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**1. PURPOSE**

1.1 The Department for Transport (DfT), (hereafter referred to as the Authority) wishes to procure data on new and used (residual) vehicle values to inform analysis to support Government policy development and decision-making.

**2. BACKGROUND TO THE CONTRACTING AUTHORITY**

2.1 The Authority works with its agencies and partners to support the transport network that helps UK businesses, and gets people and goods travelling around the country. The Authority plan and invest in transport infrastructure to keep the UK on the move.

**3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT**

3.1 The Authority require data on the value of new and used vehicles in the UK for a range of analysis and policy appraisals across the Department. This will supplement data that the Authority already holds on UK vehicle stock and sales.

**4. DEFINITIONS**

Expression or Acronym	Definition
DfT	Department for Transport
ICE	Internal Combustion Engine
EV	Electric Vehicle
LPG	Liquid Petroleum Gas
CO2	Carbon Dioxide
NOx	Nitrogen Oxide(s)
PM	Particulate Matter
LGV	Light Goods Vehicle
HGV	Heavy Goods Vehicle

**5. SCOPE OF REQUIREMENT**

5.1 The Authority require the following raw data:

5.1.1 New and current residual car values;

5.1.2 New and current residual LGV values;

5.1.3 Average new and current residual rigid and articulated HGV values;

5.2 Optional Data;

5.2.1 Historic new and residual car and LGV values;

5.2.2 Average annual car, LGV, and HGV operation and maintenance costs;



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- 5.2.3 Manufacturer incentives offered to dealerships / businesses (fleet-buyers) / the public;
- 5.2.4 Data that would enable segmentation of the above vehicle values by geography / location (e.g. to determine how used vehicle values vary regionally).
- 5.3 Please note that the Authority is only interested in vehicles that are sold and planned to be sold in the UK (rather than exported).
- 5.4 **Out of Scope**
- 5.4.1 The Authority do not require data on aesthetic characteristics such as paint and trim, or body characteristics such as body type and number of doors. The Authority also do not require data on fuel costs. However interested Suppliers are welcome to suggest additional data fields that they are able to provide.
- 6. THE REQUIREMENT**
- 6.1 The Authority require the following data to be delivered as part of this contract and to be presented to the Authority by 31<sup>st</sup> March 2018.
- 6.1.1 **New and current residual car values** in addition to the following fields to allow for identification and segmentation of the values:
- 6.1.1.1 Make and model;
  - 6.1.1.2 Manufacture year;
  - 6.1.1.3 Powertrain (ICE, battery EV, plug-in hybrid, hybrid, range-extended EV, fuel cell, etc.);
  - 6.1.1.4 Fuel type (petrol, diesel, electric, hydrogen, alternative fuels (e.g. LPG) etc.);
  - 6.1.1.5 Vehicle age (in years) and mileage (applicable to the used vehicles only);
  - 6.1.1.6 CO<sub>2</sub>, NO<sub>x</sub>, and PM emissions (g/km);
  - 6.1.1.7 Safety rating;
  - 6.1.1.8 Market segment (e.g. mini, lower medium, upper medium, executive, etc.);
  - 6.1.1.9 Gross vehicle weight / maximum authorised mass (tonnes);
  - 6.1.1.10 Engine size (cc);

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6.1.2 **New and current residual LGV values** in addition to the following fields to allow for identification and segmentation of the values:

- 6.1.2.1 Make and model;
- 6.1.2.2 Manufacture year;
- 6.1.2.3 Powertrain (as given in 6.1.1.3 above)
- 6.1.2.4 Fuel type (as given in 6.1.1.4 above);
- 6.1.2.5 Vehicle age (in years) and mileage (applicable to the used vehicles only);
- 6.1.2.6 CO<sub>2</sub>, NO<sub>x</sub>, and PM emissions (g/km);
- 6.1.2.7 Safety rating;
- 6.1.2.8 Market segment (e.g. small car-derived, large car-derived, standard panel etc.);
- 6.1.2.9 Gross vehicle weight / maximum authorised mass (tonnes);
- 6.1.2.10 Engine size (cc);

6.1.3 **Average new and current residual rigid and articulated HGV values** in addition to the following fields to allow for segmentation of the values:

- 6.1.3.1 Make and model;
- 6.1.3.2 Manufacture year;
- 6.1.3.3 Weight (tonnes);
- 6.1.3.4 Powertrain (as above for cars and LGVs);
- 6.1.3.5 Fuel type (as above for cars and LGVs);
- 6.1.3.6 Vehicle age (in years) and mileage (applicable to the used vehicles only);
- 6.1.3.7 CO<sub>2</sub>, NO<sub>x</sub>, and PM emissions (g/km);

6.2 The following data is considered optional in additional to the core requirement set out in section 6.1 above:

6.2.1 **Historic new and residual car and LGV values** dating back 10 years, in addition to the following fields to enable linking / comparison with the current new and residual values:

- 6.2.1.1 Make and model;

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- 6.2.1.2 Manufacture year;
  - 6.2.1.3 Powertrain;
  - 6.2.1.4 Fuel type;
  - 6.2.1.5 Vehicle age and mileage;
  - 6.2.1.6 CO2, NOx, and PM emissions (g/km);
  - 6.2.1.7 Safety rating;
  - 6.2.1.8 Market segment;
  - 6.2.1.9 Gross vehicle weight / maximum authorised mass (tonnes);
  - 6.2.1.10 Engine size (cc);
  - 6.2.2 **Average annual car, LGV, and HGV operation and maintenance costs** including:
    - 6.2.2.1 Service and repair costs.
  - 6.2.3 **Manufacturer incentives offered to dealerships / businesses (fleet-buyers) / the public** over time by:
    - 6.2.3.1 Manufacture year;
    - 6.2.3.2 Powertrain and/or fuel type (as defined above);
  - 6.2.4 Data that would enable segmentation of the above vehicle values by geography / location would be considered useful (e.g. to determine how used vehicle values vary regionally).
  - 6.3 All values (including the residual values) shall be provided in £ terms (rather than % movements) and exclude all taxes.
  - 6.4 The Authority do not require a particular price base, however the Potential Provider shall ensure that the same price base applies to all values provided e.g. that all values are converted into and reported in 2017 prices. This is to ensure that the values do not include the effects of inflation.
  - 6.5 Values shall be provided for the previous calendar year (e.g. new values for 2017 and 'current' residual values generated in 2017). Where the values requested above are produced on a monthly basis an annual average will suffice e.g. for the 2017 calendar year as a whole.
  - 6.6 The data shall be provided in raw format rather than via a web-service so that it can be inputted easily into the Authority's models. The Authority's preferred format for the data is Excel but will consider other alternative options, such as CSV, providing it is compatible with the Authority's systems.
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- 6.7 The Authority will accept a full dataset in multiple files, however the Potential Provider shall ensure that the data is indexed appropriately to enable linking across files.
- 6.8 The Potential Provider shall clearly outline the format they will provide the data in.
- 6.9 The Potential Provider shall ensure that all data transfers are managed securely. Transfer methods must be outlined and agreed with the Authority.
- 6.10 The Potential Provider shall provide a sample data pack in preparation for the final set of data being submitted on the 31<sup>st</sup> March 2018. The deadline for the Trial Delivery of Data deadline will be agreed upon award.
- 6.11 The Potential Provider shall provide a quality assurance report as detailed in Section 8.2. The frequency of this report will be agreed between the Authority and the Potential Provider upon award of contract.
- 6.12 Potential Providers shall make explicit in their bid the level of support they will be able to provide during the year in case of issues with the data or queries relating to the data provided.
- 6.13 The Authority requires this support to be available during regular Monday to Friday working hours throughout the duration of the contract.
- 6.14 At a minimum, a meeting with the successful Supplier following contract award will be required to confirm the data to be provided and address any potential issues ahead of final delivery e.g. secure transfer of the data. Should this (or any other support) incur an additional cost, Potential Providers must make this clear in their Bid (Appendix E, Price Schedule).
- 6.15 Further Supplier meetings and the frequency of the meetings will be agreed upon contract award.

**7. KEY MILESTONES**

- 7.1 The Authority requires the data to be provided on an annual basis. Potential Providers shall ensure capability to deliver timely data to the Authority by the end of the financial year.

Milestone	Date
Kick Off Meeting	Week commencing 12 <sup>th</sup> March 2018 (official date and location to be provided upon award)
Supplier Meeting	To be agreed upon award
Trial Delivery of Data	To be agreed upon award
Delivery of Data File(s)	Annual delivery by 31 <sup>st</sup> March 2018



Delivery of Quality Assurance Report	To be agreed upon award
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## 8. REPORTING

- 8.1 The data shall be provided in Excel or an appropriate open format (as set out in Section 6, The Requirement). Any supporting documentation shall be provided in PDF format and conform to the Authority’s reporting requirements as set out below in section 8.2 and 8.3.
- 8.2 The Potential Provider shall provide evidence of the quality assurance process undertaken to ensure that there are no errors in the data provided. This shall be in an annual PDF report, and shall include (but not necessarily be limited to) detail on how the following have been quality assured:
- 8.2.1 The Potential Provider shall demonstrate how to manage abnormalities/errors if they arise and inform the Authority of any issues with data accuracy;
  - 8.2.2 The process of gathering and collating data provided by manufacturers (e.g. recording data provided in brochures);
  - 8.2.3 Generation of the used vehicle values (including both current and historic);
  - 8.2.4 Tabulation of the data (including matching different sets of values, calculating annual averages from monthly figures etc.);
- 8.3 Further information around these reporting requirements can be found here:  
<https://www.gov.uk/government/publications/instructions-for-organisations-producing-reports-for-the-department-for-transport>

## 9. CONTINUOUS IMPROVEMENT

- 9.1 Changes to the way in which the services are to be delivered must be brought to the Authority’s attention and agreed prior to any changes being implemented.

## 10. QUALITY

- 10.1 The data provided shall be of a high standard, i.e.:
- 10.1.1 Full coverage of all the data points requested in Section 6.1.
  - 10.1.2 Use of an appropriate and robust methodology for generating the residual values;
  - 10.1.3 No errors or inconsistencies within the datasets.
- 10.2 The Potential Provider must outline the coverage of data and methodologies applied in their bids.

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10.3 The Potential Provider must also provide evidence of the quality assurance activities undertaken as outlined in Section 8.

**11. PRICE**

11.1 The Authority shall purchase this service for one year, with an option to extend the contract for up to a further one (1) year, subject to the service meeting expectations and a continued need for the data.

11.2 Bids must be fixed and provided for a two (2) year service but with the price split by each individual year.

11.3 For each year, the Potential Provider shall provide a transparent breakdown of prices for each individual item set out in Section 6.

11.4 The budget for this requirement is maximum £30,000.00 (Ex VAT) per annum, and maximum £60,000.00 (Ex VAT) for the total duration of the contract including the contract extension. This budget must include any ancillary services.

11.5 Prices are to be submitted via the Appendix E excluding VAT.

**12. STAFF AND CUSTOMER SERVICE**

12.1 The Authority requires the Potential Provider to provide a sufficient level of resource and technical support throughout the duration of the Provision of the New and Used Vehicle Values Data Contract in order to consistently deliver a quality service to all Parties. This includes addressing any errors / inconsistencies that the Authority finds upon receipt of the data and use of the data throughout the year.

12.2 Potential Provider’s staff assigned to the Provision of New and Used Vehicle Values Data Contract shall have the relevant qualifications and experience to deliver the Contract.

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

**13. SERVICE LEVELS AND PERFORMANCE**

13.1 The Authority will measure the quality of the Supplier’s delivery by:

KPI/SLA	Service Area	KPI/SLA description	Target
1	Reporting	Data reporting shall be provided to the Authority on an Annual basis (no later than 31 <sup>st</sup> March)	100%
2	Reporting	A detailed Quality Assurance report shall be presented to the Authority on dates specified by the Authority upon contract award. The minimum	100%



		requirement will be for this report to be delivered annually, by 31 <sup>st</sup> March	
3	Technical Support Response	The Potential Provider is to ensure that there is technical support/assistance available Monday to Friday between 9-5. The Authority shall raise queries via email or telephone (on average, contact will be 1 call and an email). Response to any queries raised shall be responded to within 1 to 2 days of the query being raised.	100%

13.2 In the event of poor performance through the failure to deliver KPIs to time and of appropriate quality, the Authority shall meet with the Potential Provider to understand the root causes of the issue. The Potential Provider shall formulate a Performance Improvement Plan to rectify these issues and meet the requirements in this statement.

13.3 If poor performance continues, following formal written warnings, early termination of the Contract will also be considered.

#### 14. SECURITY REQUIREMENTS

14.1 Potential Providers shall explain how they intend to transfer the required data and how the security of the data transfer will be ensured. This will need to be reviewed and agreed by the Authority at the kick off meeting before implementation. If any additional cost is associated with this process, this must be made explicit in the bid (Appendix E, Price Schedule).

#### 15. INTELLECTUAL PROPERTY RIGHTS (IPR)

15.1 The Authority intends to use the data primarily to inform policy analysis for internal Government use. However Potential Provider shall note that the data may also be shared with Local Authorities or published in Departmental statistics reports (although this is likely to be at an aggregated level / averages only). The contractual arrangement between the Potential Provider and the Authority will need to enable the Authority to use the data in this way.

#### 16. PAYMENT

16.1 Payment for the data provided will be arranged through a BACS system of payment. The Potential Provider details will be requested by the contract manager following contract award.

16.2 Payment can only be made following satisfactory delivery of both the pre-agreed data and quality assurance report requested in Section 8.



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- 16.3 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.
- 16.4 A Purchase Order number will be provided to the Potential Provider in advance of receipt of the agreed upon deliverables. This number must be included on any Potential Provider invoice.
- 16.5 Invoices must be mailed to the following address:
- 16.5.1 Shared Services arvato  
Department for Transport  
Accounts Payable  
Sandringham Park  
Swansea Vale  
Swansea  
SA7 0EA
- 16.6 Alternatively, invoices may be sent electronically to the following email address:  
[sscsasdesk@dftssc.gsi.gov.uk](mailto:sscsasdesk@dftssc.gsi.gov.uk).

## 17. LOCATION

- 17.1 The location of the services will be carried out at:
- 17.1.1 Department for Transport  
Great Minster House  
33 Horseferry Road  
London  
SW1P 4DR