**Framework Schedule 1 (Specification)**

# Important information on how to read and use Framework Schedule 1 (Specification)

# Framework Deliverables

Schedule 1 (Specification) sets out the characteristics of the Deliverables that the Supplier will be required to make available to all Buyers under this Framework Contract.

**For all Lots and Deliverables**

* The Supplier must only provide the Deliverables for the Lot that they have been appointed to.
* The Supplier must help Buyers comply with any specific applicable Standards of the Buyer.
* The Deliverables (including any Standards) set out in this Schedule may be refined (to the extent permitted and set out in Framework Schedule 7 (Call-Off Award Procedure)) by a Buyer during a Further Competition Procedure, to reflect the Deliverables requirement of a particular Call-Off Contract.

# Modifications to the Core Terms

The following Core Terms are modified in respect of the Call-Off Contract (but are not modified in respect of the Framework Contract).

|  |  |
| --- | --- |
| **Clause** | **Amendment** |
| 3.1.2 | Warranty period is amended to 12 months. |
| 3.2 | Where the Buyer has chosen to rent the Goods, clause 3.2 will not apply to the Call-Off Contract. |
| 3.2.2 | Amended to  "All manufacturer warranties covering the Goods must either be assignable to the Buyer on request and for free, or the Supplier must make claims under the warranties for the Buyer whenever asked to do so for free." |
| 3.2.3 | Amended to  "The Supplier transfers risk of the Goods on Delivery and ownership or possession of the Goods on payment for those Goods, whichever is earlier." |
| 3.2.11 | Amended to  "The Buyer can cancel any order or part order of Goods which has not been Delivered. The Buyer will pay the Supplier’s reasonable and proven costs already incurred on the cancelled order as long as the Supplier takes all reasonable steps to minimise these costs." |
| 3.2.12 | Where the Supplier’s Goods are proprietary and cannot be repaired or replaced by a third party, clause 3.2.12 is amended to:  “The Supplier must at its own cost repair, replace, or substitute any Goods that the Buyer rejects because they don’t conform to Clause 3.” |
| 4.9 | Will not apply |
| 4.10 | Will not apply |
| 10.2.2 | Amended to:  “Each Buyer has the right to terminate their Call-Off Contract at any time without reason or liability by giving the Supplier not less than 180 days’ written notice within the first 12 months of the Contract Start Date and 90 days’ written notice thereafter.” |
| 10.7.5 | Subclause (b) is amended to  “increase the Charges, except where the right to partial termination is under Clause 10.2, or where the increase of the Charges is as a result of the Variation which would involve the provision of additional Deliverables, such as a requirement for additional goods and/or services.” |
| 11.2 | Amended to  "Each Party's total aggregate liability in each Contract Year under each Call-Off Contract (whether in tort, contract or otherwise) is no more than the greater of £1 million or 150% of the Estimated Yearly Charges unless otherwise specified in the Call-Off Order Form." |
| 16.1 | Amended to  “The Supplier must tell the Relevant Authority within two (2) working days if it receives a Request For Information.” |
| Additional Term (i) | The Buyer agrees that the Supplier shall always be given the opportunity to remedy a remediable Default prior to a right of termination arising. The Buyer will only exercise its right to terminate for a Default which is either: (i) not remediable; or (ii) if remediable is not corrected within 30 days of receipt of a written request from the Buyer to do so or, if there is one, corrected in accordance with an accepted Rectification Plan. |
| Additional Term (ii) | The Buyer shall not have the right to terminate where there’s a Change in Control of the Supplier that results in Control of the Supplier remaining with any entity which controls, is controlled by, or is under common control of the Supplier’s parent company. |
| Additional Term (iii) | The Buyer agrees and consents to the Supplier anonymising data collected in the course of providing Services to the Buyer and using such anonymised data for general commercial purposes. |
| Additional Term (iv) | Where the Supplier’s Services are proprietary, data cannot be restored on its platform by a third party. |
| Additional Term (v) | If the Buyer wishes to conduct an Audit the Buyer agrees: (i) to provide the Supplier with at least 10 Working Days prior written notice; (ii) to provide a list and agenda of all areas to be inspected; and (iii) to make (and ensure that each of its mandated auditors makes) reasonable endeavours to avoid causing any damage, injury or disruption to the Supplier’s premises, equipment, personnel and business while its personnel are on those premises during such an Audit. |

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# Scope of the Framework Contract

* 1. The scope of the Framework Contract covers the United Kingdom of Great Britain and Northern Ireland.
  2. Suppliers appointed to the Framework Contract will be responsible for the provision of vehicle telematics hardware, software and associated products.
  3. The list published in section VI.3 of the contract notice provides the Crown Bodies and other Buyers who will be able to access the Deliverables pursuant to this Framework Contract.
  4. The Supplier will be required to provide Deliverables to Buyers including but not limited to:
* taking orders for the Deliverables from Buyers;
* undertaking the installation of the Deliverables ordered by Buyers;
* provision of service, maintenance and repair;
* undertaking any billing requirements;
* providing a support function to deal with Buyer enquiries and issues;
* complying with any Performance Indicators, service levels and any reporting requirements;
* providing account management to manage the relationship between the Supplier and Buyer under the Call-Off Contract.
  1. The Framework Contract will be managed centrally by CCS. Buyers (or their nominated agents or Requesting Bodies) are responsible for the management of their individual Call-Off Contract pursuant to this Framework Contract.

# Lot Structure

* 1. The Framework Contract consists of one (1) Lot. The table below summarises the scope of the Deliverables available.

|  |  |
| --- | --- |
| **Lot** | **Description of service** |
| Lot 1 | **Supply of vehicle telematics hardware, software and associated products**  Suppliers on this lot will provide vehicle telematics hardware and software solutions for lease, hire or outright purchase. Suppliers may offer supply only and supply and fit solutions which may include the provision of products and services such as:   * telematics data extraction solutions including but not limited to OBD, Can-Bus and plug in devices and smartphone solutions * in-cab devices such as monitors, cameras and dashcams * external cameras and CCTV * asset and vehicle tracking * route planning * event video recorders and Incident Data Recorders * solutions for specialist and heavy vehicles, such as waste management or winter maintenance solutions * fleet management optimisation * job management optimisation * driver and risk management solutions such as driver ID and driver benchmarking * products or services related to the delivery of covert operations and/or blue light related fleet and incident management * any other innovative, associated products and services which develop in an evolving market and support the delivery and deployment of an effective telematics system   Buyers may:   1. hire or lease devices, which typically includes the supply, installation and maintenance of the data recording device and equipment plus a service charge for the associated products and services required by the Buyer as specified in their Call-Off Contract 2. outright purchase devices with or without installation. Buyers may also include any additional service provision they require (for example a data extraction, management and storage service wrap), which will be specified by the Buyer in their Call-Off Contract 3. buy software services to optimise fleet, driver and risk management as specified by the Buyer in their Call-Off Contract |

# MANDATORY DELIVERABLES FOR LOT 1

# Terms and conditions of supply

# The Supplier will support the ordering procedure (as set out in Framework Schedule 7 (Call-Off Award Procedure).

* + 1. The Supplier will provide the Deliverables to the Buyer in a timely manner and in accordance with the Call-Off Contract and the requirements notified to the Supplier in the Order.
    2. The Supplier agrees that any other terms or conditions contained or referred to in any correspondence or any documentation submitted by the Supplier which is not part of the Framework Contract, or which are elsewhere implied by custom, practice or course of dealing, do not apply.

# Vehicle Telematics Solutions and Orders

* + 1. The Supplier shall provide a telematics system and/or equipment that enables any telematics data, audio and/or visual images to be assimilated, recorded, stored and transmitted via equipment fitted within a vehicle in order to meet the requirements specified by the Buyer. This includes, but is not limited to:
* the hire or lease of devices, which typically includes the supply, installation and maintenance of the data recording device and equipment plus a service charge for the associated products and services required by the Buyer; and/or
* the outright purchase of devices, with or without installation. Buyers may include any additional service provision they require (for example a data extraction, management and storage service wrap); and/or
* standalone software services to optimise fleet, driver and risk management

# When requested by the Buyer, the Supplier shall

# provide driver identification devices, such as key fobs, ID cards or any other devices specified at Call-Off. The Supplier shall work with identified third party suppliers where integration into other systems is required.

# provide the facility for direct driver communication.

# provide geofencing services.

# The Supplier shall ensure that the system provides live visibility of vehicles, drivers and/or assets utilising Global Positioning System (GPS) technology and/or Radio Frequency Identification (RFID) unless otherwise specified or agreed with the Buyer.

# The Supplier shall ensure that telematics equipment can log and store data for transmission when mobile networks are not accessible, in order for transmission to be completed when the network is next available.

# The Supplier shall ensure that all equipment has the functionality to be switched on and off, either remotely or in-vehicle, unless agreed with the Buyer.

# The Supplier shall ensure that all software updates can be undertaken remotely using Over The Air Programming (OTAP) without physical intervention being required.

# The Supplier shall provide the installation, testing, maintenance, repair, removal, decommissioning and disposal of all equipment.

# Suppliers may offer products and solutions on a supply only or supply and fit basis.

# For the avoidance of doubt, each Order survives the expiry or termination of the Framework Contract.

# The Supplier shall ensure that all activities in relation to the delivery of the contract are undertaken by appropriately trained personnel, including sub-contractors delivering services on behalf of the Supplier.

# The Supplier must advise the Buyer on the selection and specification of the Deliverables so as to ensure that the telematics solution will be of sufficient quality and suitable for the requirements of the Buyer.

# The Supplier shall ensure that all equipment is brand new and unused, unless otherwise specified by the Buyer.

# The Supplier shall provide updates to the Buyer on the progress of the Order, which shall include the estimated date of delivery and/or installation, as agreed with the Buyer at the point of Call-off.

# When requested by the Buyer, the Supplier shall liaise with the Buyer’s fleet management provider, vehicle supplier, or any other legacy fleet supplier where required, in order to coordinate and update telematics installations or any other relevant fleet activity.

# Installation, removal and decommissioning of equipment

# The Supplier shall deliver and/or install equipment at any address within Great Britain and Northern Ireland, as specified in the Order.

# The Supplier shall ensure that equipment is supplied, delivered and installed in accordance with the requirements specified in the Order.

# The Supplier shall ensure that equipment installation is as non-intrusive and non-invasive as possible, and does not invalidate any vehicle warranty or telematics equipment warranty.

# Where the installation of equipment is unavoidably invasive, and in the instance that the removal of equipment leaves visible drill or screw holes, the Supplier shall ensure that these are filled with blanking grommets or a suitable filling agent, unless otherwise agreed with the Buyer in the Call-Off Contract.

# The Supplier shall return all vehicles to the Buyer without any damage beyond the minimum necessary for the installation or removal of the equipment and with no adverse effect to the vehicle’s operational performance.

# Where requested by the Buyer, and when the vehicles are not owned by the Buyer, the Supplier shall work with the Buyer and the vehicle owner (for example a leasing company) to ensure that all necessary permissions are obtained prior to commencement of installation.

# Where vehicles are identified as being not owned by the Buyer, the Supplier shall ensure that all installation and removal of equipment is carried out within the provisions set out by the vehicle owner, for example a leasing or fleet management provider.

# Where installation is required in new vehicles, the Supplier will ensure that it liaises with all relevant parties, including dealerships and vehicle converters, to establish and manage a timely and efficient installation programme in order to meet the vehicle delivery dates specified by the Buyer.

# Where installation is required in the Buyer’s existing vehicles, the Supplier shall ensure that it establishes and manages an efficient and timely installation programme which minimises vehicle downtime.

# When requested by the Buyer, the Supplier shall provide a list of all Supplier personnel requiring admission to Buyer premises or any specified third party premises, in advance of the equipment delivery, installation or removal date. This may include any additional information that the Buyer or third party may reasonably require.

# The Supplier shall provide an update on the progress of any installation plan to the Buyer, at the frequency agreed in the Call-Off Contract.

# When requested by the Buyer, the Supplier shall deactivate identified equipment over the air within twenty four (24) hours of the deadline specified.

# The Supplier shall remove decommissioned equipment from vehicles within ten (10) working days of receiving a written request from the Buyer, unless otherwise agreed with the Buyer.

# When requested by the Buyer, the Supplier shall remove any equipment fitted by another supplier.

# When requested by the Buyer, the Supplier shall remove any equipment from a specified vehicle and re-install into another vehicle.

# The Supplier shall maintain a log of all decommissioned and removed equipment linked to the relevant vehicle registration and/or driver.

# The Supplier shall provide the Buyer, at a frequency to be agreed at the point of Call-Off, with a record of all decommissioned or removed equipment including, but not limited to, the date and time of the Buyers requested deadline, the date and time of removal or decommissioning, and the registration of the vehicle.

# Warranty and Repair

# The Supplier shall ensure that all equipment is supplied with a manufacturer’s warranty for a minimum of twelve (12) consecutive month period, from the date of installation, unless otherwise agreed with the Buyer in the Call-Off Contract.

# The Supplier shall assist the Buyer in identifying whether in-vehicle devices are faulty, or have been tampered with, disabled or removed. The Supplier shall notify the Buyer in the event that repairs are required as a result of driver error, misuse, or other behaviour.

# If the Parties agree that the Buyer will pay any maintenance or repair costs as a result of driver misuse, then the Supplier must advise the Buyer of the costs as soon as practicable. This must be subject to approval in writing by the Buyer. The Supplier must submit an invoice to the Buyer within twenty-one (21) days of the cost being incurred, unless otherwise agreed with the Buyer.

# The Supplier shall undertake supply chain management throughout the duration of the Framework Contract to ensure that both continuity of supply, and quality services are provided for all Buyers. Suppliers should also refer to Joint Schedule 6 - Key Subcontractors.

# The Supplier shall provide the option for the Buyer to utilise the Supplier’s support network for the service, maintenance and repair of their equipment. This will be invoiced on an as and when used basis or as part of a chargeable service provision.

# Telematics data

# The Supplier shall provide real time data relating to individual drivers and vehicles in accordance with the Buyer’s specification.

# The Supplier shall provide bespoke reporting from data retrieved from the equipment, as specified by the Buyer.

# The Supplier shall provide the appropriate licensing and software to support data retrieval from equipment.

# When requested by the Buyer, the Supplier will liaise with the Buyer’s key suppliers or any other nominated bodies in order to facilitate the retrieval of data from third party sources.

# The Supplier acknowledges that Joint Schedule 11 (Processing Data) applies to the processing of personal data under this Framework Contract.

# The Supplier acknowledges that all data retrieved from the equipment is the property of the Buyer.

# The Supplier shall not disclose any data to a third party without the prior written consent of the Buyer.

# The Supplier shall ensure that all data retrieved is held securely for the duration of the Call-Off Contract and provided to the Buyer, or their nominated Supplier, on expiry of the Call-Off Contract.

# The Supplier shall ensure that a suitable back-up system for data is in place for both data retrieved from equipment and that held within the telematics platform.

# Telematics platform

# The Supplier shall supply a telematics platform which will provide the Buyer with access to real time data on the movement of vehicles, drivers and/or assets as specified by the Buyer.

# The Supplier shall ensure that the telematics platform is secure and encrypted.

# The Supplier shall grant access rights to the telematics platform to the Buyer’s authorised representatives and users with a tiered level of permissions and access, to be determined and agreed with the Buyer.

# The Supplier shall provide a specified number of user accounts when requested by the Buyer and agreed in the Call-Off Contract.

# The Supplier shall ensure that the telematics platform is accessible to the Buyer twenty four (24) hours a day, three hundred and sixty five (365) days per year.

# The Supplier shall ensure that the Buyer is given twenty eight (28) calendar days’ notice of any scheduled maintenance which will affect the availability of the telematics platform, or as otherwise agreed with the Buyer in the Call-Off Contract.

# The Supplier shall ensure that the telematics platform is compatible with Windows and Mac browsers, and will run on handheld iOS and Android devices unless otherwise specified and agreed with the Buyer.

# The Supplier shall ensure that user accounts are password protected.

# The Supplier shall ensure that the telematics platform provides the Buyer with access to historical management information relating to the Buyer’s vehicles, drivers and/or assets as specified by the Buyer.

# The Supplier shall ensure that the telematics platform has the functionality for the Buyer to schedule and self-generated reports which can be exported to Excel.

# Managing the Buyer’s Account

# The Supplier shall provide a Helpdesk facility for dealing with Buyer’s queries, complaints and support needs. Unless agreed with the Buyer, this shall be available from 9am to 5pm, Monday to Friday and exclude bank holidays.

# The Supplier shall provide an online system for the submission of queries, support requests or complaints outside of the standard hours specified in 3.7.1.

# The Supplier shall ensure that the Helpdesk telephone number is freephone or does not charge users more than a basic rate, local rate or national rate telephone number.

# The Supplier’s Account Manager shall ensure that all relevant documentation relating to the Buyer’s telematics operation are maintained and updated at all times.

# Management Information

# The Supplier shall provide Management Information to Buyers in accordance with the terms in each Call-Off Contract.

# Continuous Improvement

# The Supplier shall ensure that they engage positively with the Buyer for the duration of the Call-Off Contract in order to share lessons learned and identify opportunities to improve and optimise the Buyer’s fleet operational activity and risk management, in accordance with Call-Off Schedule 3 (Continuous Improvement).

# When requested by the Buyer, the Supplier shall liaise with the Buyer’s fleet management provider, or any other supplier where required, in order to identify opportunities to improve and optimise the Buyer’s fleet operational activity and risk management.

# Training

# The Supplier shall provide training to the Buyer at the Buyer’s premises, or an alternative mutually agreed location.

# Legislation and Policy

# Legislative Requirements

# The Supplier shall ensure that all equipment produced and supplied pursuant to this Framework Contract are stamped CE and conform to all applicable EU legislation.

# The Supplier shall ensure that all data held within the system is held securely and complies with GDPR requirements as set out in Joint Schedule 11 (Processing Data).

# The Supplier shall ensure that all electrical equipment is disposed of in compliance with the [Waste Electrical and Electronic Deliverables (WEEE) Directive 2012/19/EU](https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32012L0019).

# Sustainability

# The Supplier acknowledges and agrees that central government Buyers are required to conform to the [Government Buying Standards for Transport](https://www.gov.uk/government/publications/sustainable-procurement-the-gbs-for-transport-Deliverabless/government-buying-standards-for-transport-2017) (GBS) and, as part of this, the Government Fleet Commitment to electrify 25% of in scope vehicles in central government department fleets by 2022. The GBS focus on encouraging the purchasing and leasing of the cleanest vehicles.

# The Supplier shall assist the Buyer to comply with any new arrangements introduced, if at any point the GBS for Transport and/or Government Fleet Commitment are amended or replaced (whether by enhancement, another agreement or by alternative government arrangements).

* + 1. The Supplier shall conform to the quality management standards such as EFQM and ISO 9000 series when specified by the Buyer as part of the Ordering procedure.
    2. The Supplier shall support Crown Commercial Service and the Buyer to meet the Government agenda in terms of business sustainability. This requires consideration of commercial needs and the ability to make a positive impact on society and the environment, both locally and globally, as detailed in Joint Schedule 5 (Corporate Social Responsibility).
    3. The Supplier shall support the Buyer in meeting their obligations to the [Greening Government Commitments](https://www.google.com/www.gov.uk/government/collections/greening-government-commitments).
  1. **Carbon Reduction Plans** 
     1. In 2019 the UK Government amended the Climate Change Act 2008 by introducing a target of at least a 100% reduction in the net UK carbon account (i.e. reduction of greenhouse gas emissions, compared to 1990 levels) by 2050. This is otherwise known as the ‘Net Zero’ target, and CCS have a key role to support the delivery of this.
     2. All Suppliers awarded a place on the RM6315 framework will be encouraged to develop and implement a Carbon Reduction Plan (CRP). This will form part of the Supplier’s Key Performance Indicators (KPI’s) and will be monitored on a regular basis as part of CCS’s Supplier Relationship Management programme.
     3. For further information about Carbon Reduction Plans please refer to the recent [Procurement Policy Note (PPN) 06/21](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/991622/PPN_0621_Taking_account_of_Carbon_Reduction_Plans__2_.pdf) (Taking Account of Carbon Reduction Plans in the Procurement of Major Government Contracts).
  2. **Modern Slavery**
     1. The Supplier is required to demonstrate action to identify and manage the risks of modern slavery in the delivery of the contract including in the supply chain, in accordance with Joint Schedule 5 (Corporate Social Responsibility). This includes an understanding of the modern slavery risks and issues affecting the market, industry, sector or country (of origin or of source) relevant to the contract, and the workforce in the Supplier’s own organisation and those of its key sub-contractors.

# Social Value and Community Benefits

# The Supplier acknowledges that the Public Services (Social Value) Act 2012 and Procurement Reform (Scotland) Act 2014 places a requirement on Buyers in the wider public sector (such as Local Authorities, NHS and Blue Light services) to consider:

# how the economic, environmental and social well-being of the relevant area may be improved by what is being procured and

# how, in conducting the procurement, they might act with a view to securing that improvement.

# In 2020, the [Procurement Policy Note (PPN) 06/20](https://www.gov.uk/government/publications/procurement-policy-note-0620-taking-account-of-social-value-in-the-award-of-central-government-contracts) was launched which embedded a new model to deliver social value through Central Government’s commercial activities. Central Government Buyers must use this Social Value Model to take account of the additional social benefits that can be achieved in the delivery of its contracts, using policy outcomes aligned with the government’s priorities.

# The scope of this Framework supports the delivery of social value and community benefits, both as part of the award of this Framework and at the point of Call-Off.

# Delivering Social Value as part of the Framework Award

# As part of the tender evaluation of the RM6315 framework, CCS have aligned with the requirements of the Social Value Model by identifying the Social Value priority themes for this procurement and an evaluation methodology for this equating to 10% of the overall marks available on a Pass/Fail basis. This means that all Suppliers on the RM6315 framework will have made a commitment to deliver Social Value as a condition of being awarded a place.

# Driving for Better Business is a Highways England programme to raise awareness of the significant benefits that employers in both the private and public sectors can achieve from managing work-related driving; more effectively. The Driving for Better Business vision is “A world where those who use the roads for work do so safely, efficiently, and sustainably”.

# CCS believes that signing up to the Driving for Better Business programme will enable Suppliers to contribute towards the following Social Value priority themes for this framework:

* + - * **Covid-19 Recovery** - through the application of the Driving for Better Business Covid-19 Toolkit to help Suppliers plan for and implement the necessary changes in working practices.
      * **Fighting Climate Change** - by adopting driving processes and working practices that reduce your organisational and individual driver’s carbon footprint.
      * **Wellbeing** - by understanding the issues related to health and wellbeing and how they influence work-related road risk, and evidencing measures and policies put in place to improve driver behaviour in order to reduce the risk of accidents, injuries and deaths to drivers, passengers and pedestrians.

# All Suppliers awarded a Framework place are required to commit to being signed up to the Driving for Better Business programme at the point of RM6315 Framework going live on 24 April 2024. Subscription is free of charge and more information about the programme can be found via the following link: <https://www.drivingforbetterbusiness.com/>

# Progression through the Driving for Better Business accreditation stages will form part of the Supplier’s Key Performance Indicators and will be monitored on a regular basis as part of CCS’s Supplier Relationship Management programme.

# Subscribing to the Driving for Better Business programme is just one way in which Suppliers can contribute to Social Value and CCS acknowledges that Suppliers may be undertaking other activities that contribute to the Social Value themes listed above as well as the Government’s wider themes.

# Delivering Social Value as part of the Call-Off Contract

# Buyers may include Social Value as part of their award criteria for their Call-Off Contract. The 5 Social Value themes that Buyers may consider are:

* Covid-19 recovery
* Tackling economic inequality
* Fighting climate change
* Equal opportunity, and
* Wellbeing

# Buyers may choose to use the most appropriate Social Value award criteria and sub-criteria related to their procurement as set out in Framework Schedule 7 (Call Off Award Procedure).

# Further guidance on the application of the Social Value Model is available at the following link:

# <https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/940827/Guide-to-using-the-Social-Value-Model-Edn-1.1-3-Dec-20.pdf>

# DESIRABLE DELIVERABLES FOR LOT 1

# Enhanced Security

# The Supplier acknowledges and agrees that there may be Buyers involved in law enforcement and covert operations that require a higher level of security in addition to the security requirements detailed in the Core Terms Clauses 14 “Data Protection” and 15 “What you must keep confidential”. In order to ensure that the Buyer is not put at risk, it is essential that the Supplier and their subcontractors safeguard all information relating to the Buyer’s data and operation.

# The Supplier shall provide a level of security to the Buyer as agreed at the point of Call-Off. This will include the processes that the Supplier performs directly and those that it subcontracts, so as not to compromise the Buyer’s operation. This may include the requirement to keep the Buyer’s details anonymous and in some cases adopting a pseudonym for use by the Supplier and their subcontractors.

# The Supplier shall comply with the Buyer’s personnel vetting policy and standard operating procedures.

# The Supplier shall be expected to provide a list of personnel who will access the Buyer’s data and who will communicate with the Buyer’s personnel and any other third parties as requested.

# The Supplier shall notify the Buyer in writing of any changes to the allocated personnel within the timescales specified by the Buyer in the Call-Off Contract. The new personnel will only be granted access to the Buyer’s data and/or vehicles upon vetting clearance from the Buyer.

# The Supplier shall ensure that they and all third party repairers, service providers and Suppliers apply adequate and proper security controls and conform to the Buyer’s enhanced security requirements when in temporary possession of the Buyer’s vehicles and any other asset requiring this level of security.

# Where a Buyer has further specific security requirements, they shall be outlined within the Call-Off Contract and the Supplier shall adhere to them.

# Telematics System Integration

# The Supplier shall integrate the telematics system with any other connected and non-connected devices or applications identified by the Buyer, in order to assimilate and analyse data in order to meet the Buyer’s requirements.

# The Supplier shall integrate the telematics system with any identified command and control system in order to support the co-ordination and responses of the emergency or blue light services.

# The Supplier shall ensure that the Buyer has the ability to establish the equipment as a wi-fi hotspot, in order to utilise devices in relation to the Emergency Services Mobile Communications Programme (ESMCP), or any other defined requirement under the ESMCP.

# Satellite Navigation

* + 1. The Supplier shall supply equipment with integrated satellite navigation capability, as requested by the Buyer.

# Stolen Vehicle Recovery (SVR) and Vehicle Immobilisation

# When requested by the Buyer, the Supplier shall provide the ability to track and locate vehicles that have been stolen.

# When requested by the Buyer, the Supplier shall provide the ability to remotely immobilise a vehicle.

# Extended Warranty

# The Supplier shall provide the Buyer with extended warranty options for equipment.

# Training

# The Supplier shall provide training to the Buyer’s workforce in order for the installation of devices to be undertaken by the Buyer, as agreed as part of the Call-Off Contract.

# Geographical Coverage

# The Supplier shall ensure that the vehicle telematics equipment provides coverage outside of the geographical scope identified in 1.1, as requested by the Buyer.

# The Supplier shall support the ability to transmit data from the geographical locations specified by the Buyer, which may include utilising a mix of network providers in order to optimise coverage.

# Telematics System Modifications

# The Supplier shall provide the ability to configure the telematics system to deliver any bespoke requirements identified by the Buyer.

# Advisory Services

# The Supplier shall provide advisory services to the Buyer when agreed by the parties.

# Gain Share

# The Supplier acknowledges and agrees that the Buyer may require the implementation of a gain share model to financially incentivise the Supplier to reduce the overall costs of operating their fleet, whilst maintaining or improving their operational performance.

# The Supplier acknowledges and agrees that the Buyer may require a gain share methodology to be developed and agreed with the Supplier as part of their Call-Off Contract.

# Data Hosting

# When requested by the Buyer, the Supplier must ensure that the Buyer’s telematics data is hosted within the defined geographical area specified by the Buyer. For example, the UK, the European Economic Area (EEA), a country deemed adequate by the European Commission, or in the US were covered by Privacy Shield.

* 1. **Job Management Software Solutions**
     1. When requested by the Buyer, the Supplier shall provide a software solution that enables the Buyer to manage and optimise their operational job management. This may include, but is not limited to:
* job scheduling
* job tracking and management
* mobile workforce communications
* client management interface
  1. **Hazard Warning Equipment**
     1. When requested by the Buyer, the Supplier shall provide equipment and software solutions designed to provide hazard warnings internal and external to the vehicle, and provide management information to the Buyer. This may include, but is not limited to:
* in-cab equipment and solutions such as display screens to provide drivers with a view of blind spots, and in-cab systems for close proximity warnings that provide audible alerts for drivers
* external equipment and solutions such as camera systems to monitor vehicle blind spots, external audible warning systems for vehicle manoeuvring, close-proximity mirrors and vision aids, lighting systems, and side under-run protection
* system integration to manage hazard warning equipment and data, with or without a wider telematics solution