**FRAMEWORK SCHEDULE 2: PART A: GOODS AND SERVICES**

1. SCOPE OF THE REQUIREMENT

This Procurement will establish a multi Supplier Framework Agreement for Cabinet Office, all UK Central Government Departments, their Arm’s Length Bodies and agencies; Non-Ministerial Departments and Executive Agencies; and the Wider Public Sector for the supply, delivery and/or installation and the provision of Associated Services which shall include maintenance and after sales support of Vehicle Telematics.

Contracts for Vehicle Telematics provision to public sector bodies with large fleets, for example from 4,000 vehicles upwards, are often held by Providers who are Small Medium Enterprises (SMEs). This is due to the relatively low level of investment required to expand Vehicle Telematics service offering across a large fleet, allowing accessibility to larger fleet contracts to those suppliers who are SMEs in addition to large Providers.

1. SUMMARY

The vast majority of vehicles to be utilised under this Framework Agreement will be Cars and light commercial vehicles, however there will be a requirement for the Supplier to provide data recording devices and associated equipment which are suitable for fitting into other Contracting Authority assets, such as agricultural vehicles; construction equipment; plant and boats, Suppliers who are on this Framework Agreement MUST provide all the Mandatory Requirements as detailed in Section 3 of this Framework Schedule 2 for all vehicles, when requested by the Contracting Authority. This will be determined as a result of the further competition process at the Call Off Stage.

1. Mandatory RequirEments

This section provides details of the mandatory requirements that ALL Suppliers shall be expected to fulfil in their entirety, in order to fulfil the delivery requirements of this Framework Agreement. The Mandatory Requirements of the Goods and Services are detailed below.

* 1. **Data Recording Devices and Associated Equipment**
		1. The Supplier shall provide data recording devices and associated equipment to be fitted to vehicles such as cars and light commercial vehicles, agricultural vehicles; construction equipment; plant and boats. Such data devices must retrieve, record and store data relating to the vehicle in use, to support initiatives such as preventative maintenance of vehicle, vehicle location, length of journey and driving style.
		2. The Supplier shall ensure that data recording devices and associated equipment are CE marked ([CE Marked](http://ec.europa.eu/growth/single-market/ce-marking/index_en.htm)) to assure safety, health, and environmental protection requirements.
		3. The Supplier shall provide individual driver identifiers such as key fobs, ID cards and other devices as part of their Vehicle Telematics solution.
		4. The Supplier shall ensure that all data recording devices and associated equipment shall have the functionality to be able to be switched on and off, either remotely by Contracting Authority personnel via the web based system or in-vehicle, by the driver.
		5. The Supplier shall ensure that all data recording devices and associated equipment is supplied with a manufacturer's Warranty for a minimum of a twelve (12) consecutive month period, from the date of installation.
		6. The Supplier shall ensure that all data recording devices and associated equipment is compliant with current EU standards for safety and operability.
		7. The Supplier shall remove decommissioned equipment from vehicles within 10 working days unless otherwise agreed with the Contracting Authority. The Supplier shall return all vehicles to Contracting Authorities in their original pre installation condition.
		8. The Supplier shall ensure that all data recording devices and associated equipment, shall be disposed in a manner which is compliant with the [Waste Electrical & Electronic Equipment (WEEE) Directive 2012/19/EU](http://ec.europa.eu/environment/waste/weee/index_en.htm).
	2. **Data retrieval and software**
		1. The Supplier shall retrieve data derived from vehicles fitted with data recording devices and associated equipment, with the intention of identifying bespoke fault codes, specific to vehicle make and/or model, as otherwise appropriate, either via:
1. a CAN bus interface, or
2. OBD (On-Board Diagnostics) port
	* 1. This shall be tailored in a non-intrusive way, make, model and age of vehicle, and which shall not invalidate any vehicle manufacturer Warranty. The Supplier shall ensure that whichever method they offer as described above is available across the full range of standard production vehicles available within the UK.
		2. The Supplier shall provide a suitable data back up system of the records retrieved from vehicles with devices installed, and the data within the web-based data system. Data shall be backed up weekly as a minimum to be available for access by the Supplier, should the web-based data system fail for any reason.
		3. The Supplier shall provide real-time data in respect of driving behaviours which include safety and style, and include as a minimum, accelerating, braking and cornering, miles driven, average miles per gallon and drivers who are exceeding the speed limit.
		4. The Supplier shall provide data by individual driver and by individual vehicle, using the data recording devices and associated equipment fitted to vehicles.
		5. The Supplier shall provide real-time data on the location of vehicles fitted with data recording devices and associated equipment, against a generic UK mapping solution, currently provided as standard by the Supplier.
		6. The Supplier shall provide journey summaries, by individual and by grouping of vehicles. The journey summaries shall include as a minimum journey duration, distance, and route details.
		7. The Supplier shall provide data collation, analysis, reporting and recommendations, in line with Contracting Authority specifications for use of the Vehicle Telematics system, based on the data retrieved.
		8. The Supplier shall provide updates for over-air software/system updates (e.g. repairs, updates, diagnostic, and remote).
		9. The Supplier shall provide bespoke reporting from data retrieved from the data recording devices and associated equipment, as specified by the Contracting Authority.
		10. The Supplier shall provide appropriate licensing and software to support all data retrieved from recording devices and associated equipment. The Supplier shall ensure that licensing covers the use of maps and is appropriate for the vehicle.
		11. The Supplier shall ensure that all data retrieved from data recording and on their web-based data system will remain the property of the Contracting Authority.
		12. The Supplier shall not disclose any data whatsoever to any third party without receiving prior written permission from the Contracting Authority.
		13. The Supplier shall ensure that all data retrieved is held securely for the duration of the Call Off Contract and transmitted back to the Contracting Authority at the expiry of the contract, or to another Supplier, as requested by the Contracting Authority, and in accordance with the terms of any defined Exit Strategy.
		14. Where requested by the Contracting Authority, the Supplier shall assist the Contracting Authority to identify whether in-vehicle devices have been removed or are faulty.
		15. The Supplier shall assist the Contracting Authority in the planning and execution of any required Exit Strategy in relation to the Call Off Contract, in the event that the Call Off Contract is terminated or reaches a natural end.
	1. **Customer Service**
		1. The Supplier shall provide a helpline service for dealing with Contracting Authority enqueries and complaints from 09:00 – 17:00 (Monday – Friday), with an additional facility which will enable the Contracting Authority to submit enquiries and complaints by email or a web-based data system outside of these hours and at weekends. The helpline service that the Supplier provides shall not utilise premium charging telephone numbers, for example 0845.
		2. The Supplier shall provide, operate and maintain a clearly defined process for the management of enquiries and complaints received from the Authority and Contracting Authorities .
		3. The Supplier shall provide a sufficient level of resource throughout the duration of the Call Off Contract, in order to consistently deliver a quality service to the Contracting Authority.
		4. The Supplier shall ensure that they meet the Contracting Authority’s service requirements to the satisfaction of the Authority, in accordance with the requirements of the Framework Agreement, throughout the duration of any Call Off Contract.
		5. The Supplier shall comply with the Continuous Improvement requirements as set out in Clause 15 in the Framework Agreement and as set out in Framework Schedule 12 (Continuous Improvement and Benchmarking), which includes keeping up-to-date with the emergence of new and evolving technologies.
		6. The Suplier shall implement a process which will improve the quality and efficiency of the Goods and Services provided pursuant to this Framework Agreement, in accordance with the requirements set out in Framework Schedule 12 (Continuous Improvement and Benchmarking).
		7. The Supplier shall maintain open channels of communication with the Authority and Contracting Authorities to resolve issues, share lessons learned and recommend improvements in working practices, throughout the duration of the Call Off Contract.
	2. **Service Delivery**
		1. The Supplier shall provide the installation, testing, maintenance, repair, decommissioning and disposal of all data recording devices and associated equipment.
		2. The Supplier shall ensure that all installation, testing, maintenance, repair, decommissioning and disposal of equipment is carried out in accordance with the vehicle manufacturer's Warranty and that any work carried out under this Framework Agreement does not invalidate the data recording device manufacturer's Warranty.
		3. The Supplier shall provide personnel who have the appropriate skill set and expertise to work on the installation, testing, maintenance, repair, decommissioning and disposal of data recording devices and associated equipment. The Supplier shall ensure that this obligation, extends to the Supplier’s Sub-Contractors.
		4. The Supplier shall ensure that all installation, testing, maintenance, repair, decommissioning and disposal of data recording devices and associated equipment are carried out in accordance with provisions set out by any relevant leasing or fleet management company, where the vehicle is owned by said party. The Contracting Authority will provide information about the vehicles ownership to the Supplier.
		5. The Supplier shall provide device usage training to the Contracting Authority, to be delivered as specified by the Contracting Authority at Call Off stage, including:
* Provide a full explanation of the controls and features of the device to the driver;
* Provide driver and manager guides for device operation, in both paper and electronic format.
* Provide an acceptance form for each installed device and associated equipment, which shall be jointly signed by the driver and the Supplier to confirm their agreement and to detail that the appropriate system training has been received and the system is fully operational.
	+ 1. Any faults identified shall be rectified by the Supplier at no additional charge. The exceptions shall be where faults are incurred either through Contracting Authority misuse and/or accidental damage.
		2. The Supplier shall replace defective devices and associated equipment at no additional charge within ten (10) working days of a fault being reported to the Supplier. In the event that the Contacting Authority cannot make the vehicle available to the Supplier within this specified timescale, then the Contracting Authority will agree an alternative date with the Supplier for the vehicle to be made available for necessary work to be completed.
	1. **Web-based data system for Contracting Authority access**
		1. The Supplier shall provide each Contracting Authority with access to a web-based data system which provides the Contracting Authority with real time and historical information. Information relates to the data that is collected on the Contracting Authority vehicles, which can be utilised for data analysis, historical and advisory reporting information, in line with the requirements specified by Contracting Authority.
		2. The Supplier shall ensure that the web-based data system provides, as a minimum, the requirements as set out below:
* password protection;
* on-line hierarchical access for both drivers and managers;
* a configurable dashboard view upon login, displaying a high level summary of data, from which the Contracting Authority can access other available data;
* delivery of data to drivers and managers desktops and/or mobile devices without any additional software or hardware being required;
* 24 hour a day and 365 days per year availability;
* service interruption shall be communicated to the Contracting Authority prior to its commencement, in accordance with the notice periods specified by the Contracting Authority at the Call Off stage.
	+ 1. The Supplier shall ensure that the web-based data system is capable of allowing the Contracting Authority to self-generate a suite of reports to include but not limited to; data in respect of driving behaviours which include safety and style, and as a minimum, accelerating, braking and cornering, miles driven, average miles per gallon, drivers who are exceeding the speed limit during journeys, by utilising real time and historical data. Such reports shall be designed to support asset management, fleet profiling and to enable driving standards interventions.
		2. The Supplier shall provide web-based data system training to the Contracting Authority, to be delivered as specified by the Contracting Authority at Call Off stage, including:
* Provide driver and manager training guides for the web-based data system operation, both in an electronic and online format.
* Provide one live demonstration for all system users (drivers and managers), as a minimum, to include interpretation of data, report building and fault identifying/rectification.
	1. **Working with Third Parties**
		1. The Supplier shall support the Contracting Authority where possible, in ensuring that third party data such as fuel cards, insurance, vehicle maintenance and manufacturer alerts can be used and interpreted on the web-based data system to access reports relating to the Contracting Authorities vehicles.
		2. The Supplier shall work with third parties where possible, to support Contracting Authority strategies, in optimising use of Telematics such as fuel card providers, insurance companies, fleet management providers, lease organisations, vehicle converters, vehicle manufacturers, mapping software providers and others specified by the Contracting Authority, where third party agreement is obtained.
	2. **Implementation Requirements**
		1. The Supplier shall provide a clear Implementation Plan to the Contracting Authority which should incorporate rollout management, concept, risk management, communication schedules, escalation procedures, continuity planning and the availability of specialists.
	3. **Legislative Requirements**
		1. The Supplier shall ensure they are aware of, and take into account, any changes to the legislative Acts and their associated obligations.
		2. The use of data and actions taken by an employer or public authority as a result of information gathered by Vehicle Telematics are subject to Data Protection, human rights; employment rights and computer misuse legislation. Therefore, the Supplier shall comply with the impact of these legislature, and shall support the Contracting Authority in compliance with the following legislation, and their subsequent revisions:
* [Data Protection Act 1998](http://www.legislation.gov.uk/ukpga/1998/29/contents);
* [Human Rights Act 1998](http://www.legislation.gov.uk/ukpga/1998/42/contents);
* [Employment Rights Act 1996](http://www.legislation.gov.uk/ukpga/1996/18/contents);
* [Computer Misuse Act 1990](http://www.legislation.gov.uk/ukpga/1990/18/contents);
	+ 1. The Supplier shall ensure that any data recording devices and associated equipment which remain the property of the Supplier at the end of any Call Off Contract, shall operate in accordance with paragraphs 3.1.7 and 3.1.8, including the deletion of any residual data.
		2. The Supplier shall consider and address proportionately, the relevance of sustainability to the Services provided under this Framework Agreement. This includes consideration of commercial needs, minimisation of negative impacts and maximisation of positive impacts on society, the environment and economy.
		3. The Supplier shall provide assistance to support the Government’s Sustainability Agenda ([Sustainable development - GOV.UK](https://www.gov.uk/government/policies/sustainable-development)) and proactively support the Contracting Authority throughout the duration of this Framework Agreement and any Call Off Contracts:
* All Central and Civil Government Departments must meet the Greening Government Commitments (as revised from time to time or superseded):

[**https://www.gov.uk/government/publications/greening-government-commitments-targets**](https://www.gov.uk/government/publications/greening-government-commitments-targets%20%20)

* The Greening Government Commitments includes a commitment to ensure Government buys more sustainable and efficient products and engages with its Suppliers to understand and reduce the impacts of its supply chain. In order to help the Government achieve this, the Supplier shall make available and publish data on its supply chain impacts.
	+ 1. The Public Services (Social Value) Act 2012 requires public authorities to have regard to economic, social and environmental wellbeing in connection with public services contracts and for connected purposes as well as allowing for national and local strategies around this area. The Supplier may be required at the Call Off stage to identify as an optional variant the Social Value initiatives it proposes as proportionate and relevant to the Call Off Contract.
	1. **Geographical Coverage**
		1. The Supplier shall ensure that the Vehicle Telematics systems provide service to vehicles which are based and/or travelling throughout Great Britain and Northern Ireland, including the Highlands and Islands of Scotland.
		2. The Contracting Authority will inform the Supplier of the operational requirements of their fleet, including the range and location of vehicles at the Call Off stage. The Supplier shall communicate the non responsive areas (dead spots) of which they are aware. This should include any intermittent coverage in the network(s) it uses to allow the transmission of data from vehicles via the web-based data system.
	2. **Security**
		1. The Supplier shall ensure that they and all their sub-contractors, comply with security controls and also conform to the security requirements specified by the Contracting Authority, when in possession of the Contracting Authority’s property.
		2. The Supplier shall ensure that a dealership must not release a vehicle to other agencies or individuals for repair without receiving prior written permission from the Contracting Authority.
		3. The Supplier shall ensure that the Contracting Authority is immediately informed of any concerns in relation to the security and damage to vehicles.
		4. The Supplier shall ensure that ALL Contracting Authority’s vehicle’s, in its care, must remain locked at all times with the keys held in a secure area, unless work is being undertaken on the vehicle. Vehicle’s are not to be left unlocked at any time and should be secured and not vulnerable to public access.
		5. The Supplier shall ensure that any driver testing a vehicle must not take the vehicle to an unauthorised location or on an unauthorised journey unless otherwise agreed with the Contracting Authority in advance.
		6. The Supplier shall ensure that if a vehicle is identified as missing from its possession, the Supplier must contact the Contracting Authority immediately to report the vehicle as missing and provide full details of the vehicle involved, including the registration, fleet number and any other details as may be required by the Contracting Authority.
	3. **Key Performance Indicators**
		1. The Supplier shall comply with the Service Levels and Key Performance Indicators as described in Framework Agreement (Schedule 2, Annex 2 – Key Performance Indicators) throughout the duration of the Framework.
1. optional requirements

This section provides details of the optional requirements that the Supplier, if appointed, shall provide when specified by the Contracting Authority at Call Off stage:

* 1. **Data Recording Devices and Associated Equipment**
		1. The Supplier shall provide an extended equipment Warranty, beyond the minimum of a twelve (12) consecutive month period.
		2. The Supplier shall provide any other equipment that is required to ensure connectivity, such as radios or Wi-Fi capability, to transmit data in to the data systems.
		3. The Supplier shall provide dashboard devices for operation by drivers and/or offer live feedback to driver on driving style.
		4. The Supplier shall provide the ability to determine other in-vehicle actions, such as deployment of blue and amber lights, sirens and tail lifts etc.
		5. The Supplier shall provide other associated equipment, such as panic buttons, digital inputs and/ or outputs devices from other equipment mounted to the vehicle, personal navigation device and sensor hub to monitor data points such as temperature.
	2. **Data Retrieval and Software**
		1. The supplier shall provide enhanced mapping software provisions to capture features such as road speed limits.
		2. The Supplier shall use an open platform system which allows for integration, data retrieval and future developments, for example, making available the Application Program Interface (API).
		3. The Supplier shall monitor for future software and system developments and update the Contracting Authority when they are available for commercial operation.
		4. The Supplier, when approached by the Contracting Authority, may consider amending their web based portal system source code, as part of Continuous Improvement and collaborative working with the Contracting Authority.
		5. The Supplier shall provide enhanced journey summaries, through use of more frequent transmission of data by the Vehicle Telematics device, compared to that which is offered as standard.
		6. The Supplier shall provide an increased number of licenses, access and use of the system for Contracting Authority personnel where required.
		7. The Supplier shall provide collision investigation/accident data management, which will provide all evidence of an incident which may be required in a court of law.
		8. The Supplier shall deploy vehicle mounted cameras to integrate the data/images generated into the Vehicle Telematics software systems.
		9. The Supplier shall monitor the use of Adblue fuel supplement on vehicles.
		10. The Supplier shall ensure that following installations of data recording devices and associated equipment to Blue Light vehicles, they are tested to Specification 5 standards.
		11. The Supplier shall monitor and report on specific equipment/devices attached to a vehicle, including times and duration of their deployment (for example, sirens, light bar and tail lift).
		12. The Supplier shall have the ability to view vehicle location by job role and driver.
		13. The Supplier shall allow data to be presented on other map provider’s mapping software.
		14. The Supplier shall allow drivers by means of a function on the data recording device and associated equipment to programme the device to identify whether use is for business or private purpose, and to a level of data to satisfy [HMRC tax regulations on mileage rates and allowances](https://www.gov.uk/government/publications/rates-and-allowances-travel-mileage-and-fuel-allowances).

* 1. **Service Levels at Call Off Contract**
		1. The Supplier may enter into a gain share agreement, for example but not limited to where both parties share the cash benefits derived from efficiencies gained from the effectiveness of the use of the Vehicle Telematics system. Such gain shares shall be described and agreed explicitly at the outset of any Call Off Contract, including measurements and gain share percentages.
	2. **Service Delivery**
		1. The Supplier shall offer the Contracting Authority an in-house management provision for Vehicle Telematics.
		2. The Supplier shall offer the Contracting Authority a solution which will provide reports, analysis of reports and recommendations in line with the Contracting Authority’s requirements.
		3. The Supplier shall provide Contracting Authorities, with monthly Management Information Reports concerning the use of the Vehicle Telematics system for KPI reporting purposes.
		4. The Supplier shall offer the Contracting Authority a solution to meet their requirements for the Call Off Contract, and as such this may be made up of a range of items from the Framework Agreement, Schedule 2, including but not limited to Supplier analysis of reports and making specific recommendations for action to the Contracting Authority.
		5. The Supplier shall ensure installation of data recording devices and associated equipment in accordance with the Federation of Communication Services (FCS) Code of Practice [FCS1362/1020,](http://www.fcs.org.uk/image_upload/files/fcs1362_2010.pdf) or superseding guidance.
	3. **Web-based Data System for Contracting Authority Access**
		1. The Supplier shall support the ability to configure web-based data system to Contracting Authority requirements.
		2. The Supplier shall provide an asset management database, integrated into the web-based data system, for both vehicles and other equipment defined as assets.
	4. **Working with Third Parties**
		1. The Supplier shall work with third parties, in optimising the use of Vehicle Telematics, to support Contracting Authority strategies, such as, command and control hubs/systems, Emergency Services Network (ESN), Closed Circuit Television (CCTV) data, driver training, eLearning requirement.
	5. **Contracting Authority Training Requirements**
		1. The Supplier shall provide ad-hoc on-site training on Contracting Authority Premises where required.
		2. The Supplier shall provide on-site training on Contracting Authority premises to support the Contracting Authority to undertake the installation of the data recording devices themselves.
	6. **Enhanced Security**
		1. The Supplier and their Sub-Contractors shall provide a higher level of security, where specified, throughout the processes they perform directly and those that they sub-contract to, so as not to compromise the identity of the vehicles, the identity of the drivers and the operational effectiveness.
		2. The Supplier shall comply with the Contracting Authority’s personnel vetting policy and standard operating procedures.
		3. The Supplier shall provide a list of personnel who will have access to the Contracting Authority’s data, including both Suppliers own personnel and Third Party contractors, in a format as specified by the Contracting Authority.
		4. The Supplier shall ensure that any Blue Light vehicles in its possession must have its identifiers (e.g. livery, signage and Blue Light bar) camouflaged and covered at all times.
		5. The Supplier shall ensure that dealers/repairers involved with Contracting Authority vehicles must adhere to the vehicle in transit instructions.
	7. **Geographical Coverage**
		1. The Supplier shall ensure that the Vehicle Telematics systems provides coverage for vehicles travelling outside the Great Britain, Northern Ireland including the Highlands and Islands of Scotland and into mainland Europe.
		2. The Supplier shall provide software which is resilient, in terms of its ability to be available in locations within the Contracting Authority’s geographical areas. This may include using a mix of network providers for the retrieval of data from in-vehicle devices.
	8. **Other**
		1. The Supplier may offer related complementary services, including but not limited to, collecting data from tyre pressure monitoring systems and other innovative services which develop in an evolving market.
		2. The Supplier shall support Contracting Authorities who have already have Vehicle Telematics units installed in terms of data retrieval and presentation via the web-based data system, to effectively support a full Vehicle Telematics solution.
		3. The Supplier shall support integration with command and control, the system used by emergency services to co-ordinate responses to incidents or organise operations herby integration of the Vehicle Telematics systems will further enhance the operations of the Contracting Authorities.
		4. The Supplier shall facilitate integration of the Web-based Data System with other systems including eLearning/training, fuel cards, insurance, fleet management, as requested by the Contracting Authority, such as data feeding directly into, or out, of the Vehicle Telematics system for analysis alongside the data retrieved from the devices fitted into the Contracting Authority’s vehicles.
		5. The Supplier shall ensure the Contracting Authority has the ability to establish the vehicle as a Wi-Fi Hotspot, for the use of mobile devices, accounting for [Emergency Services Mobile Communication Programme (ESMCP)](https://www.gov.uk/government/publications/the-emergency-services-mobile-communications-programme).

annex 1 - A Design Guide for Vehicle Installations

 