

Call-Off Schedule 4 (Call-Off Tender)

Call-Off Ref: K280021055

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See separate documents:

1. DVSA Statement of Requirement:
 - a. FMS Lot 3 – Statement of Requirements_final.pdf
 - b. Annexes A-E inclusive
2. Knowles Associates Tender:
 - a. Bidding Group Structure – KAL.pdf
 - b. 001-5.2_Fleet_Management_System.pdf
 - c. 002-5.8_Accident_and_Claims_Management.pdf
 - d. 003-5.9_Service,_Maintenance,_Repair_and_MOT_Management.pdf
 - e. 004-5.11_Vehicle_Downtime_Management.pdf
 - f. 005-5.12_Breakdown_and_Recovery_Service.pdf
 - g. 006-5.15_Driver_Support_Services.pdf
 - h. 007-5.20_Fines_and_Charges_Management.pdf
 - i. 008-5.22_Duty_of_Care_Risk_Management.pdf
 - j. 009-5.24_Other_Vehicle_Management.pdf
 - k. 010-6.1_Account_Management.pdf
 - l. 011-6.2_Complaints_Management.pdf
 - m. 012-6.3_Customer_Satisfaction.pdf
 - n. 013-7.1_Social_Value.pdf
 - o. 014-7.2_Environmental_Sustainability.pdf
 - p. 015-8.0_System_Functionality.pdf
 - q. 016-FMS_Lot_3_-_System_Evaluation_Questionnaire_final_(3)_1.xlsx
 - r. 001-FMS_Lot_3_-_Pricing_Schedule_final_(2)_3.xlsx

Framework Ref: RM6096 Vehicle Lease, Fleet Management and Flexible Rental Solutions

Project Version: v1.0

Model Version v3.0