**ARMYHQ2/00276 PROVISION OF NATIONAL ROADSIDE REPAIR & RECOVERY**

**STATEMENT OF REQUIREMENT**

Background

1. The decision was taken in 1998 that a contracted service was required to provide roadside repair and recovery, due to existing military recovery facilities being unable to deliver the required level of support across the national networks in Germany and the UK within 2-4 hours of the recovery request. There was also no capacity or capability to deliver the service across the rest of Europe, which remains the case due to the geographic disposition of military Units holding recovery assets.

Requirement

1. This requirement is for the provision of a roadside repair and recovery service to MOD owned and registered vehicles. A full service must be available 24 hours a day, for 365 days of the year (366 in the event of a Leap Year). The service must be available in the United Kingdom (includes Scottish Islands**,** and Northern Ireland), Europe and extends to Morocco in North Africa. The following list gives a broad idea of the range of overseas countries which are to be covered but is not exhaustive:

Albania, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Gibraltar, Greece, Hungary, Iceland, Italy, Kazakhstan, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Former Yugoslav Republic of Macedonia, Malta, Moldova, Monaco, Montenegro, Morocco, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, Russia, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, Ukraine, UK, Vatican City.

1. The contract shall be on a Firm Price call off basis and cover all MOD registered vehicles ranging from cars, motor cycles, light commercial vehicles and trailers through to heavy commercial vehicles including vehicles carrying sensitive loads. Armoured and tracked vehicles are also included up to a maximum gross weight of 44 tonnes. Whilst the Contractor must be competent in dealing with vehicles carrying sensitive loads (fuel, ammunition etc.) the responsibility for the security of any “load” remains with the carrier (MOD Unit). The Unit providing the transport is responsible for the load for the duration of its journey including any recovery. The Unit also retains the responsibility for the onward movement of the load and for the provision of a replacement driver and vehicle should this be necessary if, for technical reasons, the vehicle cannot be repaired or recovered with the load on.
2. The Contractor is to focus on effecting a repair rather than a recovery in the first instance, within the parameters set out below. BS EN ISO 9001:2015 and ISO 14001:2015 or equivalent accreditation is a requirement of the contract.

In the UK

1. Upon attendance at a roadside casualty, the Contractor shall carry out an initial inspection to assess the time/cost involved to affect the repair. Repair may then proceed without further authorisation from the Authority where the Contractor envisages that:

i) the total cost shall not exceed £1200.00 including call‑out charge, man hours worked and all required spares. If no prior approval is granted by the Authority to exceed this amount payment will not be considered; and

ii) completion of the repair can be achieved within a five-hour time limit. The vehicle may be moved to the Contractors’ premises to complete the repair.

1. If, on completion of the initial inspection it is apparent that the cost and/or time limitation will be exceeded then the vehicle is to be recovered to the location advised by the vehicle driver. The recovery vehicle is to be in attendance at the casualty within 2 hours of the recovery decision being made.

In Germany

1. Upon attendance at a roadside casualty, the Contractor shall carry out an initial inspection to assess the time/cost involved to affect the repair. Repair may then proceed without further authorisation from the Authority where the Contractor envisages that:

i) total cost shall not exceed £1500.00 (Bank of England exchange rate to apply as at date of call-out) including call‑out charge, man hours worked and all required spares. If no prior approval is granted by the Authority to exceed this amount, payment will not be considered; and

ii) completion of the repair can be achieved within a five-hour time limit. The vehicle may be moved to the Contractors’ premises to complete the repair.

1. If, on completion of the initial inspection it is apparent that the cost and/or time limitation will be exceeded then the vehicle is to be recovered to the location advised by the driver. The recovery vehicle is to be in attendance at the casualty within 2 hours of the recovery decision being made.

In the Remainder of Europe

1. Upon attendance at a roadside casualty, the Contractor shall carry out an initial inspection to assess the time/cost involved to affect the repair. Repair may then proceed without further authorisation from the Authority where the Contractor envisages that:

i) the total cost shall not exceed £2000.00 (Bank of England exchange rate to apply as at date of call-out) including call‑out charge, man hours worked and all required spares. If no prior approval is granted by the Authority to exceed this amount payment will not be considered; and

ii) completion of the repair can be achieved within a five-hour time limit. The vehicle may be moved to the Contractors’ premises to make the repair.

1. If, on completion of the initial inspection it is apparent that the cost and/or time limitation will be exceeded, then advice on the required recovery destination must be obtained through the driver from the Equipment Support (ES) Branch that supports the Unit the vehicle belongs to. The recovery vehicle is to be in attendance at the casualty within 3 hours of the recovery decision being made.
2. Recovery shall normally be undertaken directly to the nearest British Military Unit or back to the UK. If the distance to the nearest British Military Unit is more than 200kms, one way, the ES Branch may request recovery to the nearest authorised repair agency where up to £2000 (Bank of England exchange rate to apply as at date of call-out) including call‑out charge, man hours worked and all spares can be expended on repairs. In this situation, there are no time restrictions imposed on effecting the repair. If it is apparent that this sum will be insufficient, further advice on approval to proceed is to be sought from the ES Branch through the driver. If recovery is required back to the UK the service is to include all cross-border administration, ferry bookings etc. to the final destination.
3. Where breakdowns occur outside of normal office hours (defined as 0800 – 1700 GMT/BST), advice from the ES Branch should be sought at the start of the next working day (0800 hours GMT/BST); obtaining confirmation via e-mail. Should the repair and associated costs be approved, authorisation to proceed will be given verbally by the ES Branch. Should the repair not be authorised, the ES Branch will then advise the Contractor of the recovery destination required (normally nearest British Military Unit). The Authority shall not be liable for any repair bills where authority to proceed has not been given in accordance with the procedures herein.
4. When recovering within Mainland Europe, if for any reason an address cannot be provided at the time of tasking the Contractor is to securely store the vehicle at his nearest premises (which shall be deemed to include those of an authorised subcontractor or agent, if appropriate) until an address is provided.

The Definition of Recovery

1. The definition of Recovery will be deemed to include the transport of the vehicle and its load, including any trailer, all passengers and the driver of the vehicle (up to a maximum of 56 personnel) including all associated personal belongings, to the destination nominated by the driver. The driver/Unit will remain responsible for the load as in paragraph 3 above. Notwithstanding anything else in this contract or otherwise, the Authority acknowledges that the Contractor is not responsible, and shall not be liable, for any load being carried by any vehicle that is subject to an attendance/recovery. This includes without restriction, any vehicle, equipment or personal belongings which were being carried by such vehicle prior to its breakdown/accident. In addition, the Authority acknowledges that the Contractor shall not be obliged to provide services in connection with a vehicle, if in the Contractor’s reasonable opinion, to do so would represent a health and safety risk in particular, without limitation to the generality of the foregoing, where the Authority has failed to remove, prior to the Contractor’s attendance, any dangerous or potentially dangerous load.
2. Recovery should be carried out by trained Recovery Mechanics. Where the Contractor considers they need further advice for specialist vehicles the appropriate MOD department can be contacted through the Authority’s Project Manager.

Staffing

1. The Contractor is to provide adequate numbers and suitably qualified staff to carry out the requirements of the contract e.g. qualified mechanics on call-outs, with appropriate clean driving licences being held by all relevant personnel. Central training records are to be held and the Authority shall have full access to these records on request.

Contractors’ Responsibilities and Liabilities

1. Where off-road rough terrain recovery is required, the Contractor shall recover by lifting, winching or both any accident damaged vehicles back on to the road following road traffic incidents.
2. The Contractor shall be responsible for ensuring that the correct recovery techniques are used and that no damage is made to the vehicle during recovery. The Contractor shall be responsible for any damage caused during the recovery process. The Contractor's insurance must cover any damage caused during recovery. Where damage is considered inevitable due to the location of the vehicle, advice is to be sought from the Authority’s Project Manager, address as at Box 2 of the DEFFORM 111, before the task is commenced. Where such a problem occurs outside of normal office hours, the driver shall be warned before recovery commences and a note made on his accident report F/MT 3-2.
3. The Contractor is to ensure the security of the vehicle at all times whilst the vehicle is in his charge. Sensitive equipment on platforms remains the responsibility of the Unit and must be accompanied at all times by a Unit representative.
4. In effecting recoveries, it will be the Contractor's responsibility to ensure that all current road regulations of the country concerned are obeyed; arranging hiring of specialist equipment where necessary.
5. The Authority cannot accept any responsibility for any damage caused to the Contractor's equipment during recovery.
6. The Contractor is responsible for all hosting and secretariat duties associated with all meetings and reviews. Attendance at quarterly performance reviews are to include the Key Account Manager (or equivalent) and a Finance representative as minimum; with other attendees as deemed appropriate.
7. The Contractor must have the ability to pay sub-contractor invoices and/or release fees and/or storage charges; which are to be paid on demand. These are to be subsequently reclaimed from the Authority as soon as practicable.
8. The Contractor is to supply the Authority with a “free-phone” telephone number to be used by MOD personnel when calling for assistance.
9. The Contractor is to provide an alternative telephone number which can be used by MOD personnel when calling from a Satellite phone, where a “free-phone” number cannot be used.
10. The Contractor is to safeguard customer reputation during the contract period.
11. Warranty (see Condition 47 in SC2):
12. the Contractor shall supply full details of all warranty claims including labour and parts costs to the Authority’s Project Manager. This information is to be provided within 3 working days after the event has been identified.
13. if the Authority so elects, it may carry out the required repair work in its own workshops or using its own agents, in which case defective parts shall be replaced by the Contractor free of charge and carriage paid to the Authority and, in addition, the Authority shall have the right to claim costs associated with the required labour. Such claims will be mutually settled with the Contractor as and when they arise in accordance with the provisions of DEFCON 643 (SC2). All defective parts will be held for a period of 90 days for inspection by the Contractor if required. All claims shall be processed through the Authority’s Project Manager.
14. routine maintenance carried out by trained service personnel shall not invalidate the warranty provided that all parts used in routine maintenance and repairs are the specified manufacturer’s recommended parts.
15. Spares:
16. all spares/replacement parts, supplied by the Contractor, shall meet or exceed the Original Equipment Manufacturer’s current specification. Certificates of Conformity may be requested by the Authority’s Project Manager at any time during the contract.
17. the Contractor is responsible for ensuring any article supplied conforms to the latest tests required by the Original Manufacturers current specification and in accordance with current legislation.
18. redundant parts remaining following spares replacement remain the property of the Authority and must be left with the driver of the vehicle (this excludes batteries and alternators which shall be retained by the Contractor.
19. Claims for spares shall be made in accordance with Condition 52c to SC2.
20. Release fees:
21. Where request for assistance is received when a vehicle has been impounded by an Official Authority (for example local Police Forces), the Contractor shall be responsible for securing release of the vehicle. The Contractor shall include the release fee within the Firm Price for the job, as detailed in the log for the incident. (If in relation to Europe the exchange rate applicable is the date of the invoiced charge).
22. the Contractor shall ensure that appropriate auditable documentation proving the payment of the release fee, shall be submitted to the Authority’s Project Manager at the same time the related monthly invoice is generated.

Performance Management

1. The response time is defined as - The time from when the Contractor receives a call for assistance from the driver to the arrival of the Repair/Recovery Resource at the casualty. Estimated times of arrival must be provided to the driver making the call. Maximum response times are as follows:
2. Call to Answer - initial call response time to be within 20 seconds
3. In the UK: 100% - 75% of all call‑outs shall have a response time of less than one and a half hours
4. In Europe: 100% - 70% of all call‑outs shall have a response time of less than two hours.
5. The Contractor shall use all reasonable endeavours to meet the MOD response times.
6. Reasons for failing to meet these targets shall be recorded and included in Report Number 2 UK Response > 1 Hour 30 Minutes and 4 Euro Response > 2 Hours; see Appendix 3 to Annex A to SC2 (Electronic Management Information Report).
7. The measuring of performance will be captured in the Key Performance Indicators (KPI) as part of the performance management of the contract as detailed at Annex A to SC2 and actioned in accordance with Condition 50 to SC2.

Eligibility and Exclusions for Use of the Service

1. All MOD vehicles classified as MOD registered and owned as defined at paragraph 3 are to be covered by this contract. MOD vehicle registration numbers are in the format “Alpha Alpha Numeric Numeric Alpha Alpha” i.e. BA23AC or “Numeric Numeric Alpha Alpha Numeric Numeric” i.e. 45AB56. The Contractor is not to accept any calls for assistance where a registration number in this format cannot be provided.
2. Occasionally the contract may be used to support visiting foreign forces. In this case the Authority’s Project Manager will issue special instructions giving at least 24 hours notice whenever possible.
3. The recovery service does not include assistance to the following:
   1. Leased vehicles. The MOD has extant contracts for the provision of leased vehicles; these vehicles do not have MOD registration numbers and are not to be provided assistance under this contract.
   2. Spot Hired vehicles. The MOD routinely “Spot Hires” vehicles. These vehicles do not have MOD registration numbers and are not to be provided assistance under this contract.
   3. Private Vehicles. Some MOD Units operate privately owned vehicles. These vehicles do not have MOD registration numbers and are not to be provided assistance under this contract.
   4. Loading and Unloading. The responsibility for the safety, security and onward movement of vehicle loads remains at all times with the Unit owning the vehicle to be recovered. Where the load must be removed before the vehicle can be recovered, the recovery service is not to be involved with the loading, unloading or cross loading of the vehicle load.
   5. No support to be provided in an Operational environment.

Calling for Assistance

1. When a call for assistance is received by the Contractor they are to ask for and record as outlined at Appendix 1 to Annex A to Schedule 2 (Calling for Assistance).
2. The Contractor may ask for and record other information required by their IT system only if it is agreed with the Authority’s Project Manager.
3. The first option is always to repair within the parameters in Paragraphs 5, 7 and 9 above
4. Most Requests for assistance will be received from the driver of the casualty vehicle or in some instances, Command ES Branches. The Contractor is to allocate a unique number to each call for assistance; this number is to be quoted on the report produced for each individual job and will be required for subsequent management information. The driver will provide to the Contractor all appropriate information regarding the incident and, where available, a contact telephone number.
5. Recovery Control Numbers; some vehicles, particularly those travelling in Europe and on UK training areas will be allocated Recovery Control Numbers by their Command ES Branch. The Contractor is to ask for a Recovery Control Number, and validate it against the authorised list provided by the Authority, from every caller and record this number when supplied; it is to be included in the report produced for each job. The Contractor is not to provide service when the vehicle is in a MOD establishment if a Recovery Control Number is not provided by the caller. The exception to this is ‘out of office’ hours, weekends and Bank Holidays where the Contractor has delegated authority to attend without the Recovery Control Number.
6. If repair is not possible then recovery may proceed. The Contractor is not to accept calls for direct recovery except when:
   1. The vehicle has been assessed by a MOD Vehicle Mechanic and they have decided it requires recovery.
   2. Special instructions have been issued by the Authority’s Project Manager. This will normally be for operational reasons and the Contractor will be given at least 24 hours notice.
   3. A Command ES Branch has authorised the direct recovery. In this case a Recovery Control Number will be given.
   4. The vehicle and the recovery destination are within the M25 Boundary.
   5. The vehicle is in Northern Ireland under the ’Wedgewood’ fleet[[1]](#footnote-1)
   6. If UIN A0135A or A0023E is quoted.

Contract Management

1. The Contractor must be able to acknowledge customers feedback, within a mutually agreed timescale; providing a full response back to the Authority after a full investigation has been carried out. (A formal mechanism will be introduced at contract let and will be inserted here).
2. The Authority will provide prior notice for any large vehicle movements which may attract increased support
3. In order to define the reason for the assistance call, the Contractor is required to categorise the cause of vehicle failure and record such cause on their IT system. These categories should have a short description and may be given a fault code to suit individual Contractor’s preferences.
4. The Contractor is to maintain an IT system containing those details supplied by the casualty at paragraph 37 and such other details sufficient to generate the reports requested at paragraphs 47 and 48. Certain MOD owned vehicles display civilian style number plates whilst still retaining military format Vehicle Registration Numbers (VRN) on MOD records and paperwork. When both are provided to the Contractor (paragraph 37, Appendix 1 to Annex A to Schedule 2 to SC2 - Serial 1) they shall delete the civilian style record from their IT system on closing the task.
5. The Authority has an explicit requirement to report on the following specific reasons of vehicle failure.
   1. All fuel related problems; particularly ‘out of fuel’ call-outs.
   2. All tyre or wheel related problems.
   3. All tasks with an origin within a MOD establishment.
   4. All road traffic incidents.
6. The electronic MI report requirements is located at Appendix 3 to Annex A to Schedule 2 to SC2. The spreadsheets contain a list of fields to be populated. The Authority’s Project Manager shall receive one copy of all electronic reports. The reports are to be emailed to the Project Manager by the 15th day of the month following the month being reported on.
7. The Authority requires a daily report to be produced for every 24 hour period; the report is to be emailed to the Authority’s Project Manager by 1030hrs each day. The report is to be in MS EXCEL format and is to give details of all jobs undertaken in the previous 24hrs (Tuesday to Friday reports) or over the weekend (Monday report). It is to include the following information:
   1. The Contractors’ unique job identification number.
   2. The date of the job.
   3. The callers’ rank.
   4. The callers’ telephone number.
   5. The drivers rank and name if different from the caller.
   6. The Recovery Control Number if supplied.
   7. The MOD registration number of the vehicle.
   8. The vehicle Make and Model.
   9. The Unit Identification Number (UIN).
   10. The Unit title/name.
   11. The exact breakdown location.
   12. The exact recovery destination if applicable.
   13. The fault description.
   14. Annotate if the job was a repair or a recovery.

Invoice Back Up Information

1. The Contractor is required to produce a report for each job that is invoiced. The report is to be in MS EXCEL format and is to include the following information shown below. The Contractor may include more information if their IT system is configured to do so. The report is to be emailed to the Authority Project Manager within 5 working days from the closure of the month being invoiced.

Anomalies/queries are to be cleared/agreed via e-mail and or telephone communication. The point of contact will be the Authority’s Project Manager and the Contractor are to designate a specific point of contact.

* 1. The Contractors’ unique job identification number.
  2. The date of the job.
  3. Call pickup time (seconds).
  4. The time of the call.
  5. Call to arrival time (in minutes).
  6. The callers’ name.
  7. The callers’ rank.
  8. The callers’ telephone number.
  9. The drivers’ rank and name if different from the caller.
  10. The Recovery Control Number if supplied.
  11. The MOD registration number of the vehicle.
  12. The vehicle Make and Model.
  13. The weight of the vehicle.
  14. The Unit Identification Number (UIN).
  15. The Unit title/name.
  16. Number of passengers.
  17. Time the assistance vehicle arrived on scene.
  18. Time the job was completed.
  19. Was the job a repair or a recovery.
  20. The exact breakdown location.
  21. The exact recovery destination if applicable.
  22. The recovery mileage.
  23. The fault description.
  24. Description of any parts fitted.
  25. Itemised cost of parts.
  26. Supplier of the assistance. (Contractors’ staff or the name of the sub-contractor).
  27. Additional charge detail.
  28. Additional charge cost.
  29. Short description of the work done.
  30. Net value.
  31. Tax (VAT).
  32. Invoice total

1. DAF LF45 Explosive Ordnance Disposal (EOD) vehicle. [↑](#footnote-ref-1)