

**Tender for VEHICLE FLEET SERVICING AND MAINTENANCE**

**Tender – Document Two**

**Specification**

Thank you for expressing interest in this procurement for Vehicle Fleet Servicing and Maintenance.

**Please ensure that you register your interest with the procurement contact named in Document One in order to receive updates, question responses, etc.**

We now invite you to submit a tender. Further stages of the process are outlined in this document.

To assist you in this, four documents have been provided:

* Document One – Information and instructions (including the timetable)
* Document Two – Specification (this document)
* Document Three – General Terms and Conditions
* Document Four – Tender Response Document

When completed, please return **two hard copies and a copy electronically saved on a CD** ofthe response document (Document Four).

Please mark envelopes/packages with only “**Tender Response: VEHICLE FLEET SERVICING AND MAINTENANCE (Private and Confidential)**”and with no company markings or anything else which might identify your organisation e.g. personalised franking, and return to:

Democratic Services Manager

Corby Borough Council

Democratic Services Department

Corby Cube

Parklands Gateway

George Street

Corby, Northamptonshire

NN17 1QG

|  |
| --- |
| **To be received not later than 12:00 noon on Monday, 9th July 2018**  **Late submissions will be disregarded.** |

**Tender – Document Two**

**Specification**

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**Definitions**

DVSA – Driver & Vehicle Standards Agency

MOT – Ministry of Transport

LPG – Liquid Petroleum Gas

1. **Introduction**

Corby Borough Council (hereafter referred to as the Council) has a fleet of 79 vehicles. In order to maintain an efficient, reliable fleet and to assist the Health and Safety or our employees, it is essential that the fleet is MOT tested, serviced and checked regularly.

1. **Background**

## It is important from a Health and Safety perspective and duty of care to Council employees that the vehicles are safe and reliable as many are lone workers. It is essential that the fleet is safety checked; MOT tested and serviced regularly to maintain its safety, efficiency and reliability.

## The Council now has a fleet of 79 vehicles, of which 63% are at least 10 years old. The vehicles (except specialist vehicles such as hybrid, Land Rover) are currently serviced / MOT tested under a contract, which is due to expire at the end of September 2018.

## The Council wishes to procure a contract of one supplier who can accommodate its (petrol, diesel, LPG, hybrid and electric) fleet, service, repair and maintenance requirements for a term of 1 year.

1. **Scope**

The scope of Scheduled Interval Service & Maintenance is to provide and undertake a programme of regular, planned, cost effective service and maintenance inspections and ad-hoc works for the Council’s fleet of vehicles (as identified in **Appendix B**), which **can be accessed by double clicking on the icon below**.



The Council is currently considering a programme of fleet replacement. It is anticipated that 25% of the Council’s fleet will be replaced during the term of this contract (i.e. by 30th September 2019) which may affect the level of maintenance required.

The Council’s requirements are described as, but not limited to, the areas outlined in the following pages and listed at **5.7 Table A.** These should be viewed as a minimum requirement.

1. **Service Conditions and Environmental Factors**

The Supplier shall have a Site Waste Management Plan.

As a minimum, the plan should contain details of:

* Person responsible for resource management;
* Types and quantities of waste that will be generated;
* Resource management options for these wastes;
* The use of appropriate and licensed waste management contractors; and
* A plan for monitoring and reporting on resource use and the quantity of waste.

1. **Statement of Requirements**
   1. **Standards**

All Maintenance is to be carried out in accordance with the appropriate manufacturers’ recommendations and to the Department for Transport standards, contained in the ‘Guide to Maintaining Road Worthiness’ produced by DVSA or any successor guidance, and the Council’s minimum standards, detailed below.

Vehicle maintenance, servicing, repairs and testing operations must be carried out in compliance with this Specification; they must be co-ordinated and planned to meet operational demands and minimise disruption to the Council’s services.

Vehicles are to be maintained in full compliance with the requirements of all relevant legislation and regulations (existing and new). The Fleet Manager or appointed officer will carry out spot checks on vehicles to ensure compliance. Any vehicle not meeting the required standards in the opinion of the Fleet Manager or appointed officer will be deemed to be not operational and must be repaired or replaced at nil cost to the Council. Repairs must be made within 24 hours or replacement within 2 working days of oral or written notice to the Supplier, unless otherwise agreed with the Fleet Manager.

Tyres may be routinely inspected by a separate tyre provider on a regular basis. Nevertheless, as part of the service / maintenance routine, tyre treads should be checked and any depths of less than 2mm should be notified to the Fleet Manager.

* 1. **Planning**

The Supplier should maintain a calendar or planner indicating the proposed Scheduled Interval Services and maintenance for each vehicle which should take into account any manufacturer’s warranty conditions, essential maintenance, safety and roadworthiness inspections, and operational needs and include:

* Annual service
* Interim service
* MOT

Schedules must be provided for essential maintenance, safety and roadworthiness inspections, together with prompt remedial action and preventative maintenance.

Services are to be scheduled on a rolling basis in accordance with legal requirements, and at least annually, to ensure operational needs are met at all times. Vehicles up to 3-years-old are to be serviced annually as a minimum, vehicles over 3-years-old are to be serviced 6-monthly as a minimum, with one service to coincide with the annual MOT test.

Service inspection intervals should ensure that legal requirements are met by taking into account the following:

* vehicle manufacturer warranty standard and manufacturer recommendations;
* additional 6-monthly services for vehicles over 3 years of age;
* conditions under which the vehicle will be operated;
* expected annual mileage;
* operational needs;
* other factors that may increase the risk of vehicles becoming un-roadworthy; and
* MOT due dates.

Whilst operational needs cannot override vehicle safety considerations, services and inspections must be planned in such a way as to maintain uninterrupted operational cover at all times.

* 1. **General Servicing & Maintenance Services**

For the avoidance of doubt, the Supplier shall be fully responsible for every aspect of vehicle maintenance and the costs associated, which shall include:

* All costs of routine periodic servicing, worn part replacement, general repair work, emergency repairs, costs connected with MOT testing and replacement of parts. These costs shall also include the transportation of the vehicles between the Council’s depot at 10 Fleming Road, Earlstrees Industrial Estate, Corby NN17 4SW and the maintenance facility.
* The carrying out of all safety inspections and maintenance to the vehicles in accordance with the Transport Acts and the official maintenance schedules, issued by the vehicle manufacturer and the Council’s own minimum standards.
* The preparation, transportation and presenting of vehicles for annual inspection to authorised testing centres, as required by the Transport Acts and/or the Local Vehicle Examiner of the Department of Transport.
* Air conditioning in vehicles to be serviced and maintained.
  1. **Daily inspections and default notification**

Council employees will be responsible for the carrying out of Drivers Daily Vehicle Inspections (including checking oil and water) and operating the vehicle with all fluids at the proper level, carrying out the general cleaning and maintenance tasks. The Supplier must provide all necessary advice on this aspect of the performance of the vehicle.

The Council will ensure that any defects are communicated to the Supplier at the earliest practicable time. In the event of a reported defect, or if the vehicle fails to meet the requirements of the Transport Acts, the Council will notify the Supplier. The Supplier is to provide a single point of contact.

Council employees will take all reasonable care of the vehicles and will not deliberately damage, tamper with, attempt to repair or mistreat the vehicles in any way. The Supplier will immediately notify the Fleet Manager of any concerns regarding employee damage or tampering of the vehicle(s).

* 1. **Vehicle Availability**

All vehicles are operated from the Council Depot at 10 Fleming Road, Corby and in accordance with the Council’s Operator’s Licence and by arrangement will be generally available for collection / service after 12:30hrs Monday to Friday. Vehicles must be returned to the Council Depot by 08:30hrs the following day, unless otherwise agreed by the Fleet Manager.

The Council will ensure that the vehicles are made available for maintenance, service or repair as agreed between the parties. Only in exceptional circumstances will the Council discharge any load from a vehicle, as agreed with the Fleet Manager. In the event that a vehicle is partially or fully loaded when the Supplier requires access to the vehicle, every assistance will be given by the Supplier to enable the Council to discharge the load providing such removal will not cause damage to the vehicle itself, damage or loss to be suffered by any other party, injury to any person or harm to the environment.

The Supplier will ensure turnaround times in accordance with service / maintenance schedules and, where practicable, as required by the Fleet Manager in order to maintain effective operational needs.

* 1. **Parts & Warranty**

All replacement parts shall be new and in accordance with the manufacturers recommendations.

The Supplier shall ensure that no parts are exchanged between any of the vehicles except with the express permission of the Fleet Manager.

The Supplier shall ensure that no parts are removed from any of the vehicles except in the course of the inspection, servicing and repair of the vehicles. Where parts are replaced through repair due to accident damage or on works classified as not fair wear and tear, the Supplier will retain all replaced parts for 10 working days so that they may be inspected by the Fleet Manager. If any Parts are not available for inspection as and when required, the Council will have the right to withhold payment for the parts and for all associated costs.

The Council and the Supplier will make all reasonable attempts to ensure that all vehicles having the support of manufacturers’ guarantees and warranty cover at any time during the contract period will have the benefits of all such guarantees and warranty cover transferred to the Supplier. The Supplier will not act in any way which will, or could, invalidate such guarantee or warranty cover. The Supplier will manage all warranty repairs and be responsible for the vehicle whilst it is under any warranty repair. The Council will provide any reasonable assistance in this matter.

* 1. **Minimum Standards**

**Table A** lists the Council’s criteria and minimum standards which the Supplier must meet. The Supplier will be expected to achieve and, where possible, exceed this standard.

| **Indicator** | | **Minimum Standard** | **Frequency** |
| --- | --- | --- | --- |
|  | MOT Pass Rate (All Vehicles) | 95% of fleet to pass | Annual |
|  | DVSA Score (if applicable to vehicle) | Green indicator at all times | Quarterly |
|  | MOT Due Date | All vehicles to be submitted for MOT inspection by required date | Annually |
|  | Service Due Date | Services to be undertaken within 3 working days of date provided on service schedule | As per Service Schedule |
|  | Provision of Documentation to Fleet Manager | All paperwork to be provided within 2 working days of any servicing, repairs, MOT’s or inspections. Defect book to be annotated immediately following repair, identifying vehicles as serviceable | Within 2 days |

Remedial action will be required immediately when any of the above indicators fall below the minimum standard and the Supplier will be required to provide a documented action plan to ensure that the remedial action is effective and regularly monitored in order that in future, minimum standards are maintained.

* 1. **Maintenance Facilities**

The Supplier shall allow the Fleet Manager or appointed officer access at all reasonable times for the purpose of:-

* Inspecting maintenance operations;
* Inspecting the records of maintenance undertaken; and
* Inspecting all equipment being used and to satisfy themselves that the equipment being used complies with all required legislative standards.
  1. **Insurance**

The Supplier shall, at all times, without limiting its responsibilities, maintain in force policies of insurance with reputable insurers and underwriters, approved by the Council, and shall fully insure the Council for all claims arising whilst the vehicles are in custody or control of the Supplier and in respect of all claims arising out of the provision of the maintenance services or out of contract work. The Supplier shall, prior to the commencement of the contract and thereafter on an annual basis, or any such other times as the Council may require, supply the Council with copies of all insurance policies, cover notes, premium receipts and any other documentation reasonably required. £10 million minimum Employers (compulsory) Liability insurance is required.

The custody and control of a vehicle by the Supplier begins when the keys for the vehicle are passed to the Supplier for inspections, servicing and maintenance.

The Supplier’s custody and control of the vehicle ceases when the vehicle, its operating keys (and when repairs have been undertaken, a duly completed and signed defect sheet) are physically handed to an authorised Council employee by the Supplier.

* 1. **Vehicle Possession and Responsibilities**

During the term of the Agreement and for the purposes of Section 107 – 111 and Schedule 12 of the Road Traffic Regulation Act 1984 the party (or driver as applicable) who has custody or control of the vehicle at the relevant time will be liable in respect of:-

* Any criminal or civil offence that may be committed with respect to the vehicle; and
* Any parking charge, fine or penalty which may be incurred.

For the avoidance of doubt, any vehicle speeding charge (fixed penalty or fine) shall be the responsibility of the driver and both the Council and the Supplier shall keep accurate daily records of vehicle usage and the driver assigned to the vehicle at any particular time.

* 1. **Maintenance by Third Parties**

The Council will be responsible for any repair or maintenance work for which the Council has chosen to have carried out by any other person under the default, if carried out as a result of a failure by the Supplier to comply with the terms of the contract.

The Council will, in the event of any repair, maintenance or other work being carried out on any of the vehicles by any other party than the Supplier, notify the Supplier of such work within forty-eight (48) hours (excluding weekends) of the commencement of the work. Prior to the vehicle being returned to service, the Supplier shall be allowed, if it so determines and requests in writing, to inspect the repair, maintenance or other work to ensure that the nature and standard of the work does not compromise the responsibilities of the Supplier under the terms and conditions of this Agreement.

* 1. **Unscheduled Ad-Hoc Maintenance**

The scope of Unscheduled Ad-Hoc Maintenance is to provide cost effective on-call maintenance for the Council’s fleet of vehicles as the need arises, in addition and separate to the programme of Scheduled Services/Maintenance. It is not a breakdown / roadside assistance service.

The aim is to ensure minimum downtime and return the vehicle(s) to operational standard in the shortest time possible.

The Supplier will be expected to provide the same standard timescales of work during unscheduled ad-hoc maintenance as is required for Scheduled Interval Service.

1. **Technology, Systems and Management Techniques**
   1. **Access to records and other information**

The Supplier shall provide, to the Fleet Manager or appointed officer, within forty-eight (48) hours (excluding weekends) of written request, written evidence of the maintenance services undertaken or the out of contract work undertaken or any other relevant information for any vehicle and in particular any evidence or information relating to legal enquiries or court proceeding in which the Council and/or the Supplier may be involved.

The Supplier shall operate a documented quality control system, approved by the Council.

The Supplier must provide contact details, to be used at all times during the contract. It is expected that the Supplier’s named contact and Service & Maintenance Manager (or equivalent) attend monthly meetings with the Council’s Fleet Manager and / or other appointed officers. It is expected that these meetings will be held at the Supplier’s premises unless agreed otherwise.

The Supplier must maintain vehicle records. Information available to the Fleet Manager shall include, as a minimum, the following information:

* + - Vehicle Maintenance History;
    - Vehicle Parts Replacement;
    - Vehicle Servicing and MOT Dates;
    - MOT Failures;
    - Accident and Breakdown Repairs; and
    - Any other works undertaken on the vehicle.

For the avoidance of doubt, it is expected that the User Licences will be restricted to the above or similar and no access to sensitive or financial information is required.

1. **Quality Requirements**

The Supplier shall be an approved MOT Vehicle Test Station registered with the DVSA.

The Supplier shall:

* Comply with local / national standards and guidance e.g. Motor Industry Code for Practice Service and Repair, UKLPG approved;
* Have policies, procedures and systems in place to ensure a safe, consistent and quality service;
* Have a complaints resolution procedure; and
* Ensure that sufficient and suitably trained, qualified & experienced operatives are employed to deliver the contract.

1. **Whole of Life Support**

The Supplier shall use manufacturer approved, original parts or parts of equivalent quality, providing a 12-month warranty.

1. **Security**

The Supplier shall provide off-street parking for all Council vehicles in their possession.

The Supplier shall provide secure out-of-hours parking for Council vehicles in their possession.

1. **Implementation Criteria**

The Supplier must provide an implementation plan as part of the tender return.

1. **I****nvitation to Tender**

When completed, please return **two hard copies and a copy electronically saved on a CD** of the response document (Document Four) to:

Democratic Services Manager

Corby Borough Council

Democratic Services Department

Corby Cube

Parklands Gateway

George Street

Corby, Northamptonshire

NN17 1QG

To arrive by **no later than** **12:00 noon on Monday, 9th July 2018**

***Please note that******no other identifying mark should appear on the envelope. Failure to observe this will mean the tender will be disqualified.***

1. **Contacts**

In the event of any queries or requests for further information arising from this tender, please contact:

Philip Doherty (Deputy Repairs and Maintenance Manager)

[procurement@corby.gov.uk](mailto:procurement@corby.gov.uk)

***Note that the Council cannot accept the return of completed tender responses by e-mail.***

If the Council considers any question or request for clarification to be of material significance, both the query and the response will be communicated, in a suitably anonymous form, to all service providers / suppliers who have responded.