Replacement of Officers Cars

ORGANISATIONAL SPECIFICATION

OFFICER RESPONSE CARS

HWFRS/SFRS
HWFRS/112

OWNER:	Transport Manager; [redacted]
SPONSORS:	Area Commander; Adrian Elliott
STAKEHOLDERS:	Group Commander; [redacted] Service Delivery Operational Policy Legal

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Date

HEREFORD & WORCESTER HWFR FIRE AND RESCUE SERVICE

Shropshire Fire and Rescue Service

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1. Purpose

This document will provide the rationale and specification for the supply of 36 new flexi officer response vehicles for Hereford & Worcester Fire and Rescue Authority in 2022/23.

2. Introduction and Background to HWFRS

Fleet is one of the key categories of physical assets for the Authority. The way in which a Fire and Rescue Authority fulfils its duties in meeting the requirements of the Fire and Rescue Services Act (2004) is through the Integrated Risk Management Planning process and will to some extent, dictate the type of fleet the Authority will maintain.

Following the review in 2017 of the 36 Land Rover vehicles, Volvo XC60 cars were purchased in 2018/19 and have a four year life as per the Authority's Fleet Strategy and Capital Replacement Program.

The current response car fleet are due replacement in years 2022/23 as per the Authority's Capital Replacement Program and Fleet Strategy and therefore a review of the specification and user requirements will be carried out in this document.

Vehicle Type	2022	2023
4x4 Estate Car	30	6

3. Options

Flexi officer response cars fulfil a number of requirements as well as day to day transport for their varied roles in various locations within the Hereford and Worcester county borders they also provide the drivers with a means to respond to emergency calls from control 24/7 in all weather and road conditions.

Flexi duty officers are required to carry a large amount of PPE and equipment with them at all times and this equipment can vary in size, weight and shape. As well as equipment required to be carried in the vehicle there may also be a need to transport people at the same time to, from and around incident areas.

The Crown Commercial Services "CCS" is a national pubic sector procurement framework, which is used by all emergency services, NHS, local government and other specialised organisations to procure various services including vehicles and is the Authority's preferred route to purchasing light vehicles.

To enable the correct and most suitable vehicle to be identified for this procurement project a small number of key requirements have been identified as below and these will be used to search the CCS framework vehicle data base and compile a list of suitable cars to then be further reduced using secondary specification requirements (Appendix A).

Key Requirements

1. Boot size minimum 500 litres – Minimum size to be able to stow the required equipment whilst leaving the rear seats available for use.
2. Four passenger doors and minimum four seats – Minimum seating is for four persons, each person to have an entrance door to ensure easy access whilst wearing PPE.

3. 4x4 drive traction – To enable response in all weathers and poor road conditions, note this is not for off road use.

4. Wading depth of at least 400mm – The roads in and around our two county borders are prone to flooding and a reasonable wading depth is required to safely respond through lightly flooded roads.

5. Diesel or Petrol engine with hybrid technology – Authority's continuity arrangements include bunkered fuel stocks, currently at seven fire stations, whilst diesel powered cars are still available this may be the Authority's power of choice, however Petrol engines and hybrid drive systems should now also be a consideration, although only if they do not require electric charging points at drivers homes.

6. Within the allocated Capital spend budget - the purchase of the new cars and any related systems and parts should not exceed the Capital budget figure for the cars.

7. High safety rating group 5 - the importance of driver and passenger safety is paramount and therefore the highest safety rating is the only one deemed acceptable.

4. Key Considerations

Officer response cars have been in use in the service for many years, but the function and requirements have changed and evolved over this time therefore the specification is reviewed every four years in line with their replacement life as identified in the Fleet Strategy and Capital Replacement Program.

The current cars were purchased in 2018 and 2019 following a review in 2017 which considered all potentially suitable vehicles and following the Authority's procurement guidelines selected the Volvo XC60 as the most suitable car for the role at that time.

The current cars have proven to be a very reliable and suitable car for the role, but even within the short period since purchasing them some officer roles have changed necessitating possible different requirements to be considered.

Further to the Fire Authority's requirements for the most suitable vehicle current trends and Government guidance on vehicle emissions must also be considered and therefore any car to be considered as suitable now must have some form of hybrid technology to reduce emissions and improve fuel economy.

Future advanced technology on hybrid electrically driven vehicles will include self charging vehicles that do not require plugging in to a charge point and indeed a few of these are starting to be produced on smaller cars, although at an inflated purchase price and these may be considered for the next replacement program in 2026/27.

The vehicle selection criteria will be proposed by the Transport Manager, this will then be passed to the Group Commander Operational Logistics to consider himself and consult with several users to ensure that the correct criteria is being used.

The use of covert cars that have hidden emergency lighting and no exterior markings is currently being discussed within the NFCC and the Transport Officers Group, with a number of fire and rescue services moving towards fully marked cars, this will be considered at this time and a decision made at senior management level.

Emergency response vehicles are exempt from certain statutory speed limits and traffic controlling systems when responding to emergency situations usually whilst operating blue lights. Hereford and Worcester allow the speed limit to be exceeded by up to 20 mph if deemed necessary and therefore any car chosen needs to be able to respond to the additional stresses and required safety reactions which not all cars may be able to do. The metropolitan police continually carry out testing of cars submitted to them for possible Police use and list those that are deemed suitable. It is suggested that any car considered for our response role should be included on this list to ensure its suitability for the conditions that it may be subject to.

5. Financial Implications

The replacement of all vehicles is based mainly on an operational life span, but sometimes low usage and exceptional condition are also considered.

The Authority's Fleet Strategy is reviewed annually and any changes to the proposed vehicle life is updated and following this the Capital replacement program is also updated.

When vehicle replacement values are agreed the figure is entered onto the Capital program and following agreement at board level is adopted.

Each year after replacement a 3% annual year on year increase is added to keep the budget figure in line with the cost of living index so that when the next replacements are due the correct amount is already accounted for in the budget.

With regard to the officer response cars, all costs associated with the purchase and launch of them is to be included in the Capital figure and depreciated at the same rate as the cars.

The budget for the cars is based on the purchase cost of the current cars, conversion costs and any additional on the road and fitting out requirements, this cost is then annually increased in line with usual price increases of 3% year on year.

The current budget for each car for the period 2022 is £37,681, which for thirty cars is a total of £1,130,430 and for period 2023 is £38,811 per car or £232,866 for six cars, although they should all be of the same value based on 2022 pricing if this can be agreed.

6. Consultees

The Transport manager and Ops Logistics Group Commander will lead on this project, however, some users and senior managers will also be consulted on their thoughts and opinions of a suitable vehicle for the current roles before any decisions are taken.

As below "7" discussions will take place between Shropshire Fire and Rescue Authority and Hereford and Worcester Fire and Rescue Authority to agree a joint specification as completed in 2017.

7. Position of Partners

The previous review and the subsequent purchase of officer's cars in 2017 resulted in a joint the purchase of the same vehicle.

So as part of the strategic alliance the vehicles specification will be reviewed jointly and will hopefully result in a collaborative purchase providing potential costs savings; either through

quantities of vehicles ordered or non cashable savings such as increased warranty, servicing, free recovery etc being negotiated, which would be beneficial to both Authoritys. Alternatively regional partners will also be consulted as part of the Regional Procurement Forum.

8. Evaluation

The starting point for the evaluation process will be to look at the last process and determine what has changed and what is needed to be changed, “if anything”, the current cars and specification may be deemed to still be totally suitable or not.

The car market is changing rapidly and a lot has changed since the last review so there will almost certainly be a number of suitable cars available for the role. It is therefore it is critical that the specification meets all of our requirements and is detailed enough to allow us to make a calculated decision on purchasing the right car at the end. This may come down to cost as the last criteria should several cars be deemed totally suitable in every other way.

9. Recommendations

No recommendations can be made until the full process as detailed above has been completed and one car is highlighted as the best option.

Appendix A- Specification

Replacement Officers Cars

Glossary of terms

	DESCRIPTION
The Authority	Shall mean Hereford and Worcester Fire & Rescue Service
Contractor	Shall mean the Bidder who is successfully selected through this procurement process to service the contract requirements
4X4	Shall mean that the vehicle can receive drive to all four wheels for enhanced traction in poor road and weather conditions, but should not be confused with an off road vehicle.
LED	Shall mean lighting equipment and stands for Light Emitting Diodes, which in effect replace the normal light bulb, these have a longer life as they don't get hot and also can be a lot brighter.
PPE	Shall mean Personal Protective Equipment
Safe Wading depth	Shall mean the depth of standing water that the vehicle can be driven through without causing damage to any components.
Safety Rating	Shall mean various tests carried out on vehicles by authorised testing agencies that will rate the safety of internal occupants and external pedestrians, cyclists etc should the vehicle be involved in an accident, the highest rating is currently 5.
SUV	Shall mean Special Utility Vehicle this is a vehicle that is usually bigger than a normal car and can carry a larger load, generally a cross between a saloon car and estate car.

Introduction

Officer response cars as the name suggests are vehicles used by response officers to respond to emergency calls as relayed by fire control, but also they must perform the day to day requirements of the varied fire service officer roles.

Response officers are required to carry their personal fire service PPE and equipment, but specialised roles vary and additional PPE and equipment may be required to be carried by some officers.

The size and weight of PPE and equipment and the quick response required in all weather and road conditions form major parts of the specification requirements for the car and are some of the essential criteria that will be used to determine suitability of vehicles to be considered and discounted.

The secondary and supporting part of this replacement project is the installation of blue light warning systems and where possible this will be with suppliers acceptable to the car manufacturers to assure that warranties are not affected in any way. Please see Appendix B for full list of proposed equipment

Scope & Responsibilities

The Contractor is expected to deliver the cars to the agreed timescales and for the agreed price, with the exact or better specification as stated in this document and as agreed during the discussion process, with all agreements recorded.

Emergency warning systems consisting of LED alternating blue and red covert lighting and sirens also possibly reflective exterior markings will be supplied and fitted by an external contractor acceptable to the vehicle manufacturer.

It is envisaged that the purchase of the cars may run over a two year period with 30 cars in year one and 6 cars in year two, the contract should maintain the agreed price for this period as long as the car specification remains the same, excepting for government emission legislation that is implemented during the two year period that may result in a price difference to be agreed should this occur.

The car replacement schedule is based on a four year operational lifespan and the current cars were purchased from May 2018 to June 2019 therefore it is envisaged that the next cars will be required from May 2022 to June 2023. The time between ordering a new car and delivery to the Authority is to be agreed as part of the tendering process, to ease the conversion and integration of the cars into our fleet they should be delivered in batches of no more than six at a time with the first batch of cars ordered at least six months prior to requirement to allow for build, delivery and conversion times.

The following table provides an indication of potential volumes, subject to approval of budget and Integrated Risk Management Plan.

Financial year	**2021/22**	**2022/23**
Officers Cars 4x4	30	6

The anticipated timescale for delivery in financial year 2021/2022 is for one batch of 30 Vehicles. The batch will comprise of one order and the cars themselves would be delivered

in batches of six over a six month period, to allow for conversion and integration into the fleet.
The anticipated timescale for delivery in financial year 2022/2023 is for the first batch of 6 Vehicles to be delivered in May 2022.

Cost

Prices quoted must be held for the contract period (fixed prices in sterling £ for years 1 and 2) which will commence from the date the official purchase order is placed. Allowance may be made in year two for agreed specific increases.

Any car considered must have a motor trade recognised reliability record, this will be checked before the final decision on which car to purchase is made and any car with poor ratings will not be considered.

Costs of delivery and movements shall be included in the price of the cars, unless otherwise indicated in the Pricing Schedule.

Location/Delivery

All vehicles fall into the exempted class of Fire Authority vehicle and are to be registered and taxed as such with a **NIL** road fund licence being applicable. The vehicles will be subjected to an MOT at 3 years of age.

Deliveries shall be made directly to the agreed manufacturers import centre for pre delivery inspection and from there in agreed batch sizes to the vehicle blue light converter.

The first vehicle converted should undergo a thorough inspection and test to agree that all aspects of the conversion meet Authority requirements after which cars can be converted and delivered to the Authority's workshops for final inspection and fitting out.

Authority's workshops

Hereford & Worcester Fire and Rescue Service
Operational Logistics
102b Betony Road
Malvern
Worcestershire
WR14 1GB

When a new vehicle is issued the old vehicle should then be moved in batches to the converter to be stripped ready for disposal and to provide the reusable parts to be fitted to the new vehicles as agreed.

The Authority will provide the Contractor reasonable notice for delivery, in line with the Contractors stated lead times.

Background Information / History of the Requirement

The Authority's active boundaries cover two counties and therefore to provide 24/7 response officer cover for all eventualities a minimum of 36 are required.

The development of cars moves on at a fast pace and the SUV style of vehicle and 4x4 drive has become ever more popular and common and at this time have proved to be the best option for this role.

Service Conditions / Environmental Factors

Response officers are required to attend a variety of incident types which may have their own particular hazards and therefore are required to carry a large amount of equipment and PPE such water rescue, clothing, fire arm protection equipment and fire investigation clothing.

Road conditions, weather conditions, temperatures and flooding require a car to be suitable and safe to get to an incident quickly whilst providing the driver with an element of comfort and safety, these are the main criteria we base the vehicle specification on.

Detailed Requirements

Current new vehicles of all types and sizes are now required to be produced with many systems as standard to meet European and UK regulations and therefore standard options as fitted to all cars will not be listed below, these include ABS braking systems, Lane departure, stability programs and Autonomous braking systems as examples.

Colour of the current cars is a metallic silver and it is proposed that this continue for the new cars unless decided before placing the orders on a different colour.

Blue light systems and possible exterior markings are not to be included below and will form a separate part of the replacement procedure.

This document is not designed to identify specific vehicle types but to identify the specification required to provide an appropriate vehicle for the role performed by Service Middle and Senior Managers.

It is intended that the Fleet Manager will identify the appropriate vehicle based on the specification in this document but will aim for standardisation across the fleet, therefore only one make and model will be considered for all roles.

The below table will list all specific requirements that are needed in these cars, items marked with an “E” are essential or must have’s and items marked with a “D” are desirable or nice to have items.

Specification	Response	Additional Cost £	Additional Notes
1. Vehicle Use			
1.1 To be able to safely attain and maintain speeds up to 20mph above posted speed limits (E): The vehicle is a response vehicle and as such the driver is able to take advantage of an exemption to the speed limits whilst driving under blue light conditions. The Authority limits driving of all response vehicles to a maximum of 20mph above the posted limit.			

1.2 To have a driving position to enable safe operation as a response vehicle (E): As a response vehicle it is essential that the driver is in a good position to be able to operate the vehicle and to assess traffic and other hazards, having good all round visibility.			
1.3 To have 4x4 traction capability. It is essential that the vehicle can operate safely in limited traction conditions (E): The vehicle must be able to access fires, RTCs and other emergency incidents in poor weather/ground conditions (snow, ice, flood, mud) .			
1.4 To have the ability to adequately and safely control vehicle descent in adverse conditions (E): The vehicle must be able to access fires, RTCs and other emergency incidents in poor weather/ground conditions (snow, ice, flood, mud).			
1.5 To have the ability to safely drive through standing water of at least 400mm depth (E): The vehicle must be able to access fires, RTCs and other emergency incidents and must be able to do so in poor weather/ground conditions (snow, ice, flood, mud). This depth has been identified through practical experience as providing the minimum requirement to give a good means of access to the largest number of incidents.			
1.6 To have the ability to be driven safely across mildly uneven terrain, the vehicle must have good ground clearance, entry/departure angles (E): The vehicle must be able to access fires, RTCs and other emergency incidents and must be able to do so in poor weather/ground conditions (snow, ice, flood, mud, rutted roads and farm tracks)			

2. Vehicle Derivative			
2.1 Officer vehicles should be of an estate or large SUV type to provide sufficient boot space (minimum 500 litres) and have at least 4 seats each with its own door (E): Officers are required to transport PPE and other specialist equipment (FI, Hazmat, ILO etc) to the scene of an incident. In addition, they may also be required to transport personnel at incidents and during adverse conditions to ensure business continuity			
2.2 Payload of 600Kg is a requirement (slightly less a consideration) (E): Officers are required to transport PPE and other specialist equipment (FI, Hazmat, ILO etc) to the scene of an incident. In addition, they may also be required to transport personnel at incidents and during adverse conditions to ensure business continuity			
3. Engine & Gearbox			
3.1 The vehicle engine should be based on min 2.0lt diesel/Petrol with 190bhp (E) To provide sufficient power and torque to be able to respond in all types of road and traffic conditions under blue light response driving, with rapid acceleration if needed.			
3.2 Fully automatic gearbox (D) This is to give quick and smooth gear change when responding to incidents whilst leaving the driver both hands free to control the vehicle and operate emergency systems.			
3.3 The vehicle power and or drive system must include some form of hybrid technology (E). Electric charging points are not available at all working locations therefore a type of Hybrid technology not requiring charge points must be available that will reduce emissions and comply with the latest and known future emission standards.			

4. Colour			
4.1 Silver bodywork with dark wipe clean interior to match existing provision (D) This requirement is based on our current cars, but could change before cars are ordered.			
5. Safety			
5.1 The vehicle should have a category 5 safety rating (E) To include as a minimum 6 x Airbags - 2 front, 2 side and 2 curtain minimum (E) External pedestrian protection airbags would be considered. (D) To provide maximum safety to the vehicles occupants and if possible external pedestrians, cyclists etc in the event of an accident.			
5.2 The vehicle should be included in the Met Police list of tested vehicle's suitable for high speed driving (E): The London Met police are given vehicles by all manufacturers to be tested under their own rigorous conditions. A vehicle will only be added to the list if it meets all of these standards and therefore suitable for high speed driving and braking.			
5.3 Front & Rear fog lamps (E): The vehicle will be used in poor weather conditions and fog lamps provide a control measure for the identified hazard of fog/mist.			
5.4 Rear barrier guard-boot to passengers (E): The vehicle is used to transport responding officers to emergency incidents along with PPE and specialist role equipment in a suitable and safe manner. The guard prevents items from the boot entering the passenger compartment in the event of a collision. In the event that seats need to be lowered to provide additional stowage space a secondary means of protection is required that can be fitted behind the front seats.			

5.5 Down lights on inside of tailgate (E): Officers don their PPE at the rear of the vehicle. These lights provide illumination of the area to permit ease of dressing and provide an additional control measure to the identified hazard posed by other road users. These lights are to activate when the tailgate is opened and deactivate when closed.			
5.6 Heated front screen (E): The vehicle will be kept outside and must be capable of responding promptly in all weather conditions. The heated front screen is a control measure against the identified hazard of frost.			
5.7 Heated rear view mirrors (E): The vehicle will be kept outside and must be capable of responding promptly in all weather conditions. The heated mirrors are a control measure against the identified hazard of frost.			
5.8 Head lamp washers (D): The vehicle must be able to access fires, RTCs and other emergency incidents and must be able to do so in poor weather/ground conditions (snow, ice, flood, mud). Head lamp washers provide a control measure to the identified hazard of mud/dirt build up on headlamps whilst responding to incidents.			
5.9 Satellite Navigation system (E): Officer response vehicles are single crewed but can respond to all parts of the Authority and on occasions can be deployed nationally. Satellite navigation is a measure that ensures officers can arrive and return safely from incidents without having to stop and refer to maps.			
5.10 Heads up display (D): Whilst driving at high speed and/or in poor weather and road conditions the driver may not be able to look at the instrument cluster therefore a heads up display showing basic information			

would be a useful means of monitoring driving. Additional to this or as an option to replace this, an electronically heated windscreen must be available, (see 5.6).			
5.11 Remote operation hands free solution for mobile telephone (E): Officer response vehicles are single crewed and the officer must be able to respond to cell phone calls, without taking their hands off the steering wheel, for communications with Fire Control and other officers/crews as a support to the airwave radio provision			
6. Usability			
6.1 Rear (E) and front (D) low level parking sensors: Officer response vehicles are single crewed and as such cannot be provided with a 'banksman'. Parking sensors provide a control measure to the identified hazards of manoeuvring a vehicle in poor conditions and in limited space areas. The sensors are required to indicate low level objects such a high curbs, boulders, road debris etc as well as higher objects.			
6.2 Air conditioning (E): The vehicle must be able to be safely and comfortably driven in all weather conditions, AC will provide fresh cool air to the driver before and after attending the incidents.			
6.3 Removable front and rear fitted washable mats and boot mat (E): To prevent mud/dirt build up on the carpets and ease vehicle cleaning.			
6.4 Front and rear mud flaps (D): The vehicle must be able to access fires, RTCs and other emergency incidents and must be able to do so in poor weather/ground conditions (snow, ice, flood, mud). Mud flaps are a measure to control the build-up of mud on wheels, brakes and lights.			

6.5 Load space cover (D): The vehicle is used to transport responding officers to emergency incidents along with PPE and specialist equipment in a suitable and safe manner. The cover keeps the equipment carried in the boot out of sight and increases the security of the vehicle			
6.6 Tyre repair/replacement solution (E): A spare wheel/tyre is the preferred option however tyre repair system will be considered			
7. Operational			
7.1 12 volt Power points in boot and front of vehicle (E): For charging camera, mobile telephone, torch, radio etc.			
7.2 The ability to fit a tailored storage cabinet securely in the boot space (E): The various types of equipment and officer roles may require segregation of items, therefore a manufactured cabinet may be required to enable this be done.			

Additional requirements

Modern car technology moves on at a fast pace and the time between writing this document and looking for suitable vehicles could be a year or more, therefore suppliers are requested to include relevant information on items and systems that are not listed above but may be available on their vehicles at time of submission of details.

It is anticipated the ordering and delivery of the vehicles will take place over two years (2022/23 and 2023/24). The Authority requires a guarantee that the agreed price will be held firm for all vehicles purchased within that period. Any updates to the vehicles within this period should not differ from the agreed specification requirements, should not create any additional charges or associated costs and should not delay delivery at the agreed times.

Any of the above mentioned situations that causes the Authority to hold onto their existing vehicles or accept a lesser specification will result in a penalty being charged against the supplier, unless by previous agreement.

Any movement of vehicles between the factory of build and our agreed service delivery location to be included in the agreed purchase cost.

Service Support

The Authority intends to operate the vehicles for a period of four years before looking to replace them with new models and during this four year period driver support is crucial and will form part of this contract.

The manufacturer will be required to have appropriate supporting dealerships that can supply spare parts, servicing and repairs within the Authority's operating area.

The vehicles will require 24/7 breakdown response included for a minimum of four years from date of registration and will be required to provide full recovery to a Authority site if for any reason, including accidents, the vehicle is unable to be made roadworthy.

It is anticipated that the vehicles will require an annual service, which will normally alternate between a minor and major service year on year, there should be a service contract to cover the four year period made available if requested. A service contract should cover all associated costs including parts, labour, sundries and valet service and also offer a collection delivery service or courtesy vehicle if required.

The Authority may require the vehicles to be serviced and maintained by competent staff in our own workshops, if it is decided to do this full support with technical training, parts and service advice must be supplied.

The supplier will indicate if HWFRS workshops can carry out its own warranty repairs and provide the mechanism to complete this.

Warranty

The vehicles shall be provided with a comprehensive manufacturer's warranty for all vehicles supplied to the Authority. The warranty shall cover at least 4 years or 100,000 miles of vehicle operation, whichever is reached first from the date of registration. The Contractor shall provide full details of the warranty cover, including all terms and conditions and details of any exclusions included in the terms of the warranty.

Business Continuity:

The Contractor shall:

- Ensure that a Disaster Recovery Plan, acceptable to the Contracting Authority, is in place for its own organisation, premises and operations.

- Ensure that Business Continuity Plans, acceptable to the Contracting Authority, are in place to safeguard the continued supply of the goods and services.

- Provide the Contracting Authority, on request, with a copy of its Disaster Recovery and Business Continuity Plans.

Summary of the Contractor's Responsibilities:

The Contractor shall be responsible;

- For providing high quality goods and cost effective, efficient, professional services, complying with all legal requirements including Health and Safety legislation, whilst considering and mitigating the impact of their operations on the environment.

- For the supply of staff as may be required for the provision of the goods and services and the administration relating thereto.

- For appointing a person to be responsible for the provision of the goods and services, providing the Authority with the names and contact details of that person and of the person(s) who will deputise for such person in their absence and for keeping such information complete and up to date.

- For providing the Authority with details, updated as necessary, of those personnel nominated to provide the goods and services, including names, responsibilities, qualifications and training, as well as confirmation of satisfactory completion of full background checks.

- For compliance with all statutory provisions or regulations relating to the provision of the goods and services.

- For providing the Authority with copies of all relevant documentation to demonstrate that the goods comply with the prevailing standards throughout the period of the Contract.

- For notifying the Authority promptly of any issue that does or could prevent or hinder the Contractor in the performance of the Contract or where the Contractor becomes aware of any failure on its part to perform all or part of the Contract.

- For the keeping and maintaining of books of account relating to the provision of the goods and services including records for VAT and audit purposes.

- For providing sufficient supporting documentation to accompany invoices to enable the Authority to have a clear understanding of all charges associated with the provision of the goods and services.

Contract Management

- Contractor the Authority shall meet regularly to discuss their respective levels of satisfaction in respect of the Contract and to agree any changes necessary to address areas of dissatisfaction.

- The Contractor shall ensure that a suitable member of the Contractor's personnel attends monitoring meetings, together with such other meetings as are reasonably required by the Authority in relation to the performance of the Contractor under the Contract.

- Performance review meetings will take place quarterly or more frequently if necessary.

- The location of the meetings will be at:

  Operational Logistics,
  102b Betony Road,
  Malvern,
  Worcestershire,
  WR14 1GB

- or at a location as may be agreed between the Parties from time to time.

- The Contractor shall produce an agenda, incorporating items requested by the Authority, one week in advance of the review.

- The Contractor shall minute the proceedings of such meeting(s) and such minutes shall be forwarded to the Authority for acceptance within ten working days of the meeting. Once the minutes, including any agreed changes thereto, have been agreed and signed by the Parties, such minutes shall be deemed to be an authoritative record of the matters discussed and agreed.

- Should the most appropriate member of the Contractor's staff be unable to attend the meeting, then a suitable replacement of equivalent status shall be fully briefed and shall attend on his behalf.

- The Contractor is responsible for providing management information and statistical information as required by the Authority. The exact format of the statistics and the information and level of detail required to be included in it shall be that reasonably specified from time to time by the Supervising Officer and shall be provided within such timescale as the Supervising Officer may reasonably specify. The Supervising Officer may vary this from time to time as the need arises

Response Times/Priority for Resolutions

Timescales and actions for resolution of issues shall be considered on a case-by-case basis by the Supervising Officer. The Supervising Officer and the Contractor shall agree actions and timescales for resolution, and time shall be of the essence.

Problem Priority	**Status**	**Impact**
Priority 1	Mission critical	Serious health and safety, operational or financial impact and/or is preventing operational services
Priority 2	Extremely urgent	Significant health and safety or financial impact and/or is disrupting operational services
Priority 3	Urgent	Medium health and safety or financial impact and/or is delaying operational services
Priority 4	Medium priority	Minimal health and safety or financial impact and/or has a minor impact on operational services
Priority 5	Low Priority	No health and safety or financial impact and/or has a low impact on operational services

Appendix B

SUV style 4X4 Response car
List of audible/visual response required

Item

1. Blue/White intermittent flashing LED lights, “strobe effect” to extremities’ of front grill
2. Blue flashing LED lights to front corner area, position to be agreed, no body damage
3. Three tone 100 Watt siren with remote piping to front grill
4. Blue flashing LED lights to front/mid side of car, door mirror preferred
5. Blue wide angle high performance flashing LED lights in sealed pods to top corners of front windscreen
6. Blue flashing LED lights to both rear side windows in sealed pods
7. Two blue/red alternating flashing LED lights to top corners of boot hatch window
8. Two blue/red alternating flashing LED lights to underside of rear hatch trim
9. Vehicle brake lights to flash in conjunction with boot hatch red lights
10. A suitable HD in line multi plug to be positioned on the interior O/S rear door sill area to connect a remote magnetic roof beacon if required, this socket to be part of the 999 circuit
11. White LED boot illumination light
12. 12volt auxiliary power socket in boot, position to be agreed
13. Blue light equipment isolator switch to be positioned in the boot, position to agree
14. One switch on dash to operate all equipment on pre-set 3 phase program
    999 response, arrive at scene, off
15. Vehicle horn push to change to siren operation when 999 is selected
    One push siren on, one push to change tone, two quick push to switch off
16. San J radio installation in cockpit area with remote talk switch near to steering wheel
17. Internal or glass mount aerial only to be used for radio installation

Notes

- The rear red lights, “7 & 8”, should only operate when the vehicle is stationary and switch is in AAR position “eg handbrake interlock”

- The rear blue lights are to be sub controlled via the boot light switch so that the under-hatch lights, “8”, will only operate when the hatch is open and the top corner window lights,”7”, only work when the hatch is closed.

- The blue light system should operate independent of the vehicle electrical circuits with all feeds being fused and taken directly from the main battery as much as possible so as not to affect the vehicle warranty. Signal feeds taken from the vehicle systems should be protected against back-feeding with diodes or other suitable means to be agreed.

- The vehicle horn should not sound when used to change the siren tone, can be discussed if not possible.

- When the system has been installed a check must be carried out to ascertain any voltage drain that could lead to battery performance issue's, any indication of battery drain must be rectified as agreed with the Transport manager's.

- Drilling of the vehicle body and interior must be avoided with use of replaceable trims being the preferred option, if the body/dash has to be drilled this must be agreed prior to any work being carried out.

- If possible the siren driver should be mounted in an accessible position where it can be changed if necessary without removing the front bumper.

- Wherever possible equipment currently fitted to Authority Volvo XC60's should be utilised on the new cars to reduce unnecessary cost and waste.

- One car should be initially converted and provided for assessment before the other conversions are commenced.

Appendix C

Key Performance Indicators and Key Performance Targets

- The Key Performance Indicators and key performance targets set out in Appendix 1 will apply in respect of the performance by the Contractor of the Contract.

- The Contractor shall, on a quarterly basis, monitor and record the Contractor's performance of the Contract by reference to the criteria applicable to each of the Key Performance Indicators (as summarised in the table in Appendix 1), including any Force Majeure Events, deficiencies and complaints for the purpose of preparing and delivering to the Contracting Authority a quarterly Key Performance Indicator Report.

- If, in any month starting on or after the commencement date of the Contract, the Contractor fails to meet any key performance target, then the Contractor shall be liable to the Contracting Authority for the Authority Credits set out in Appendix 2, provided that:-

    - no deficiency which results from a Force Majeure Event shall result in the allocation of a service credit point;
    - a deficiency which is not of a type specified in the matrix shall not attract a Service Credit point.

- The Authority will inform with the Contractor at what point it elects to exercise the collection of Authority Credits

- For each Authority Credit point accrued a financial deduction of ten pounds £10 (exclusive of VAT) shall be made by the Contractor from the amount(s) otherwise due to the Contractor under the Contract.

- Accrued Authority Credit points will be reported quarterly in the key performance indicator report and shall be targeted by the Contractor for improvement.

- The existence of and application of Authority Credits shall in no way limit the Authority's power to terminate the contract in accordance with the Terms and Conditions after any deficient performance of the services.

- These Key Performance Indicators and targets shall be applicable for the life of the Goods, unless agreed otherwise with the Contracting Authority.

KPIs to be agreed upon award:

Service item	Target	Method of measurement	Frequency of measurement	Measured and reviewed by:	KPI Failure
Delivery	Other Goods: All other Goods (includes impress stock, any other parts and components, equipment or items ordered by the Contracting Authority via this Contract) to be delivered on or before the due date as agreed by both Parties.	Date due against date delivered (at agreed location)	As required	Contractor and Contracting Authority	Failure to meet target on three or more occasions during a rolling six month period
Compliance with Specification	All delivered vehicles (including any installed and/or loose equipment) to meet the Specification, including applicable quality standards, the prototype (where applicable) and agreed design	Pre-delivery inspection (by the Contractor) Post delivery inspection (by Contracting Authority)	Per vehicle	Contractor and Contracting Authority	Failure to meet target on two or more occasions during a rolling six month period
Compliance with Specification	Issues / snagging resolution: Supervising Officer to determine priority for resolution for each individual issue/snag. Both Parties to agree method of resolution Priority 1 - within 24 hours, Priority 2 - within three working days, Priority 3 – within one week, Priority 4 - within two weeks, Priority 5 - within four weeks	Time from issue/snag raised to time resolve	Per issue/snag	Contractor & Contracting Authority	Failure to resolve priority 1, 2 or 3 issues/snags within agreed timescales Failure to resolve priority 4 or 5 issues/snags within agreed timescales, on two or more occasions within a rolling six month period
Warranty	Supervising Officer to determine priority for	Time from repair	Per repair /	Contractor	Failure to resolve

Repairs and Defect Rectification	resolution for each warranty repair and/or defect rectification. Both Parties to agree method of resolution. Time for Contractor to respond and resolve: Priority 1 - within 24 hours, Priority 2 - within three working days, Priority 3 – within one week, Priority 4 - within two weeks, Priority 5 - within four weeks	/ rectification raised to time resolve	rectification	& Contracting Authority	priority 1, 2 or 3 repairs / rectifications within agreed timescales Failure to resolve priority 4 or 5 repairs / rectifications within agreed timescales, on two or more occasions within a rolling six month period
Availability of Spares, Parts and Consumables	Spares, parts and consumables to be available as agreed with the Contractor	Date of actual availability v date of anticipated availability	As required	Contractor & Contracting Authority	Failure to meet target on two or more occasions during a rolling six month period
After Sales / Technical Support	After sales / technical support to be provided and available as per the Call-Off Contract.	Actual time/date of support provided against target date/time for support	As required	Contractor & Contracting Authority	Failure to meet target on two or more occasions during a rolling six month period
Management Information	Quarterly and annual statistical reports, complaints log and any other management information as agreed with the Contractor, to be presented to the Contracting Authority one week before a scheduled performance review meeting or within two weeks of a request for information.	Actual date provided against target date	As required	Contractor and Contracting Authority	Failure – reports not provided prior to, or presented during, the performance review meeting or failure to provide the information within three weeks of the request

Appendix D

Service Credit Matrix

These Service Credits shall be applicable for the life of the Goods, unless agreed otherwise with the Authority. The deduction of Service Credits from the Contract Price in the event of a KPI Failure shall be without prejudice to the other rights or remedies that the Authority may have. Each Service point is worth £10.00.

Deficiency		Authority Credits
Delivery		
1	Failure to deliver any other Goods (including impress stock, any other parts and components, equipment or items ordered by the Authority via this Contract) to the agreed location on time	1 point per failure, up to 15 points per calendar month
Compliance with Specification		
2	Failure of deliver vehicles (including any installed and/or loose equipment) to meet the Specification, including applicable quality standards, the prototype (where applicable) and agreed design	5 points per failure
3	Failure to resolve issues/snags within agreed timescales	3 points per failure of each individual issue/snag, up to 45 points per vehicle
Warranty Repairs and Defect Rectification		
4	Failure of the Contractor to respond to and resolve warranty repairs and any other defects within agreed timescales.	3 points per failure up to 15 points per calendar month
Availability of Spares, Parts and Consumables		
5	Failure to maintain availability of spares, parts and components for purchase, including Impress stock, as agreed with the Contractor	2 points per failure up to 10 points in any calendar month
After Sales/Technical Support		
6	Failure to provide after sales / technical support within the timescales captured within the Contract.	3 points per failure up to 15 points per calendar month
Management Information		
7	Failure to provide management information as required in a timely manner, which shall be one week before a scheduled performance review meeting or within two weeks of a request for information.	1 point per failure up to 3 points per quarter