

# APPENDIX A - SPECIFICATION FOR SHORT DURATION VEHICLE HIRE CONTRACT

---

## Environment

**DN 449740**

**Author:** Strategic Procurement

**Version:** v1.00

**Date:** 02/07/2021

## **Contents**

1. Introduction and Background
2. Scope
3. Requirements:
  - 3.1. Vehicle Types
  - 3.2. Condition
  - 3.3. Fuel
  - 3.4. Operators Manual
  - 3.5. Equipment
  - 3.6. Maintenance and Safety Inspections
  - 3.7. Breakdowns
  - 3.8. Damages and Repairs
4. Performance Management
5. Service Delivery:
  - 5.1. Service Provision
  - 5.2. Ordering
  - 5.3. Delivery/Collection
  - 5.4. Changes
  - 5.5. Hire Periods and Rates
  - 5.6. Insurance
  - 5.7. Drivers
  - 5.8. Invoicing
6. Contract Management
7. Complaints
8. Share Improvements
9. Environmental Sustainability
10. Optional Extras

## **1. Introduction and Background**

- 1.1. The Framework will be an agreement with a single Service Provider, to establish the terms governing contracts to be awarded during a given period.
- 1.2. The Framework Agreement shall not be a guarantee of any award of a Call-Off Contract for goods or services. There is no obligation on the Participating Authorities during the period of the Framework Agreement to purchase services from the Service Provider.
- 1.3. Services may be requested under the Framework Agreement as and when required, according to needs of the Participating Authorities. Participating Authorities will call off services from the Service Provider as laid out under the terms and conditions of this Framework Agreement.

## **2. Scope**

- 2.1. The Framework Agreement will be entered into by the Participating Authorities, Bournemouth, Christchurch & Poole Council (BCP) & Dorset Council and the Service Provider for a period of 3 years (36 months) from the date of the official award with an option to extend for a further 1-year (12 months) subject to satisfactory performance as reviewed on a year-by-year basis. This is a potential total period of 4 years (48 months)
- 2.2. BCP Council, as the Lead Authority, will be responsible for the management and administration of the Framework Agreement.
- 2.3. The approximate total number of rental days for all Participating Authorities during 2019/20 is as Appendix B – BCP & DC Number of Hires 2019-2020.
- 2.4. Figures of expenditure or quantities given are provided as a guide to assist in developing a submission. This information is not as an undertaking to purchase any services to any particular value and does not form part of the conditions of tender or conditions of contract.

## **3. Requirements**

### **3.1. Vehicle Types**

- 3.1.1. For the full period of the Framework the Service Provider will be required to provide the complete range of vehicles as detailed below. Vehicles must be available in sufficient volume to meet the combined requirements of all Participating Authorities.
- 3.1.2. Manufacturer/models provided are for indication only, and equivalent vehicles that meet the type and detail required will be accepted.
- 3.1.3. This Framework makes provision for Cars, Multi-Purpose Vehicles, Minibuses, Utility vehicles, Small Vans, Light Commercial Vehicles up to 3.5 tonnes and Heavy Commercial Vehicles up to 7.5 tonnes.

#### 3.1.4. Table of vehicle types

Ref	Group	Type	Detail	Use	Example
A1	Cars	Economy Car	Fuel: Petrol or Diesel Seats: 4 Engine Size: <1100 cc	2/3 passenger's short journey	Toyota Aygo
A1A	Cars	Economy Auto	Fuel: Petrol or Diesel Seats: 4 Engine Size: <1100 cc	2/3 passenger's short journey	Toyota Aygo
A1E	Cars	Economy Electric	Fuel: Electric Seats: 4	2/3 passenger's short journey	Renault Zoe
A2	Cars	Compact Car	Fuel: Petrol or Diesel Seats: 4 Engine Size: <1400 cc	2/3 passenger's long journey	Toyota Auris
A2H	Cars	Compact Car Hybrid	Fuel: Petrol or Diesel Hybrid Engine Size: <1400 cc	2/3 passenger's long journey	Toyota Yaris
A3	Cars	Intermediate Car	Seats: 5 Engine Size: <1600 cc	4/5 passenger's short journey	Ford Focus

A3A	Cars	Intermediate Car Auto	Seats: 5 Engine Size: <1600 cc	4/5 passenger's short journey	Ford Focus
A3E	Cars	Intermediate Electric Car	Seats: 5	4/5 passenger's short journey	Nissan Leaf
A3H	Cars	Intermediate Car Hybrid	Seats: 5 Engine Size: <1600 cc	4/5 passenger's short journey	Toyota Auris
A4	Cars	Full Size Car	Seats: 5 Engine Size: <2000 cc	4 /5 passenger's long journey	Ford Mondeo
A4A	Cars	Full Size Car Automatic	Fuel: Petrol or Diesel Seats: 5 Engine Size: <2000 cc	4 /5 passenger's long journey	Ford Mondeo
A5	Estate	Estate Vehicle	Seats: 5 Engine Size: <2200cc	5 passengers	Ford Mondeo Estate
A6	MPV	Compact Multi-Purpose Vehicle	Seats: 7 Engine Size: <2000 cc	7 passengers	Toyota Verso, Vauxhall Zafira
A7	MPV	Multi-Purpose Vehicle	Seats: 9 Engine Size: <2500 cc	9 passengers	Ford Tourneo 9 Seats

A8	Minibus	Minibus with 17 Seats	Seats: 17 Twin Rear Doors with Single Side Door	17 passengers	Ford Transit 17-Seater
B1	Utility	Utility Vehicle (Pick-Up) with Single Cab	Seats: 2/3 Engine Size: <3000cc 4-wheel drive	Various	Toyota Hilux Single Cab
B2	Utility	Utility Vehicle (Pick-Up) with Double Cab	Seats: 5/6 Engine Size: <3000cc 4-wheel drive	Various	Toyota Hilux Double Cab
B3	Small Vans	Economy (Small) Van	Seats: 2 Engine Size: <2000 cc Twin Rear Doors with Single Side Door	Various	Ford Connect SWB
B3E	Small Vans	Small Electric Van	Seats: 2	Various	Renault Zoe
B4	LCV	Medium Wheelbase, Medium Roof Panel Van	Seats: 2/3 Engine Size: 2000 cc Twin Rear Doors with Single Side Door	Various	Ford Transit MWB Medium Roof
B5	LCV	Long Wheelbase High Roof Panel Van	Seats: 2/3 Engine Size: <2000 cc Twin Rear Doors with Single Side Door	Various	Ford Transit LWB High roof, Citroen Relay
B6	LCV	Single Cab Flatbed Body - Light Commercial Vehicle	Seats: 2/3 Drop side (3500kgs)	Various	Ford Transit Single Cab

B7	LCV	Crew Cab Flatbed Body - Light Commercial Vehicle	Seats: 5 Drop side (3500kgs)	Various	Ford Transit Double Cab
B8	LCV	Single Cab Tipper Body - Light Commercial Vehicle	Seats: 2/3 (3500kgs)	Various	Ford Transit Single Cab
B9	LCV	Crew Cab Tipper Body - Light Commercial Vehicle	Seats: 5 (3500kgs)	Various	Ford Transit Double Cab
B10	LCV	Box Van (Luton Type)	Seats: 2/3 Tail-lift	Various	Ford Transit Luton Tail lift
B11	HCV	Flatbed Body - Heavy Commercial Vehicle	Seats: 2/3 Drop-side (7500kgs)	Various	Mercedes 7500Kgs Flatbed
B12	HCV	Tipper Body - Heavy Commercial Vehicle	Seats: 2/3 (7500kgs)	Various	Mercedes 7500Kgs Tipper Body
B13	HCV	Box Lorry - Heavy Commercial Vehicle	Seats: 2/3 Tail-lift (7500kgs)	Various	Mercedes 7500Kgs Curtain-sider

3.1.5. Most vehicles contained in section B are predominantly used by Participating Authorities for work related tasks on the highway (inspections, stop start work etc). Vehicles used for this purpose must comply with the Department for Transport Traffic Signs Manual, Chapter 8, items O5.2 Conspicuity and O5.3 Roof mounted beacons. It is therefore a requirement of this framework that vehicles B1 to B9, B11 and B12 must be fitted with the following equipment:

- high visibility rear markings compliant with O5.2.3, **and**
- roof-mounted flashing amber warning light bar (or) two independent roof-mounted flashing
- amber warning beacons, visible through 360° compliant with O5.3.2

3.1.6. Vehicles B6 and B8 may require a fixed, lockable, strong toolbox of adequate size to allow the secure storage of power tools and safety equipment during the hire period. This will be stipulated on the order.

3.1.7. The Participating Authorities will discuss with the successful Service Provider how they will meet the requirement of 3.1.5 and 3.1.6 for vehicles that are hired long term.

3.1.8. All vehicles provided in section B must include a fixed, functioning and compliant 2kg Powder Fire Extinguisher.

## 3.2. **Condition**

3.2.1. As an underlying principle, all vehicles must comply with all current and future legislation to ensure that the vehicle is always legally road worthy. This includes, but is not limited to, current Construction & Use, Health & Safety, & 'CE' Mark regulations, relevant EU Directive(s), British Standard specification(s) or other EU National equivalent standards.

3.2.2. All vehicles offered for hire must, as a minimum, be maintained in accordance with both the manufacturer's recommendations and as a minimum the BVRLA Code of Conduct or other recognised EU national association equivalent standard.

3.2.3. The Service Provider shall ensure, prior to each hire, that the vehicle receives a pre-hire check which, as a minimum, meets the detail contained in the BVRLA Code of Conduct 'ready-to-rent check list'.

3.2.4. All vehicles over 3.5t that are required to go under the Council's Operators License will be required to be inspected at Council's workshop prior to hire. This will be undertaken free of charge where there is no fault found. If a vehicle fails the pre use inspection, this inspection cost will be charged back to the Service Provider, the current hourly rate for 2021 - 2022 is £58 ph. The Participating Authorities will discuss any issues with the Service Provider.

3.2.5. All Vehicles hired must be clean and tidy inside and out and free of damage, stone chips and minor scratches excepted.

3.2.6. Coolant, screen wash, battery, engine oil, power steering and transmission fluid levels must have been checked and be correct, with all systems free of leaks and damage.



- 3.2.7. All mechanical, electrical, hydraulic systems must be functioning correctly.
- 3.2.8. All tyres, including a spare (if supplied), must be at the correct pressure and undamaged and a jack and tools to enable a wheel change at the roadside must also be included.

### 3.3. **Fuel**

- 3.3.1. All vehicles must be supplied with a full tank of fuel, or, if electric or plug-in hybrid, charged to at least 95% & supplied with an appropriate charging lead.
- 3.3.2. All vehicles shall be supplied with a label located near the fuel filling point indicating the type of fuel required.
- 3.3.3. All vehicles fitted with a tank for Diesel Exhaust Fluid must be supplied with a full tank.
- 3.3.4. If a vehicle being returned to the Service Provider at the end of the hire period without a full tank of fuel, or Diesel Exhaust Fluid, the shortfall must be noted on the inspection sheet. The Service Provider may charge for the shortfall at the price agreed at the commencement of the Framework Agreement. This charge must include confirmation of the Service Provider's refuel rate addition and the actual fuel price paid.

### 3.4. **Operators Manual**

- 3.4.1. Operating instructions or user guides must be provided and contain the appropriate level of detail for the vehicle supplied. Drivers may also require practical instruction on the operation of any specialist equipment fitted to the vehicle. This should be offered as a matter of course with each delivery.

### 3.5. **Equipment**

- 3.5.1. No Smoking signs must be displayed in all vehicles.
- 3.5.2. On occasion vehicles will be required with a fitted tow bar. The Service Provider should ensure there is a reasonable provision for appropriate vehicles to be fitted with a tow bar and supplied with a spare registration number plate. This requirement for a fitted tow bar generally applies to vehicles in group B but may, although infrequently, be required for vehicles from group A.

### 3.6. **Maintenance and Safety Inspections**

- 3.6.1. Service Books and test certificates for the Vehicles and any lifting equipment should be up to date and available for inspection by Participating Authorities if requested.
- 3.6.2. Vehicles that require servicing/repair while on hire will be collected and a replacement vehicle will be delivered free of charge by the Service Provider. Where it is not practical or possible to provide a replacement unit then any servicing and/or repairs must be carried out at times agreeable to the Participating Authorities.

### **3.7. Breakdowns**

- 3.7.1. All vehicles must have access to a national breakdown repair and recovery service including onward travel for all passengers. The service must be available 24 hours 7 days a week, 365 days per year and deliver a maximum 1-hour response time.
- 3.7.2. The cost of any breakdown and recovery service must be included in the hire rates submitted in the Tender.
- 3.7.3. Each vehicle must hold details of the breakdown recovery, provider, account or contact number and dedicated 24-hour free phone emergency number. A sheet should be included with each hire vehicle including contact details and procedures to be followed if the hire vehicle becomes unroadworthy during the hire period. This should include a nationwide tyre repair/replacement contractor and national windscreen replacement. Alternatively, if the vehicle becomes unroadworthy due to tyre or windscreen faults, that cannot be rectified at the roadside, recovery and onward travel for all passengers should be arranged and charged to the relevant Participating Authority as appropriate.

### **3.8. Damages and Repairs**

- 3.8.1. Service Providers must have a clear and concise policy for identifying damage on receipt of the vehicle and termination of the hire. Any damage identified should be formally recorded on an inspection sheet, signed by both parties and a copy retained by both.
- 3.8.2. Any assessment of fair wear and tear required will be made using the BVRLA fair wear and tear standards.
- 3.8.3. All repairs, or replacement costs, resulting from damages that are not fair wear and tear shall, along with any administration cost added by the Service Provider, be reasonable and verifiable. Original repair invoices should be available to Participating Authorities upon request. Payment for damage repair shall be covered by a separate order number and must not be added to the order number originally issued for the hire of the vehicle.
- 3.8.4. The Service Provider will make all reasonable efforts to minimise claims for loss of use resulting from damage sustained whilst the vehicle was on hire to Participating Authorities. Any claim for loss of use must be submitted for consideration immediately upon completion of the repair or, upon settlement.
- 3.8.5. Where punctures occur and result in tyres requiring replacement, should repair not be possible, a sliding scale of charge should be used to take in to account the level of wear left on the tyre.

## **4. Performance Management**

- 4.1. The Service Provider must develop and implement agreed Key Performance Indicators (KPI's) that will measure the performance of the Framework Agreement.

- 4.2. The final agreed KPI's will be considered and drawn up at the initial contract award meeting and will be assessed at regular contract review meetings and actioned as agreed.
- 4.3. Where specific operational issues arise in relation to one Participating Authority only, these will be directly addressed between the Participating Authority and the Service Provider.
- 4.4. Regular management meetings will be arranged with the Service Provider to monitor and assess compliance with the requirements of the Contract and performance in general. Meetings will usually be held at the offices of the Council.
- 4.5. Management meetings will be required to assess the progress which will be required at quarterly intervals during the life of the contract.
- 4.6. The Service Provider must provide the name and contact details of the appointed Account Manager who will monitor the services provided to the Council. The Account Manager should nominate a deputy where the Account Manager is absent.
- 4.7. The Service Provider must ensure that there is an effective escalation process within their organisation where issues cannot be resolved between the Contract Manager and nominated Account Manager from the Service Provider or their deputy.
- 4.8. The Contract will be the subject of monitoring against performance indicators in the table in 4.11 below. Any amendments to these indicators during the term of the Contract will be subject to review and amendment as agreed by both parties. The performance indicators include, although not exhaustively, accuracy of invoicing, customer complaints and management information.
- 4.9. During the Contract an authorised officer of the Council may inspect and examine the provision of services being carried out at any time and without notice. The Service Provider shall provide the Council with such facilities as the Council may require for such inspection and examination at all reasonable times.

- 4.10. If any vehicles are hired for a period to exceed 12 days, or if an ongoing hire exceeds 12 days, the Service Provider must inform the Fleet Team with full vehicle details to allow The Councils Insurance Database to be updated.

4.11.Key Performance Indicators (KPIs) table (not exhaustive)

<b>KPI Ref</b>	<b>KPI Expectations Description</b>	<b>Task</b>	<b>Target</b>	<b>Frequency</b>
1	Invoices – The correct breakdown of charges	Invoices received monthly in arrears should show correct charges	98%	TBA
2	Credit Notes/ Refunds issued within 2 working days of incorrect invoicing	On confirmation from the Council that charges on Invoice are incorrect, a credit note should be issued within 2 working days	98%	TBA
3	Customer Complaint	Number of complaints received by Council.	<1	TBA
4	Management Reports	Service Provider to provide the Council with pre-defined reports at intervals to be agreed by the Authorities and the Service Provider	98%	TBA

## **5. Service Delivery**

### **5.1. Service Provision**

- 5.1.1. Flexibility to meet changing demands of the Participating Authorities is a key priority. The Service Provider should demonstrate a willingness to vary or add to this service according to reasonable requests of what the Service Provider would reasonably be expected to deliver.
- 5.1.2. The Council may wish to fit telematics devices to medium and long term hired vehicles to monitor location, speed and utilisation.

### **5.2. Ordering**

- 5.2.1. The required core service time for raising orders will be (08:00 hours to 17:00 hours) on all working weekdays (Monday to Friday).
- 5.2.2. The Service Provider must provide a single, central point of contact for all general bookings made by e-purchasing (e-mail) systems. A single contact telephone number must also be available for orders and enquiries along with sufficient number of suitably trained call handlers.
- 5.2.3. The Service Provider must provide suitable arrangements to make vehicles available within a minimum notice period of 2 hours. Where possible Participating Authorities will endeavour to provide 24 hours' notice of requirements.
- 5.2.4. Confirmation of the accepted order details must be made by the Service Provider to the representative who made the booking within 24 hours.
- 5.2.5. The confirmation must include the following information as a minimum requirement:
  - Unique booking/reservation reference number
  - Time and date of booking
  - The hire rates
  - Details of any special delivery and/or collection arrangements accepted
- 5.2.6. Alternative methods of making bookings and orders may be used by agreement as and when new proposals are sufficiently developed.
- 5.2.7. Where the Service Provider makes arrangements through an alternative provider for the supply of a vehicle that they are unable to supply themselves, this must not result in any additional cost or inconvenience to the Participating Authority and the standard Framework conditions and prices will apply.

### **5.3. Delivery/Collection**

- 5.3.1. The required core service time for delivery will be (08:00 hours to 17:00 hours) on all working weekdays (Monday to Friday).

- 5.3.2. Arrangements for hire periods to commence and vehicles to be available outside of the core service time must be provided. "Out of hours" will be between the hours of (17:01 hours to 7:59 hours) for each weekday and all weekends (Saturday and Sunday) and Bank/Public Holidays. If delivery is made during core hours for a hire period commencing out of hours, no out of hours charge should be levied, unless for a pre-0800hrs Monday booking.
- 5.3.3. An out of hour's telephone contact number **must** be provided.
- 5.3.4. Delivery & Collection within reasonable distance of any other Provider's depot nationally is required for all vehicles.
- 5.3.5. Specific locations will include but are not exclusive to:
- Participating Authorities business premises
  - Participating Authorities Representatives private residences
  - Hotels, conference and training centres
  - Ports, airports and railway stations
- 5.3.6. Delivery and collection times will be agreed at the point of making a booking and confirmed by an order. The period of hire will commence at the time and date stated on the order. Delivery timescale should be arranged where possible within two hours of the hire start time, however if this is not practical i.e., Monday morning 0800, then whenever possible to enable hire to start at the requested time.
- 5.3.7. Collection should be within 24 hours of hire period ending, however, if this is impacted by parking restrictions etc, the Fleet Team will advise the Service Provider, as above, this should also be stated on the purchase order.
- 5.3.8. Out of area & one-way hires may be requested, these may be required both locally and nationwide. Rates for this type of hire should be agreed on a hire-by-hire basis depending on individual requirements. This may include, but not be limited to, airport, train station and ferry port drop off & collection.
- 5.3.9. Participating Authorities will only be responsible for vehicles during the agreed hire period. Where the Service Provider opts to deliver or collect a vehicle outside of the agreed hire period the Service Provider will be responsible for the vehicle. This will include but is not limited to insurance liability and any parking charges incurred. Authorised drivers are only covered by insurance during the stated hire times, and so cannot move the vehicle until the agreed hire period commences and may not drive the vehicle when the journey is completed, after the time that the agreed hire period ends.
- 5.3.10. A duplicate signed inspection sheet showing dates and times, the fuel gauge reading, clear identification of any vehicle damage and its general condition must be completed, and a copy made available on delivery and collection.

5.3.11. The Service Provider should endeavour to complete the delivery or collection with a representative of the Participating Authority and where possible provide a delivery or collection window of no more than 1 hour. Where either of these conditions is not possible mutually acceptable arrangements must be agreed to access the vehicle and receive a completed and signed inspection sheet. If the vehicle is delayed or the delivery time cannot be met, in the first instance, the driver should be informed as soon as possible on the supplied contact number. If the driver is unreachable, the BCP Fleet team should be informed as soon as possible so that the hiring dept can be notified.

5.3.12. If a vehicle is not made available for collection at the end of the hire period and/or at the agreed location the Service Provider should contact a representative of the Participating Authority as soon as possible to make alternative arrangements.

5.3.13. The Service Provider's staff delivering and collecting vehicles from the Participating Authorities sites must adhere and comply with the Health and Safety requirements in force on that site.

5.3.14. Customers will not be permitted to leave keys in, or on, any part of a vehicle that is awaiting collection, nor leave keys in any location that is not secure - such as under a flower pot or bin.

5.3.15. Service Providers will provide options on returning the keys to a vehicle, and the vehicle itself, to different locations as follows:

- Returning the keys of a vehicle to the Service Provider:
  - face-to-face at customer's home;
  - at the customer's main office Reception;
  - at the customer's other office Receptions;
  - drop-box at Service Provider's site(s)
- Returning the vehicle itself to the Service Provider:
  - face-to-face at customer's home;
  - at customer's relevant office Reception
  - at the Service Provider's site(s)

#### **5.4. Changes**

5.4.1. Changes may be required at short notice. The Service Provider should act appropriately and promptly in respect of any changes to bookings.

5.4.2. If it becomes necessary to either reduce or increase the hire period from that originally requested, then hire charges will apply to the resultant hire and will be charged at the prevailing rate for the complete hire period.

5.4.3. It will be the Service Provider's responsibility to provide the Council with notification when a vehicle over 3500kgs is hired and or off hired. The notification as a minimum must include the date and time of hire, the delivery address and name of the person requesting the hire, the length of hire and off hire date and time.



5.4.4. We also require notification of **any** vehicle that has been on or is anticipated to be on hire for 10 days.

5.4.5. When the vehicle is operated on our O licence it becomes our responsibility, For vehicles above 3500kgs, which will come under the Operators Licence regulations, a copy of the latest safety inspection & current MOT, Tacho Certification & any relevant LOLER documentation should be included with the hire, this should be sent digitally to the Fleet Administration Team the participating authority will carry out the initial pre hire inspection as per 3.2.4 and all periodic inspections thereafter, the Service provider will be re charged for these inspections at the participating authority internal hourly rate of £58 per hour at the time of undertaking the work. The participating authority will provide a copy of all inspection paperwork with the corresponding invoice.

5.4.6. This information must be sent to the Councils Fleet Management Service as soon as the vehicle is hired and off hired

## 5.5. Hire Periods and Rates

5.5.1. The minimum period of hire will be 1 day. A day's hire charge will be based on 24 hours, from the commencement of the agreed hire period.

5.5.2. The Service Provider will be required to provide hire rates for all of the vehicles for all of the following hire periods:

No.	Name	Period
1	Day hire	1 or 2 Days
2	Week hire	3 - 5 Days
3	Fortnight hire	6 - 12 Days
4	Month hire	13 - 26 Days
5	Long Term hire	27 Days >

5.5.3. All hire rates shall include: Unlimited mileage during the whole hire period.

- Delivery and collection to any location in the County of Dorset.
- DVLA Registration Fee and Vehicle Excise Duty costs.
- Standard Maintenance and Servicing requirements.
- Breakdown assistance including recovery and replacement vehicle and onward.

## 5.6. Insurance

5.6.1. Participating Authorities will use their own insurance to cover the use of vehicles during all hire periods. All hire rates will exclude insurance and no charge for insurance will be made. Insurance cover will commence & conclude in line with the agreed hire period.

## **5.7. Drivers**

- 5.7.1. No driver age restrictions or driving licence checks will be applied to this Framework Agreement. Participating Authorities will be responsible for ensuring that the driver of the hired vehicle has the required driving licence appropriate to the vehicle being hired.

## **5.8. Invoicing**

- 5.8.1. Invoices must be sent to the address requested by the Participating Authority that raised the purchase order and must include the following information as a minimum requirement:

- The purchase order number
- Unique booking/reservation reference number
- Time and date of booking
- Details of the vehicle supplied including registration number
- Hire rate
- Fuel Cost
- Refuelling Cost
- On-hire time and date (start of hire)
- Off-hire time and date (end of hire)
- Any credits applied
- Total cost

- 5.8.2. If consolidated invoices are used, they must detail all individual bookings and purchase order numbers relating to the total charge.

- 5.8.3. Any damages identified after return of a vehicle must be reported to the customer raising the Purchase Order within 24 hours. A copy of this report should be sent to the Fleet Team of the hiring Authority.

- 5.8.4. Each Participating Authority may use a different payment system. The Service Provider will be expected to work with Participating Authorities to implement their selected payment system and/or new payment systems as these are developed.

## **6. Contract Management**

- 6.1. Contract Review meetings will be chaired by BCP Council as the Lead Authority and held on a quarterly basis from the start of the Framework Agreement and held at BCP Council, Bournemouth Town Hall, BH2 6DY or any mutually agreed alternative location within Dorset. The Service Provider must send a representative to every scheduled contract review meeting. Any costs incurred attending these meetings will be at the Service Provider's own expense.
- 6.2. The Service Provider must provide management information at one-month intervals and provided in a format compatible with Microsoft Excel spreadsheets.

- 6.3. The following management information should be provided as a minimum for every vehicle on hire during a month period but provided on a quarterly basis:
- The purchase order number
  - Unique booking/reservation reference number
  - Time and date of booking
  - Details of the vehicle supplied including registration number
  - Hire rate
  - On-hire time and date (start of hire)
  - Off-hire time and date (end of hire)
  - Mileage completed
  - Any credits applied
  - Total cost
  - Fuel consumption including refuelling charge
  - PCN's and other forms of penalty notice
- 6.4. The Service Provider shall be required to meet all reasonable requests for additional tailored management reports from Participating Authorities.
- 6.5. The hiring Authority will accept no liability for any PCN's issued outside of the agreed hire period if the Service Provider has been notified, prior to the hire period commencing, of parking restrictions or any other issue that may give rise to a PCN being issued in the delivery or collection location.

## **7. Complaints**

- 7.1. The Service Provider must provide a complaints procedure to receive and deal promptly with complaints about the service. This should include a single point of contact to aid in continuity of dealing with ongoing complaints.
- 7.2. The Service Provider shall ensure complaints are resolved to the satisfaction of the complaining Council officer within 24 hours of the complaint being received, with an explanation and solution sent to the Contracting Officer.
- 7.3. A monthly KPI to show number of complaints received and number of working days taken for complaint to be resolved to be sent to a named contact within the Lead Authority.
- 7.4. The Service Provider shall submit a policy and procedure for the escalation of customer complaints, which they will adhere to for the duration of the contract period.

## **8. Shared Improvements**

- 8.1. The Service Provider will be expected to keep up to date with technological developments in the provision of car hire and raise these and work with Participating Authorities on any developments that may be of an environmental or best value initiative.

- 8.2. In the spirit of efficiency, minor bulbs & fluids will be replaced FOC by our In-house workshops, up to the value of £15, parts & labour. Any repairs up to £30, including parts & labour will be carried out & we will seek to recharge the supplier. Repairs above £30 will be carried out by the supplier.

## **9. Environmental Sustainability**

- 9.1.1. The Service Provider will be expected to deliver the services subject of the Framework Agreement in the most environmentally responsible manner as possible and to work with the Participating Authorities to improve environmental sustainability through the life of the Framework Agreement.
- 9.1.2. The Participating Authorities are committed to a reduction of CO2 emissions across their vehicle fleet. The Service Provider shall use all reasonable endeavours to assist the Participating Authorities in reducing CO2 emissions by recommending and providing environmentally friendly vehicles with the lowest CO2 emission levels available wherever feasible. Manufacturers CO2 emission levels, as quoted on the V5 document, should be provided for each model and engine type supplied. This is an important part of assisting us in monitoring our CO2 output.
- 9.1.3. By Financial Year 2022/23 BCP Council will be switching to Hydrotreated Vegetable Oil (HVO) to fuel our existing diesel fleet, as part of our Co2 reduction efforts. HVO complies with European Standard EN1590, and is a paraffinic fuel, chemically similar to conventional fossil fuel, and as such is labelled as a “drop in fuel”. Vehicles hired on the contract will be refuelled from our bunkered stocks. The Service Provider will be expected to agree the compatibility of the fuel with manufacturers of vehicles supplied as part of the contract. If this is not possible, the Council’s Fleet Team will need to be made aware of this at the point of hire.

## **10. Optional Extras**

- 10.1. The optional extras listed below are not an integral part of the Framework, Service Provider has no obligation to provide, and participants have no obligation to take up the optional extras. The optional extras will be negotiated on a hire-by-hire basis; by the participating authorities should the Service Provider be able to provide them.
- 10.2. **Purchase**
- 10.2.1. From the time to time the Authorities may wish to purchase good quality ex-hire vehicles. The Authority will only purchase vehicles which offer best value, and which meet their criteria. The criteria will focus on business need, age, mileage and overall condition. The Authority will arrange to carry out an inspection of the vehicle(s) at their nominated premises before proceeding with any purchase.
- 10.3. **Pool Cars**
- 10.3.1. The Authorities may have long-term requirements (more than 12 months) and may require a number of vehicles for a ‘Pool’ of vehicles to be made available at their designated site(s). In

this event, the appointed Service Provider is offered the opportunity to improve their terms for these specific requirements.

- 10.3.2. We are keen to explore efficiency savings by locating a small number of suitable vehicles at some of our designated site(s). These would be hired out, on an ad-hoc basis as required. The Service Provider will agree the method of on & off hire management with the Fleet Team.