* 1. GENERAL INFORMATION
     + 1. TransportConnect Ltd. ('TCL') own and operate a fleet of adaptive minibuses and cars (the 'Fleet') in addition to this they also maintain the Lincolnshire gritter fleet along with some LCV’s and a small number of trailer mounted items of plant. These vehicles deliver demand-responsive transport and SEND ('Special Educational Needs and Disability') home to school transport.
       2. The reliable operation of the Fleet is a critical factor in the delivery of these essential public services and as such the Services shall include the following key elements:
          1. fast and competent identification of spare parts;
          2. good availability of spare parts;
          3. the provision and management of imprest stock;
          4. good quality spare parts;
          5. responsive delivery service;
          6. a parts booking system;
          7. proactive contract management.
       3. Contract expenditure has been in the region of £300,000 per annum, however TCL does not guarantee any level of business through this contract.
       4. The Fleet is maintained by TCL at TCL's workshop (the 'Workshop'). Address:

TransportConnect Limited

LCC Highways Depot

Sheepwash Lane

Barrowby

Grantham

Lincolnshire

NG31 8NX.

* + - 1. Along with two other workshops as follows:

The Gritter Workshop,

Unit 4,

West Road Industrial Estate,

Billingborough,

Lincolnshire,

NG34 0QU

And

Unit 14B,

Cardinal Close,

Lincoln,

LN2 4SY

* + - 1. TCL shall provide an area for the location of imprest stock within their workshop (the 'Stores').
      2. The Workshop operating hours for TCL's workshop (the 'Operating hours') are:

Monday to Friday 06:30 – 17:30

Saturday/Sunday closed

* 1. GENERAL REQUIREMENTS
     + 1. The supplier shall ensure that they conform to any legal requirements through the provision of the Services.
       2. The supplier shall support the key elements of the Services described in 3.1.2.
       3. TCL seeks to reduce the environmental impact of its services and any subcontracted elements, suppliers shall be expected to support this goal in the provision of the Services.
       4. TCL seeks to increase the health and safety of its services and any subcontracted elements, suppliers shall be expected to support this goal in the provision of the Services.
  2. MOBILISATION
     + 1. The supplier shall attend a contract mobilisation meeting with TCL on the **TO BE CONFIRMED** at which elements of the mobilisation plan shall be discussed and agreed. The agenda for this meeting shall include but is not limited to:
          1. imprest stock level and contents;
          2. imprest stock procedures;
          3. parts qualities;
          4. issue resolution procedure (the Issue Resolution procedure);
          5. ordering procedure (the Ordering procedure);
          6. delivery procedure (the Delivery procedure);
          7. installation and access of the parts booking system.
       2. The supplier shall create a mobilisation plan to be agreed with TCL on the Contract Commencement Date which shall be **TO BE CONFIRMED.**
  3. IMPREST STOCK
     + 1. The supplier shall provide a stock of parts to be held at TCL's stores at Barrowby (the 'Imprest stock') for such time that the customer requires such parts to be fitted to a vehicle of the Fleet. The level and content of this Imprest stock shall be agreed with TCL at the mobilisation meeting.
       2. The supplier shall organise for the location of Imprest stock parts within the Stores to be suitably labelled, to make the identification of parts easy.
       3. TCL will notify the supplier when parts are used from the Imprest stock, at which time the supplier will organise for the stock to be charged to TCL and organise replenishment of the Imprest stock.
       4. The supplier shall conduct a physical stock check each week of a subset of the Imprest stock to ensure that accurate stock levels are maintained.
       5. The supplier shall replenish Imprest stock via the Stock order procedure and its requirements described in paragraph 3.5.
  4. ORDERING
     + 1. TCL shall notify the supplier of a requirement for parts (the 'Order') via telephone or email.
       2. The supplier shall provide contact details to enable TCL to place orders within the Operating hours.
       3. The supplier shall ensure that adequate personnel with the relevant expertise are available to handle Orders or other enquiries from TCL within the Operating hours.
       4. Orders shall be treated as being either routine ('Stock' orders) or urgent ('VOR' orders').
       5. TCL shall endeavour to provide part numbers for parts where readily available, however the supplier shall, if required, identify parts using a vehicle registration number and a description of the component.
       6. In the event that the Supplier does not fulfil orders within the times outlined in 3.6; or in the event that TCL become aware that an order is not likely to be fulfilled on time, TCL reserve the right to place such orders with other Suppliers. TCL will not accept any costs incurred by the supplier for orders which are not fulfilled on time.
  5. DELIVERIES
     + 1. The supplier shall make all deliveries to the Workshop within the Operating hours.
       2. The supplier shall ensure that a minimum of one delivery is made to the client on every Working day, to replenish any Imprest stock or to fulfil any Stock or VOR orders.
       3. The supplier shall organise further deliveries to fulfil any VOR orders:
          1. within 2 hours of receipt of the order, if the order is received before 2 hours prior to the end of the working day; or
          2. within 1 hour of the start of the next working day if the order is received after 2 hours prior the end of the working day; or
          3. according to any reasonable specific instruction issued by TCL from time to time.
       4. The supplier shall unload and locate Imprest stock in the correct and allocated location within the Stores.
       5. The supplier shall observe all site rules and the agreed Delivery procedure and ensure that good manual handling is practised by its operatives throughout the provision of the Services.
  6. PARTS BOOKING SYSTEM
     + 1. The supplier shall provide software to be used by TCL for issuing parts to vehicles of the Fleet and monitoring Imprest stock levels (the 'System').
       2. A computer will be made available by TCL within the Stores to be used for accessing the System.
       3. The supplier shall be responsible for installing the System; providing access information to TCL and ensuring that the System is accessible and operational.
  7. STANDARDS
     + 1. The Supplier shall provide parts which are of the quality requested by TCL at the Mobilisation meeting and as specified by TCL from time to time.
  8. WARRANTY
     + 1. The supplier shall ensure that any parts provided have an effective warranty which is valid for 12 months from the date the part is fitted by the Customer.
       2. The supplier shall administer any warranty claims on parts purchased through the Services and ensure that they are pursued expediently.
  9. INVOICING
     + 1. The supplier shall provide a consolidated invoice each month, which will contain an itemised list of parts.
       2. The invoice shall be emailed to the Customer before the 10th working day of each Month.
  10. REPORTING
      + 1. The supplier shall compile a Monthly Service Report and send this to the Customer on a Monthly basis before the 10th working day within the month. This is to include:
           1. VOR orders times placed and delivered
           2. Stock orders times placed and delivered
           3. Imprest stock check results
           4. Issue register
  11. COMPLAINTS
      + 1. The supplier shall ensure that any complaints made by TCL are recorded according to the Complaints procedure to be agreed at the Mobilisation Meeting.