CEN regulations.

4.3.26.2 The nearside sliding door should have one window tinted to 10% light transition tint and a top slider overlaid with a solid opaque lower section; the slider should have 10-mm opaque strips. The glass design should be such that if the door sliding mechanism fails, no part of the door will contact the glass and break it.

4.3.26.3 Break glass hammers will be provided by the supplier.

4.3.27 **Technology**

4.3.27.1 The supplier will supply and install a tamper-proof, two-way intercom system between the cab and the saloon area that is powered when the ignition is on. This device should have an open-speech facility from the saloon to the cab and a press-to-talk button should be fitted in the cab for the driver's use. It should be possible to control volume from the cab but not to turn off the device. The intercom system should be correctly calibrated to provide clearly audible communications.

4.3.27.2 The supplier will fit an audible reverse warning device operated by the gearbox-mounted reverse lamp switch, lamp feed or CAN. This device will be used to alert pedestrians that the vehicle is reversing and will be fitted with a night isolation switch. An ultrasonic reversing aid connected to a reversing proximity warning device will be provided to give the driver audible and visual (a tri-colour light-emitting diode (LED) will be located on the right of the main instrument console) warning of any obstruction at the rear. The device must not to be sensitive to emergency vehicle LED lights.

4.3.27.3 A rear (reversing/incident) camera that operates when reverse gear is selected will aid reversing; the rear image is displayed on the dashboard monitor. This camera must be positioned high up under the rear light bar where it gives a wide-angle image across the rear of the vehicle that includes the ramp or tail lift and about 3 m to the rear of the vehicle.

4.3.27.4 **Rear camera:**

(a) mounted at the rear of the vehicle, centrally located above the rear doors. This camera is used as a reversing aid. The supplier will ensure this is wired in such a way that there is no delay between selection of reverse gear and footage being displayed on the dashboard screen

4.3.28 **Cab requirements**

4.3.28.1 The cab design will maximise crew comfort and leg room for both driver and passenger.

4.3.28.2 No fittings in the cab will restrict the range of seat adjustment provided by the manufacturer.

4.3.28.3 The dashboard must be designed to appropriately incorporate the additional electrical switching, warning and communication equipment and the mobile data terminal. This should be achieved with robust extra moulded cowls that do not obstruct routine maintenance tasks. The final design must be suitably ergonomic, look tidy and clean, and comply with relevant regulation and. It will be subject to ECWVTA if it is different from the base vehicle design.

4.3.28.4 Any cab overhead shelf will be removed, and the area made good.

4.3.28.5 A suitable area for storage of the crew's personal protective equipment will be agreed with each relevant trust.

4.3.28.6 Two rechargeable torches will be installed at positions both crew members can easily reach. The charging system will operate in a way

that preserves torch battery life for as long as possible to reduce through-life cost.

4.3.28.7 Two coat hooks will be fitted in a location to not disrupt the normal operation of the vehicle.

4.3.28.8 A non-slip wear plate will be supplied and fitted on the cab floor below the driver's pedals. This must be sealed around its edges to prevent ingress under the plate.

4.3.28.9 Bump pads will be fitted around the cab door apertures to minimise head injuries.

4.3.28.10 One 2.0-L, aqueous film forming foam visible gauge, controllable flow fire extinguisher will be positioned within easy reach of the driver and also from outside the vehicle, and not at head height. Its bracket will be a complete base, not two-pronged.

4.3.28.11 Supplementary cab-dimmable strip lighting will be fitted above the driver and passenger seats, for completion of paperwork.

4.3.28.12 Strengthening plates will be supplied and fitted to the driver and passenger doors with check strap mounting points at the 'A' pillar.

4.3.28.13 Tailored infection control seat covers will be fitted to the driver and passenger seats. These will be made according to the base vehicle manufacturer's digital patterns and have a maximum tolerance of 0.02 mm to ensure a perfect fit. Where airbags are fitted for the original seats, they must conform to applicable TUV crash safety standards and applicable regulation.

4.3.28.14 Two grab handles will be fitted to aid entry to the driver and passenger sides of the cab.

4.3.29 **Saloon requirements**

4.3.29.1 The bulkhead will have one square (1,430-mm2 minimum), left-side opening window in line with CEN requirements.

4.3.29.2 The saloon interior roof (including its components) must be at a height not lower than 1,890 mm.

4.3.29.3 The saloon interior design must allow ambulance type carry chairs to pass between the wheel arch/nearside seating and the stretcher in its locks, with attendant seats in stowed position.

4.3.29.4 The bulkhead must have no protrusions that touch a person sitting in the seat when in its most rearward position.

4.3.29.5 The original base vehicle cab dimensions must not be compromised during the construction of the bulkhead; in particular, the geometry relative to the driver and passenger seating must be maintained.

4.3.29.6 All seat coverings will be made from a single piece of material and have sealed seams to prevent the ingress of body fluids for infection control purposes and to protect against damage.

4.3.29.7 Appropriate storage in cabinets and overhead cant lockers will be provided. Locker lift-up doors will be made of a clear material of 8-mm minimum depth, with strong hinges and two gas struts per locker.

4.3.29.8 All lockers will have contents identification labels.

4.3.29.9 Sufficient grab rails will be appropriately positioned and finished in RAL 1016 yellow.

4.3.29.10 Sufficient head impact and bump pads will be appropriately positioned, finished in pantone 5535C green.

4.3.29.11 Each locker and cupboard door will have a reset device that indicates if it has been opened.

4.3.29.12 The supplier will provide suitable and secure storage for controlled drugs, key access only with 3 keys provided.

4.3.29.13 All saloon door entrances will have grab rails/handles to aid entry/exit. Such devices must be strong enough to take the weight of heavy persons and be finished in RAL 1016 yellow powder coating or rubber. As a minimum, there should be two at the side door and two at the rear doors.

4.3.29.14 Assisters will be fitted to the rear doors, to aid opening and to hold the doors open. Their design must not affect the integrity of the base vehicle doors, hinges or mountings.

4.3.29.15 Tail lift or ramp and winch is to be provided.

4.3.29.16 The tail lift or ramp and winch must be fitted to the rear of the vehicle and covered with replaceable and maintainable anti-slip material. When not in use, the tail lift or ramp and winch must fold to the back of the vehicle without this exceeding the stated vehicle dimensions. Manual operation of the tail lift must be possible in the event of mechanical failure. High visibility markings must be fitted around the edge of the tail lift or ramp and winch and visible when deployed.

4.3.29.17 BFC do not require any bariatric capability as this is not required for our ambulances.

4.3.29.18 Warning red LED lights must be fitted to all doors, to warn moving traffic around the vehicle that a door is open.

4.3.29.19 Suitable illumination to entries will be provided; this is turned on through door activated micro-switches. To provide a combined puddle, alley and blue lights will be fitted above the driver and passenger doors.

4.3.29.20 Nearside, offside and rear scene lights that can be switched on independently will be provided. The side-scene lights will have a 45-degree alley lights facility or separate light. (Note: scene lights must be switched off when road speed is above 10 mph.) Scene lights will be positioned on each rear door to illuminate each rear corner of the vehicle and to aid reversing – all scene lights need to come on when reverse gear is selected and the vehicle's headlights are on.

4.3.29.21 Nearside and offside alley lights will be mounted above the driver and passenger doors. (Note: scene lights must be switched off when road speed is above 10 mph.)

4.3.29.22 Potential suppliers must include the supply and fit of a patient stretcher and patient chair for each vehicle within their design and tender costings. Both stretcher and chair must be consistent with the specification being utilised by UK NHS Ambulance Trusts.

4.3.30 **Saloon requirements – Floor construction**

4.3.30.1 The floor covering will be made from a single piece and have antibacterial properties. Its edges will be sealed to make washout easy and to enhance infection control. The floor must be of a non-slip quality that complies with BS EN ISO-11378-2, and resilient enough to withstand high wear rates.

4.3.30.2 The stretcher fastening must be tested according to EN 1789. Floor mountings must be fitted using the stretcher manufacturer's approved jig to ensure all vehicles are built to the same standard.

4.3.30.3 The underside of the floor panel will be coated with suitable underseal protection.

4.3.30.4 The wheel arch sections will be treated with suitable stone chip protection.

4.3.31 **Saloon requirements – General design**

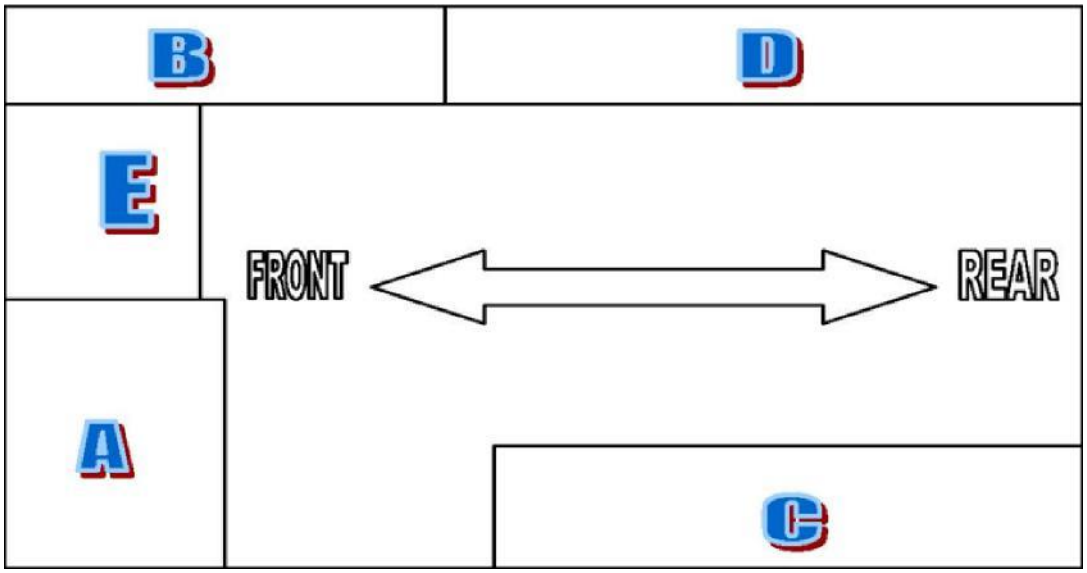
Section 6.3.31 and figure 1 below divides the saloon into seven indicative zones for positioning of cabinets and cupboards, storage of equipment and medical items. As part of the tender submission potential providers must produce a design for the FLAs, supported by a contents list for each zone. The Authority expect potential providers as subject matter experts to produce a design that captures the below zone requirements and provides suitable storage for the FLA contents listed at Annex 2.

4.3.31.1 Basic requirements have been listed for each zone; further design features of the saloon are to be determined by potential suppliers based on the equipment list provided by BFC.

4.3.31.2 Potential suppliers should note that proposed designs will be subject to final approval following contract award as minor amendments to the design may be required.

4.3.31.3 Potential suppliers must include the supply and fit of a patient stretcher and patient chair for each vehicle within their design and tender costings. Both stretcher and chair must be consistent with the specification being utilised by UK NHS Ambulance Trusts.

Figure 1: Indicative saloon layout



F Indicates Roof Area

G Indicates Floor Area

Zone A

4.3.31.4 This zone will be used to store equipment and bags that need to be quickly accessed from inside the vehicle or through the side sliding door. The storage facility must have open shelving with stainless-steel sheet protection to allow access from the side door, and a door(s) for access from inside the vehicle. This zone will hold the following items: response bags including AED, oxygen, drugs (subject to any associated legislation), resuscitation equipment and extrication equipment.

Zone B

4.3.31.5 This zone will include provision for IPC-friendly, UN rigid clinical and domestic waste containers, including a sharps box and all associated markings. In addition, brackets and poles to hold and support clinical equipment will be required. Details will be determined at individual trust level.

Zone C

4.3.31.6 This zone will include two forward-facing seats fitted on the left-hand side.

(a) Each seat will recline and swivel (locking at a maximum of 45 degrees) and be able to fold against the side of the vehicle.

(b) Both seats must have a headrest, adjustable armrests and a three-point retractor seat belt with the tongue attachment on the right side. Seat belts long enough to secure a child seat or accommodate a bariatric patient will be provided.

(c) Seat squabs will be 470 mm above the floor.

(d) An enclosure will be created for the front forward-facing seat and under no circumstances should the seat base be drilled to fix a shroud.

(e) These seats should be designed and positioned to ensure maximum comfort, accessibility and ergonomic movement, and to maximise effective care of a patient lying on a stretcher.

(f) A stainless-steel plate must be fitted to the nearside wall of the vehicle to protect the interior liner from damage by the seats.

(g) The seat edges should be fitted with protectors to prevent damage to seat covers from contact with equipment – for example, stretchers and carry chairs.

(h) Space must be sufficient to allow the forward-facing seat to be oriented to face the stretcher and with enough leg room between the seat and stretcher. With the forward-facing seat orientated to face the stretcher, a person must be able to comfortably occupy the rear seat in its forward-facing position.

4.3.31.7 The supplier will supply and fit vertical grab handles, one near the side door and one near the rear door. Grab handles will have recess areas large enough to accommodate large hands.

Zone D

4.3.31.8 In this zone a cupboard in the right-hand rear corner will accommodate medical gases as determined by each individual trust. The cylinders will be vertically mounted with the pressure gauges visible though a suitable window from all seating positions, along with a suitably positioned mirror to assist viewing. (All cylinder mountings and cupboard enclosures require crash testing approval.)

Zone E

4.3.31.9 In this zone a rearward-facing attendant's seat will be fitted at the head end of the stretcher.

(a) This will be an all-ages seat and seat belt configuration, and ideally include Isofix child seat fittings.

(b) The seat squab will be 470 mm above the floor.

(c) A padded panel will be fitted above the seat for head protection.

(d) The seat edges should be fitted with protectors to prevent damage to seat covers from contact with equipment – for example, stretchers and carry chairs.

(e) It must be possible to move the seat forward and aft for easy cleaning behind it.

Zone F (interior roof)

4.3.31.10 Perco hooks will be provided along the roof or on the underside of cabinets above the stretcher.

4.3.31.11 A full-length driver alert strip will be fitted in the roof lining to activate a buzzer in the cab and additional strips positioned adjacent to and within easy reach of the attendant and rear saloon seats. This system must have a cancel button in the cab area that is within easy reach of the driver.

4.3.31.12 An extract/intake fan will be provided that works in conjunction with the extraction fan mounted low down on the nearside of the saloon.

Zone G (interior floor)

4.3.31.13 The saloon floor must be constructed from a lightweight composite material and finished according to the flooring specification previously detailed. It will have anti-soiling properties to meet BS EN ISO 11378-2 and anti-bacterial/fungicidal qualities. It must be laid with coving wherever possible at the edges and with reinforced corner radii. All floor covering edges will be sealed.

4.3.31.14 The floor will be RAL 7035 light grey.

4.3.31.15 The stretcher fixation device will be, at a minimum, a two-point lock. The fixation point will be strategically positioned to accommodate an emergency stretcher, an incubator and a critical care trolley, and with space for the attendant to walk between the stretcher and side seats when these are stowed.

4.3.31.16 Four independent fixation devices will be fitted in the floor (flush fitting and easy fit) at the foot end of the stretcher to secure the aortic balloon.

4.3.32 **Emergency lighting and switches**

4.3.32.1 All lights will be latest generation LED and incorporated into front and rear aerodynamically profiled pods, to reduce their impact on the aerodynamics of the base vehicle.

4.3.32.2 A front light bar and a rear light bar will be provided to the specification determined by each trust.

4.3.32.3 High-level blue lights that emit light all around the ambulance body will be fitted.

4.3.32.4 Two high-level rear red lights with an interlock to the handbrake (to prevent operation while the vehicle is in motion) and a dashboard warning light will be fitted.

4.3.32.5 Two grill mounted blue flashing lights and two side facing, wing mounted blue flashing lights will be fitted.

4.3.32.6 A multi-random flash headlamp system will be fitted. The headlamps must flash on high beam and be wired so that they cannot operate when the base vehicle headlamp switch is in the on position.

4.3.32.7 A number plate plinth with blue flashing lights will be fitted at each side.

4.3.32.8 Two blue flashing lights will be fitted at the rear of the vehicle above the rear lights.

4.3.32.9 Multifunctional lights will be fitted above the cab doors to give puddle, alley and blue flashing light.

4.3.32.10 Red LED lights will be positioned in all door apertures to be visible from the rear of vehicle when the doors are open.

4.3.32.11 A speed enforcement camera identification blue light will be fitted to the rear.

4.3.32.12 All body builder fitted accessories will be fed directly from the vehicle manufacturer's electrical interface. Items that function only in conjunction with side lights or ignition will be supplied by relays activated by an appropriate vehicle system.

Electrical switch layout

4.3.32.13 The switches will be housed in a one-piece panel in zone C that provides touch control and mounted in the roof-mounted pod, in the centre and angled to aid easy visibility of the controls. The switch panel facia will have an infection control barrier cover.

4.3.32.14 Switch panel specification: the vehicle will be fitted with a load management system and associated switch panels. The backboards will be manufactured by the company producing the power management system. All electrical backboards/systems will have access panels for viewing system integrity and easy access reset as required. For clarity, the supplier will purchase a complete solution.

4.3.32.15 The following list describes the functionality of the cab switch control panel and rear saloon panel (navigation between one panel and another will be provided via a menu option and thus operated from each seat position):

(a) Cancel all mode.

(b) Pre-check sequence:

(i) five seconds after activation with the ignition and the handbrake on, each function that can be visually inspected is activated, individually and in a predetermined order, to allow it to be inspected. All mode functions will be checked, and a warning given if defective

(c) 999 mode: activates all emergency lights, the siren and headlight flash.

(d) Rear emergency lights: activates rear emergency lights only, including the flashing reds.

(e) Arrive scene mode:

(i) disables all emergency lighting, sirens and headlight flashing and the 999 function, but not other functions

(ii) the ignition security feature is activated first, allowing the driver to remove the keys and leave the engine running securely; depending on the specification the engine rpm may increase from idle. If the handbrake is released, the engine stalls or the vehicle moves when the system is activated.

(f) Leave scene mode: activates saloon lights, grill lights, dashboard light wing lights and head light flash.

(g) Hospital arrive mode: deactivates emergency lighting and 999 function and activates saloon lights that switch off if the vehicle is stationary for 20 minutes (plip key operation can override this).

(h) Head lamp flash: activates the headlight flash. This can only be selected when the side lights are off and is otherwise disabled.

(i) Left scene/alley light: activates the 45-degree alley lights.

(j) Rear scene light: activates when the handbrake is on and the vehicle is stationary.

(k) All-scene light: activates when the handbrake is on and the vehicle is stationary.

(l) Saloon-light master: deactivates the saloon light dimming device.

(m) Siren: activates the siren

(n) Left saloon lights: activates the left saloon lights and deactivates the saloon light dim.

(o) Right saloon lights: activates the right saloon lights and deactivates the saloon light dim.

(p) Saloon light dim: activates the saloon dim lights.

(q) Stretcher light bright: activates the above-stretcher specialist lights.

(r) Climate control: activates and deactivates the climate control system.

4.3.32.16 At least five spare outlets will be provided.

4.3.32.17 A run lock activation function that is independent of all the functions mentioned above will be provided.

4.3.32.18 A battery link emergency start function will be provided.

4.3.33 **Vehicle inventory**

4.3.33.1 Details of equipment/consumables carried and their layout in the zones described above will be provided to individual trusts until a national common standard equipment and consumables load list is developed.

4.3.34 **Vehicle marking and livery**

4.3.34.1 All markings will be in the universally recognised format:

(a) hazard warnings – black lettering on a yellow background

(b) mandatory instruction – white lettering on a blue background

(c) prohibition signs – white lettering on a red background

(d) exit/safe condition signs – white lettering on a green background

(e) equipment location signs – red lettering on a white background.

Exterior

4.3.34.2 Exterior marking specification will be as per the ATAG National Battenberg specification.

4.3.34.3 Exterior markings held at Annex 1 to this SOR.

Interior

4.3.34.4 Interior markings held at Annex 1 to this SOR.

Livery

4.3.34.5 Livery to be provided meets relevant JMG/BFC branding guidelines.

4.3.34.6 Markings must be applied and positioned consistent with the artwork supplied by the Authority/BFC.

Regulations

4.3.34.7 The use of reflective films and design of livery must comply with the relevant Vehicle Lighting and Safety Regulations, current Regulation 11 of The Road Vehicles Lighting Regulations 1989 and the Variation order to Section 44 of the Road Transport Act, 1988.

Materials

4.3.34.8 Retro-reflective material.

4.3.34.9 High performance material.

4.3.34.10 All sections must have appropriately sealed edges.

4.3.34.11 Non-metallic construction to prevent corrosion.

4.3.34.12 Application of mixed materials should be minimised.

Warranty on livery

4.3.34.13 Seven-year performance warranty.

4.3.34.14 No cracking.

4.3.34.15 No fading.

4.3.34.16 No peeling.

4.3.34.17 No loss of adhesion.

4.3.34.18 No ingress.

4.3.34.19 Must provide a livery parts catalogue/drawing identified by a unique reference.

Side livery application

4.3.34.20 The side panels must cover the entire length of the vehicle but not exceed half the total height of the vehicle. Where possible the livery will be positioned below the lower line of the cab window.

4.3.34.21 The application of the livery will start with a green panel at the midpoint of the length of the vehicle.

4.3.34.22 The panel size will be chosen so that:

(a) there are seven panels in the top row

(b) the widths of each panel on the top row are equal, except for the front most and rear most, which are a minimum of two-thirds the size of the main panels

(c) the height of the panels on the top row is half their length; the panels on the bottom row can be reduced height to fit/fill the side of the vehicle.

4.3.34.23 Fluorescent retro-reflective yellow panels will be fitted to either side of the central top row green panel, with alternating colours to the front and rear of the vehicle, ending with yellow panels.

4.3.34.24 The pattern will then be extended downwards, starting with a yellow panel vertically below the central green panel on the top row and extending horizontally to the front and rear of the vehicle. The bottom row may be of any height to fit/fill the side of the vehicle.

4.3.34.25 The material will not be folded over the edges but cut short of all edges and cut-outs.

4.3.34.26 The edge of the 'A' pillar must be silver/white or white. The cab, body edges and roofline will be outlined in 25-mm wide, yellow retro-reflective material.

In a position above the Battenberg livery and below the boarder trim, the words 'EMERGENCY AMBULANCE', should be visible

Rear livery application

4.3.34.27 The rear of the vehicle will have a full height chevron pattern. The angle of the chevrons will be determined by the width of the vehicle.

4.3.34.28 Throughout the highest-grade fluorescent and retro-reflective material of width 150 mm will be used.

4.3.34.29 The materials will be applied as follows:

(a) The centre point of the rear panels/doors will be located and a line drawn from this point to the outer edges of the vehicle, half height from the bottom edge of the vehicle.

(b) From the centre point, lines will be drawn to the bottom corners of the rear of the vehicle and orange strips applied below and to the edge of the lines. The strips will be cut around any vehicle fittings.

(c) Yellow strips will be applied above and below the orange strips, to the full height of the vehicle.

(d) As much of the remaining area as possible will be filled with additional strips in alternating colours.

4.3.34.30 In 125-mm red letters, the word 'AMBULANCE' will be positioned above the rear windows.

4.3.34.31 In 50-mm red letters, the words 'KEEP CLEAR' will be positioned midway between the lower window line and ground level, centred across the rear doors.

4.3.34.32 The vehicle fleet number will be applied on the right-side upper area (75 mm × 15 mm gauge numbers surrounded by a box 200 × 100 × 5 mm gauge). Fleet numbering to be advised by each trust.

4.3.34.33 A compressed gas hazard diamond will be positioned on the left-side panel of the rear markings.

Front livery application

4.3.34.34 The bonnet, cab roof and any other forward-facing surfaces above cab level will be painted yellow.

4.3.34.35 The word 'AMBULANCE' in reflective green (mirror image) will be positioned at the front of the bonnet, in the middle.

4.3.34.36 The vehicle fleet number will be applied to the middle of the panel above the windscreen on the front of the vehicle, at the bottom. Decal to include a black border (75 mm × 15 mm gauge numbers surrounded by a box 200 mm × 100 mm × 5 mm gauge).

Roof marking application

4.3.34.37 The word ‘AMBULANCE’ will be added to the panel above the windscreen in reflective green.

Internal rear door

4.3.34.38 The chevron pattern must be applied to a proportion of the internal rear doors dependent on the surface available, and a strip of red reflective tape applied to the edge of the doors.

Colour and finishing

4.3.34.39 All interior surfaces in the saloon will be fully colour impregnated white during the lay-up process, with upholstery finished in pantone 5535C green.

4.3.35 **Compliance verification**

4.3.35.1 The supplier will demonstrate compliance with technical aspects of the specification as follows:

Body electrical power calculation:

4.3.35.2 Tenderers should supply a body electrical power calculation test datasheet with their tender submission.

4.3.35.3 The datasheet should include power consumption in:

(a) 999 mode

(b) arrive scene mode

(c) leave scene mode

(d) hospital arrive mode.

4.3.35.4 The datasheet should be based on a five continuous call basis to replicate the vehicle not being shoreline charged. The call outs should be based on:

(a) 10 minutes urban travel to incident

(b) 20 minutes on scene (with differential between engine running and engine off and run lock applied shown)

(c) 10 minutes urban travel to hospital

(d) 20 minutes at hospital.

Body tilt and axle bias:

4.3.35.5 The successful supplier must supply a body tilt and axle bias calculation datasheet for the vehicle type following manufacture and undertake formal testing with an independent authority on the initial build unit.

4.3.35.6 The datasheet should include:

(a) total centre of gravity

(b) calculation of axis

(c) symmetry of axis

(d) height of centre of gravity

(e) tilt angle

(f) limiting velocity.

Subjective handling test:

4.3.35.7 Tenderers will be required to provide a report from an independent authority of a subjective handling test on one of the first completed units by arrangement with each trust and at the supplier’s expense.

4.3.35.8 The report will confirm that the following key handling issues are satisfactory:

(a) steady-state cornering

(b) straight line behaviour

(c) obstacle avoidance

(d) straight line braking

(e) braking while turning

(f) negotiation of speed humps without grounding

(g) overall confidence and safe handling.

4.3.35.9 Testing will include a tilt test in which the completed vehicle will achieve a minimum tilt of 38 degrees without the outside wheels losing contact with the tilt bed.

5. KEY MILESTONES AND DELIVERABLES

5.1 The following Contract milestones/deliverables shall apply for the delivery of front-line ambulances:

Milestone/Deliverable	Description	Timeframe or Delivery Date
1	**Contract kick off meeting** During this meeting: - The Contracting Authority and Supplier will introduce key members of the project team providing relevant contact details. - Each party will ensure they understand their roles and responsibilities and agree on reporting/meeting formats for the contract. - BFC will run through the vehicle design proposed during tender submission clarifying where required and identifying any issues/areas for review.	Within week 1 of Contract Award
2	**Vehicle design meeting** The supplier must provide a final design for review 2 days prior to this meeting, addressing any clarifications and minor change requests as a result of the contract kick off meeting. During this meeting the Contracting Authority will approve the final design produced if there are no subsequent	Within week 2 of Contract Award

	queries allowing the supplier to progress with the vehicle conversion.	
3	**Delivery of base vehicle** Delivery of base vehicles to supplier ready for conversion works. This milestone links to payment milestone 1. This payment will only be made when the supplier can evidence vehicles have been delivered on site and the DO is content for payment to be processed.	w/c 21/02/2022
4	**Pre-delivery inspection** A BFC representative will inspect vehicles at the supplier premises and identify any issues that require correction before shipping. The Contract Authority requires the vehicles to be completed to the required specification prior to this meeting.	w/c 16/05/2022
5	**Vehicle Completion** The Supplier must confirm that issues identified at milestone 4 have been resolved. Dependant on the issues identified at milestone 4, the completion date for milestone 5 may be amended, only with prior agreement of the BFC DO.	w/c 23/05/2022
6	**Vehicle Delivery** Vehicles to be received in Cyprus by BFC logistics provider. Vehicles will not be accepted for the purposes of payment until they have been inspected and approved by technical staff.	No later than 30/06/2022
7	**Training** On-site training to be carried out in line with this statement of requirements.	08/07/2022

5.2 Dates provided against key milestones as part of the successful suppliers bid will populate the implementation plan within the contract terms and conditions.

5.3 Payment milestone 2 can only be processed once the vehicles have been accepted by the Contracting Authority and training completed. Vehicles will not be accepted by the Contracting Authority for the purposes of payment until they have been inspected and accepted by technical staff.

6. MANAGEMENT INFORMATION/REPORTING

6.1 Formal weekly report - to be provided to the DO demonstrating progress against agreed timetable, in a format agreed following contract award.

6.2 Risk report – as and when risks are identified that may impact the delivery of this requirement these must be reported to the DO as a matter of urgency.

7. SUSTAINABILITY

7.1 The Authority is committed to environmental improvement. The Supplier shall provide information on environmentally preferable products and demonstrate if requested, how goods supplied as part of this Contract comply with the Government Buying Standards.

8. SERVICE LEVELS AND PERFORMANCE

8.1 The Authority will measure the quality of the Supplier's delivery by:

KPI/SLA	Service Area	KPI/SLA description	Target
1	Customer Service	Response to BFC emails within 2 working days.	100%
2	Reporting	Formal written weekly report to be provided to DO. The week day on which the report is to be provided will be decided at the Contract kick off meeting. Deviations from the agreed day must be agreed by the designated officer.	100%
3	Contract Management	Monthly formal Contract update meeting to be carried out at the end of each calendar month. The meeting date for the following calendar month will be agreed by the Contract Authority during the formal contract update meeting.	100%
4	Contract Delivery	Delivery of base vehicle to the supplier/place of conversion w/c 21st February 2022.	100%
5	Contract Delivery	Vehicle completion: Completion of all conversions in line with the statement of requirements w/c 23rd May 2022.	100%
6	Contract Delivery	Vehicle Delivery: Receipt of vehicles into the Republic of Cyprus no later than 30th June 2022.	100%
7	Training	Training to be carried out as per the statement of requirements by 8th July 2022.	

8.2 Key performance indicators and service credits.

8.2.1 The key performance indicators and service level agreements set out in section 8 of this document will apply in respect of the performance by the supplier of the awarded contract.

8.2.2 If, in any service period (calendar month) on or after the commencement date of the contract, the supplier fails to meet KPI/SLAs listed then the supplier shall be liable to the Contract Authority for the Service Credits set out within Contract Schedule 10 (Key Performance Indicators) provided that:

8.2.2.1 No deficiency which results from a Force Majeure event shall result in the allocation of a service credit point;

8.2.2.2 Delays which are caused by the Contracting Authority will not result in the allocation of a service credit point.

8.2.3 The Contracting Authority will inform the supplier at which point it elects to exercise the collection of service credits. Service credits will be applied to the total contract value.

8.2.4 [REDACTED]

8.2.5 KPI/SLAs and the application of service credits will be monitored by the DO and discussed during monthly contract meetings.

9. SECURITY AND CONFIDENTIALITY REQUIREMENTS

9.1 Where supplier staff require admission to a Government Establishment personal details will be requested in order to allow access. The Authority shall issue passes for those representatives, a representative shall not be admitted unless in possession of such a pass.

10. CONTRACT MANAGEMENT

10.1 Contract review meetings shall be carried out monthly, however the Authority reserves the right to amend as required. Contract review meetings shall be carried out via electronic means.

10.2 Attendance at Contract Review meetings shall be at the Supplier's own expense.

11. LOCATION

11.1 The Contract will be carried out at the appointed Supplier's (sub-contractors) premises.

11.2 Vehicles will be delivered to a Cypriot Sea Port of Arrival (SPOA) (Limassol New Port) for onward shipment by the Authority's logistics provider.

11.3 Shipping documentation will be addressed as:

11.4 [REDACTED]

Annex 1 - Vehicle markings and livery

Exterior

Exterior marking specification will be as per the ATAG National Battenberg specification.

The following markings must be provided in a suitable polyester base under printed film. To have these both in Greek & English would be desirable but not essential.

on both side and rear doors.

- If applicable: 'CAUTION – STAND CLEAR SIDE STEP DEPLOYS AUTOMATICALLY AS DOOR IS OPENED' in black 12-mm lettering on a white warning sign with a 45-mm yellow warning triangle must be fitted to the outside of the external side sliding door.

- With a design similar to the 'Patient Assessment' sign above, a 400-mm wide, 'KEEP CLEAR – PATIENT LOADING PLEASE LEAVE 3.5 METRES SPACE BEHIND THIS VEHICLE' on the rear door.
- 100-mm green Hazchem sign for compressed gas on rear door to meet current legislative requirements.
- 12.5-mm red lettering on a white background, 'BATTERY ACCESS', on compartment panel plus multiple hazard warning 'DANGER BATTERY CHARGING AREA, WEAR PERSONAL PROTECTIVE EQUIPMENT, NO SMOKING, NO NAKED LIGHT'.

- 12.5-mm red lettering on a white background, 'DIESEL ONLY', adjacent to fuel filler, plus warning triangle.

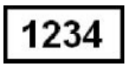
- 

on hinged doors above door handle.
- 

on side sliding door above outer door handle.
- 10-mm red lettering on a white background on rear left side, near switch location, 'PATIENT LOADING MANUAL OVERRIDE CONTROL'.

- 10-mm black lettering, 'TYRE PRESSURE ## PSI' on front and 'TYRE PRESSURE ## PSI' on rear, over each wheel arch. Note: to be agreed after mass testing has been completed and approval obtained from the tyre manufacturer.
- 10-mm black lettering, 'WHEEL NUT TORQUE ### Nm', over each wheel arch.
- 10-mm red lettering on a white background, 'KERB WEIGHT #### KG', along bottom of right-hand cab door.

- 75 mm × 15 mm gauge numbers surrounded by a box 200 mm × 100 mm × 5 mm gauge, in the centre of the front over-cab area, towards



the windscreen top, and rear towards the right side, and below right-hand rear door window. Each trust to confirm fleet numbers.

- Battery charging notice, 110 mm × 90 mm, with black print on a yellow background, to be attached on the cab adjacent to the mains charging point.

Interior

The following markings in a suitable polyester base under printed film are a guide to what should be applied to firm surfaces where possible;

- 

on hinged doors above door handle.
- 

on side sliding door adjacent to the inner door handle.

- Nationally recognised 'NO SMOKING' signs to be conspicuously positioned in the cab and saloon.

- 'SEAT BELTS MUST BE WORN' in both the cab and saloon, plus BS5378 blue 83 mm × 100 mm pictogram.

- 'MIND YOUR HEAD' above the side and rear doors, and on both cab doors.

- 'EMERGENCY EXIT' on the side and rear 'BREAK GLASS WITH HAMMER PROVIDED' windows.

doors, and on the side

- Fire equipment sign adjacent to each fire extinguisher, highlighting its location and appropriate use.

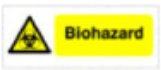

- 'STOP ABUSE' red hexagonal stop sign in clear the front and on both saloon walls.

view at

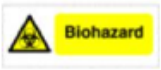
- ‘DANGER COMPRESSED GAS’ on the gas compartment door and Entonox bottle location.

- ‘HOT AIR OUTLET DO NOT OBSTRUCT’ adjacent to the saloon heater outlets, plus yellow warning triangles and ‘AIR INLET DO NOT OBSTRUCT’ adjacent to the duct.

- 10-mm red letters on a white background, ‘SEATING FOR TWO PASSENGERS ONLY’, on left-hand side below window.
- Patient loading system operating instructions near to control panel; supplied by loading system manufacturer.
- 7.5-mm red letters on a white background giving vehicle dimensions (length, width and height in metric and imperial units), positioned on the windscreen’s shaded out area, centred in the right half and adjacent to the overhead mirror.
- 5-mm red letters on a white background ‘± WITH 12 VOLTS DC’, positioned above screw terminals.
- 5-mm red letters on a white background, ‘12 VOLTS DC’, directly below LSU terminals and cigar-type socket.
- 5-mm red letters on a white background, ‘240 V AC,’ directly adjacent to the 13-A socket.
- 10-mm red letters on a white background, ‘DOMESTIC WASTE ONLY’, adjacent to the container.
- 10-mm red letter on a white background, ‘CLINICAL WASTE ONLY’, adjacent to the container, plus a pictogram biohazard symbol.



- 10-mm red letter on a white background, ‘SHARPS ONLY’, adjacent to the container, plus a pictogram biohazard symbol.



- 12.5-mm red lettering on a white background, ‘ISOLATOR SWITCH’, adjacent to the switch.
- Reflective edge markings in 3M 3DG fluorescent yellow and red film to lower vertical surface of side and rear steps if applicable.

- Tiger stripe anti-slip floor markings at floor edge next to entry/exits or suitable alternative, and in a conspicuous location, ‘CAUTION – MIND THE STEP’.

- In front of the passenger seat in the cab, on the windscreen in a clearly visible position but outside the windscreen wipers swept area and not obstructing the driver’s vision, ‘CAUTION AIRBAG HAZARD DO NOT PLACE FEET ON DASH’.

- For CCTV, in clear view opposite the saloon-side entry door, a Data Protection-compliant CCTV warning sign, and visible on entry to the rear doors, a CCTV in operation caution sign.

Annex 2 – Cyprus FLA Contents – Saloon and Cupboards

Cupboard 1	
18FG Yankauer Suction	1
16FG Yankauer Suction	1
10FG Yankauer Suction	1
LSU Liner 1000ml	1
BVM Adult	1
BVM Child	1
BVM Infant	1
Suction Tubing LSU 25FG	1

Fluid	
10% Glucose	2
Normal Saline	4

Cupboard 2	
CAT	4
Celox Gauze	1
Burn Care Kit	1
Splint Grey	2
Pelvic Splint	1
Needle IO 15MM	1
Needle IO 25MM	1
Needle IO 45MM	1
Cling Film	1
FAST IO	1

Cupboard 1	
Non-Rebreathing Mask	3
Paediatric Non-Rebreathing Mask	1
Venturi Mask	1
Nasal oxygen cannula	1
Paediatric oxygen mask	1
I-Gel Size: 1	1
I-Gel Size: 1.5	1
I-Gel Size: 2	1
I-Gel Size: 2.5	1
I-Gel Size: 3	1
I-Gel Size: 4	1
I-Gel Size: 5	1
Nebuliser Adult	1
Nebuliser Paediatric	1
NPA: 6.0MM	1
NPA: 7.0MM	1
NPA: 8.0MM	1
OPA. Size 000,00,1 2,3,4	1 Each
CO2 Detector Tempus Pro	3
Lubricating Jelly	4
Catheter Mount 22F	1
Needle Decompression Kit	2
Russel Chest Seal	2
Water for Injection	2

Cannulation Pouch	
Cannula Dressing	15
Cleansing Wipe	Box
Cannula 14,16,18,20,22,24	3 Each
Tourniquet Disposable	Box
Water for Injection	Box
10Ml Syringe	2
Cannula Caps	3
Giving Set	4
Normal Saline	Box
Syrine 1,2,5,10,20,50ml	5 Each
3-Way Tap	3
Gauze	2
IM Needle Green	4
IM Needle Blue	4
IM Needle Orange	4
Drawing Up Needle	5

PPE

Tempus Pro	
Currently awaiting training	1

LSU	
	1

Propaq	
	1

Spineboard	
	1

Scoop	
	1

Carry Chair	
	1

Falcon Stretcher	
	1

EZ-IO	1	5ml Syringe	2
Large Trauma Dressing	1	Surgical Cric	1
FFD	3		
Dressing burn hand	3	Cupboard 4	
50ml Sryinge	1	Eyewash 500ml	2
3-Way Tap	2	Disposable Apron	1
Water for Injection	2	Surgical Mask	4
IM Needle	2	Hand Cleansing gel 500ml	1
Ring Cutter	1	Delivery Pack	2
		First Aid Kit	1
Cupboard 3		Ice Pack instant	4
Ambulance Pack	4		
Kidney bowls	5		
Spill pack	2		
Water bottle 500ml	6		
Flexi slide	2		
vomit bags	5		

Annex 2 items are not required as part of this tendering process. Details have been provided for information only to assist tenderers in the design of the saloon and storage area.

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Schedule 10 – Key Performance Indicators for Contract No: 701577384

1 Guidance:

1.1 The Contractor shall at all times provide the deliverables to meet the service level performance measure for each service level.

1.2 The Contractor acknowledges that any service level failure shall entitle the Authority to the rights set out below, including the right to any service credits, which are a price adjustment and not an estimate of the loss that may be suffered by the Authority as a result of the Contractor's failure to meet any service level performance measure.

2 Reporting:

2.1 Within twenty (20) working days of the contract start date the Contractor shall provide the Authority with details of the proposed process for monitoring and reporting of service levels, and parties will agree the process as soon as reasonably possible.

2.2 The Contractor shall provide the Authority with performance monitoring reports as agreed at paragraph 2.1 above which shall contain the following information in respect of the contract period (quarter) that has just ended:

2.2.1 For each service level, the actual performance achieved over the service period

2.2.2 A summary of all failures to achieve service levels

2.2.3 For any repeat failures, actions taken to resolve the underlying cause and prevent recurrence

2.2.4 The service credits to be applied in respect of the relevant period indicating the failures and service levels to which the service credits relate; and

2.2.5 Such other detail as the Authority may reasonably require.

2.3 KPI reporting shall be provided at least one week before contract review meetings to allow the Authority to properly review the data provided.

3 Service Levels and Service Credits:

3.1 Service Levels

3.1.1 If the level of performance of the Contractor is likely to or fails to meet any Service Level Performance Measure the Contractor shall immediately notify the Authority in writing and the Authority, in its absolute discretion and without limiting any other of its rights, may:

3.1.1.1 require the Contractor to immediately take all remedial action that is reasonable to mitigate the impact on the Authority;

3.1.1.2 instruct the Contractor to comply with the Rectification Plan Process;

3.1.1.3 if a Service Level Failure has occurred, deduct the applicable Service Level Credits payable by the Contractor to the Authority; and/or

3.2 Service Credits

3.2.1 The Authority shall use the Performance Monitoring Reports supplied by the Contractor to verify the calculation and accuracy of the Service Credits, if any, applicable to each Service Period.

3.2.2 Service Credits are a reduction of the amounts payable in respect of the Deliverables and do not include VAT. The Contractor shall set-off the value of any Service Credits against the appropriate invoice in accordance with calculation formula below.

KPI/SLA	Service Area	KPI/SLA description	Target	Service Credits
1	Customer Service	Response to BFC emails within 2 working days.	100%	1 per day until this KPI/SLA is delivered.
2	Reporting	Formal written weekly report to be provided to DO. The week day on which the report is to be provided will be decided at the Contract kick off meeting. Deviations from the agreed day must be agreed by the designated officer.	100%	1 per day until this KPI/SLA is delivered.
3	Contract Management	Monthly formal Contract update meeting to be carried out at the end of each calendar month. The meeting date for the following calendar month will be agreed by the Contract Authority during the formal contract update meeting.	100%	2 per day until this KPI/SLA is delivered.
4	Contract Delivery	Delivery of base vehicle to the supplier/place of conversion w/c 21st February 2022.	100%	2 per day per vehicle until this KPI/SLA is delivered.
5	Contract Delivery	Vehicle completion: Completion of all conversions in line with the statement of requirements w/c 23rd May 2022.	100%	2 per day per vehicle until this KPI/SLA is delivered.
6	Contract Delivery	Vehicle Delivery: Receipt of vehicles into the Republic of Cyprus by no later than 30th June 2022.	100%	2 per day per vehicle until this KPI/SLA is delivered.
7	Training	Training to be carried out as per the statement of requirements by 8th July 2022.	100%	2 per day until this KPI/SLA is delivered.

3.2.3 If, in any service period (calendar month) on or after the commencement date of the contract, the supplier fails to meet KPI/SLAs listed then the supplier shall be liable to the Contract Authority for the Service Credits set out within this Contract Schedule 10 (Key Performance Indicators) provided that:

3.2.3.1 No deficiency which results from a Force Majeure event shall result in the allocation of a service credit point;

3.2.3.2 Delays which are caused by the Contracting Authority will not result in the allocation of a service credit point.

3.2.4 The Contracting Authority will inform the supplier at which point it elects to exercise the collection of service credits. Service credits will be applied to the total contract value.

3.2.5 [REDACTED].

3.2.6 KPI/SLAs and the application of service credits will be monitored by the DO and discussed during monthly contract meetings.