

**NFCC Transport Officers Group (TOG) and**

**Fire Commercial Transformation Programme (FCTP)**

**DS339-20 Framework Agreement for Emergency Response Vehicles for UK Fire and Rescue Services**

**Statement of Requirements – Non-Technical**

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# Instructions

The rows highlighted in grey are requirements that have been set out at Framework level. Most of the framework level rows have been protected, and only a few are editable or can be delated, for both Parties assurance. Any requirements highlighted in white are Contracting Authority/FRSs requirements.   
  
The Statement of Requirements (SOR) has been laid out as follows to ensure s standard approach is taken and, in the format, most suitable for both Parties.   
  
**Bidders**

The Bidders must submit a response to each requirement in this document regardless of its highlighted colour e.g. Framework Requirement in grey and Contracting Authority/FRSs Requirements in white.

The Bidders must submit supporting documentation or evidence to support their response. The attachments and supporting documents must be clearly marked with the reference number of the relevant question(s).

Please refer to the evaluation marking guidance in the Invitation to Tender (ITT) Section 2 for details of how each element will be scored, and to ITT Section 4 for the summary of questions set out within the tender documents.   
  
**Contracting Authority/FRSs**

Contracting Authorities should review the requirement and available information on the Framework Agreement and expand or clarify information if required. Please ensure that you reference any appendices within your requirements.

Contracting Authorities are required to fill out the following sections:

* Section One: General Requirements
* Section Two: Maintenance, Repairs and Overhaul Services
* Section Three: Customer Support and Contract Management
* Section Four: Training Support and Services
* Section Five: Quality Management, Certification and Acceptance Testing
* Section Six: Social Values

Please ensure that you fill out any boxes in white including the boxes that have ‘Contracting Authority’s Requirements’ in them.

Example of Framework Requirement with Contracting Authority’s Requirements

|  |  |
| --- | --- |
| 5.4 | The occupancy of the vehicle is specified by the Contracting Authority. |
| **Contracting Authority’s Requirements:**  Number of occupants - 5 |

If any sections are not relevant to your vehicle, please add ‘not applicable’ to the title and leave blank and delete the rows below that relate to that section.

Example of a non-relevant section

|  |  |
| --- | --- |
| **No.** | **Requirements** |
| **10. Roof Walkways – Not Applicable** | |

Please ensure that you delate the guidance notes before submitting your tender to the Bidders.

Please note that Appendix 2b – Standards and Legislation may not capture all standards and legislation applicable to your procurement or those captured may have been superseded. Contracting Authority/FRSs should review and update as necessary for their procurement.   
  
**Supporting Documents**

Please note that this document is only one document that forms the Further Competition, the following documents are included as part of the Further Competition.

|  |  |
| --- | --- |
| Invitation to Tender | |
| Appendix 1 | Evaluation Marking Guidance |
| Appendix 2a | Contracting Authority Statement of Requirements for Special Vehicles |
| Appendix 2b | Standards and Legislation Requirements |
| Appendix 2c | Contracting Authority Statement of Requirements for Non-Technical Requirements (this document) |
| Appendix 3 | Questionnaire |
| Appendix 4 | Pricing Schedule |
| Appendix 5 | ITT Declarations Document |

# Section One: General Requirements

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Requirements** | **Compliant (Y/N)** | **Contractor Response** |
| 1.1 General Build Requirements | | | |
| 1.1.1 | The Contractor shall be responsible for ensuring the offered solution is compatible with the chosen chassis, cab and body both for operational and legal compliance during vehicle use. | Compliant Framework Requirement |  |
| 1.1.2 | The vehicle and stowage design must be such as to be suitable for blue light emergency driving through and over traffic calming measures and unmade roads. | Compliant Framework Requirement |  |
| 1.1.3 | The Contractor shall include the cost of design, build, test, certification and delivery of the vehicles to locations agreed with the Contracting Authority. The successful contractor shall be the Prime Contractor for the supply of the completed vehicles and all sub-contracted work, contractor-supplied items and the integration of all communication and information management systems. Where applicable the supplier is to provide details of proposed sub-contractors or partner organisations for this pricing request. | Compliant Framework Requirement |  |
| 1.1.4 | Before any order is placed pursuant to the agreement, a meeting shall be held between the Contractor and the Contracting Authority, this is to ensure that there is no confusion over the requirements of the Contracting Authority’s specification.  The vehicles may be inspected at various stages of build and finally when fully completed to ensure compliance with this specification. | Compliant Framework Requirement |  |
| 1.1.5 | The free of charge chassis pre-delivery inspection (PDI) shall be carried out at the agreed time and location once the conversion is complete. | Compliant Framework Requirement |  |
| 1.1.6 | All modifications, body mountings and conversions shall be fully approved by the vehicle/equipment chassis manufacturers and shall not in any way invalidate the vehicle manufacturer's warranty. The Contracting Authority shall be supplied with documentary evidence showing the modifications, etc. have the full approval of the vehicle/equipment manufacturers. | Compliant Framework Requirement |  |
| 1.1.7 | The Appliance shall be protected against the accumulation of water, dirt and corrosive substances, between and during the construction. The cab and chassis assembly shall be guaranteed free from corrosion at the date of acceptance. | Compliant Framework Requirement |  |
| 1.1.8 |  |  |  |
| 1.1.9 |  |  |  |

# Section Two: Maintenance, Repair and Overhaul Services

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Requirements** | **Compliant (Y/N)** | **Contractor Response** |
| 2.1 Maintenance Repair | | | |
| 2.1.1 | Where required by the Contracting Authority, the Contractor shall provide separated costings for the maintenance, repair, overhaul, certification services and refurbishment for the agreed life of the Vehicle.  The minimum expected life of the Vehicle shall be either stipulated by the Contracting Authority or provided by the Contractor as part of the process to place a Call-Off Contract. On average contracting authorities have a planned life up to 15 years for appliances though this may be extended and any limitations of support for any part of the appliance or fixed equipment, must be notified to Contracting Authorities. | Compliant Framework Requirement |  |
| 2.1.2 | The Vehicles shall be designed and constructed from components and materials that maximise operational availability and durability whilst also minimising whole life costs, vehicle degradation and down-time in terms of:   * Service/inspection * Maintenance * Repair, including accident damage   Environmental impact | Compliant Framework Requirement |  |
| 2.1.3 | The Vehicles shall be designed to enable the Contracting Authority to meet the guidance responsibilities of the ‘NFCC Fleet Management Best Practice Manual for the Maintenance of Fire Service Vehicles’. Available at [Sector improvement guidance/publications (nationalfirechiefs.org.uk)](https://www.nationalfirechiefs.org.uk/Sector-Improvement) then go to the guidance & publications link. | Compliant Framework Requirement |  |
| 2.1.4 | Prior to (or upon) acceptance of the Vehicle, the Contractor shall provide the Contracting Authority with detailed information of the recommended and mandatory maintenance, testing and service requirements (service and maintenance schedules) for all Vehicles being supplied. This shall include the identification of any particular parts and equipment needed to undertake the tasks. | Compliant Framework Requirement |  |
| 2.1.5 | The Contracting Authorities shall determine whether to obtain original parts or same standard parts from the Appliance coachbuilder, the Original Equipment Manufacturer (OEM) or any another commercial supplier. The source of the original parts or same standard parts shall not impact on any Warranty Conditions for the life of the Appliance. | Compliant Framework Requirement |  |
| 2.1.6 |  |  |  |
| 2.1.7 |  |  |  |
| 2.2 Warranty | | | |
| 2.2.1 | The Contractor will provide a base warranty support covering damage or failure resulting from faulty manufacturing, workmanship, material or component failure for the complete vehicle, all systems, and equipment installation and components for a period of 24 months. Products failing in this period will be repaired or replaced with all costs included and met by the Contractor.  Where individual products or component warranties offered by the manufacturers of those products exceed this period (for example extended corrosion warranties) then these may be detailed by the Contractor and may be scored by the Contracting Authority as part of the further competition evaluation. | Compliant Framework Requirement |  |
| 2.2.2 | The warranty period shall start at the agreed date into service of the vehicle (i.e., operational use on a fire station or functional role or from three months from the date of the delivery of the vehicle to the Service whichever is the sooner)  The Contractor shall provide this base standard warranty on all vehicles provided under this framework.  Response to warranty claims and warranty defects will be a minimum requirement of 3 hours response from the initial contact by the contracting authority and within 24 hours to attend the defect at the vehicle’s location.  The contractor shall also provide additional warranty cost options to the same level for yearly extensions. This shall be defined as part of the process to form a Call-Off Contract. | Compliant Framework Requirement |  |
| 2.2.3 | All installed equipment to be supplied with manufacturer warranty and maintenance manuals. If the Service uses trained and competent in-house technicians to undertake repairs under warranty, by agreement with the Contractor, the Service shall be able to reclaim the costs of parts and labour from the Contractor. The labour charge will be agreed by the Contractor and Contracting Authority. | Compliant Framework Requirement |  |
| 2.2.4 |  |  |  |
| 2.2.5 |  |  |  |
| 2.3 Replacement Parts and Components | | | |
| 2.3.1 | Replacement parts and components shall be available for the agreed lifetime of the Vehicle. Contracting authorities may specify service levels and KPIs for availability and supply of critical components and replacement parts for the purpose of their call off contract. | Compliant Framework Requirement |  |
| 2.3.2 | The Contractor shall provide a parts supply and pricing structure that demonstrates value for money and meets the Contracting Authority’s vehicle availability requirements.  For example, a fixed pricing agreement over a given period along with an undertaking for ‘just in time’ delivery of key components and suitable impress stock agreements. | Compliant Framework Requirement |  |
| 2.3.3 |  |  |  |
| 2.3.4 |  |  |  |
| 2.3.5 |  |  |  |

# Section Three: Customer Support and Contract Management

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Requirements** | **Compliant (Y/N)** | **Contractor Response** |
| 3.1 Customer Support | | | |
| 3.1.1 | The Contractor shall provide details of the support infrastructures, resources, and procedures (for the life of the Vehicle/s supplied), to achieve best value, optimum performance and operational resilience for the Contracting Authority.  Where available this should include recommended servicing and planned maintenance times for each element of the appliance, chassis and fixed equipment including component replacement times.  Provision of test equipment for the vehicle e.g., electronic diagnostics tools must be offered to the Contracting Authority. | Compliant Framework Requirement |  |
| 3.1.2 | The Contractor shall notify the Contracting Authority of any updates and/or specification changes for the life of the Vehicle/s supplied. The process for this notification e.g., Technical & Safety Service Bulletins, shall be agreed with the Contracting Authority. | Compliant Framework Requirement |  |
| 3.1.3 | The Contractor shall provide and maintain documentation to support the supplied Vehicle at the time of final inspection, delivery or prior to it.  As a minimum, this documentation shall include:   * Operating manual * Maintenance and repair information (including engineering drawings) * Relevant certification * Parts information * Wiring and systems diagrams * Risk assessments for the completed vehicle covering its use and operator interaction for all functional scenarios. * Environmental and equality impact assessments * Contract change and variations documentation.   The documentation to be provided shall be agreed with the Contracting Authority, provided as part of the acceptance procedure and before delivery of the Vehicle/s. | Compliant Framework Requirement |  |
| 3.1.4 | The Contractor shall provide remote technical support in the English language that shall be readily available to the Contracting Authority. | Compliant Framework Requirement |  |
| 3.1.5 | The Contractor should describe how they will provide prompt and responsive remedial action to identified design or safety-critical defects and to ‘Vehicle Off the Road’ (VOR) issues that will optimise operational availability and prevent reoccurrence. | Compliant Framework Requirement |  |
| 3.1.6 | The Contractor must allocate a Contract Manager and Deputy as points of contact for the following areas:   * Design * Build * After-sales support * Quality inspection * Training   The Contractor must also provide contact details of other key personnel. | Compliant Framework Requirement |  |
| 3.1.7 | The documentation in point 3.1.3 shall be in the language specified by the Contracting Authority and available both electronically and as a hard copy. | Compliant Framework Requirement |  |
| 3.1.8 |  |  |  |
| 3.1.9 |  |  |  |
| 3.1.10 |  |  |  |
| 3.1.11 |  |  |  |
| 3.2 Contractor’s Security | | | |
| 3.2.1 | The Contractor shall have sufficient security in place to protect the Contracting Authority’s Vehicles, equipment and information/data, whilst held by the Contractor.  As a minimum, this shall include secure storage of and restricted access to the Vehicles, equipment and information/data. | Compliant Framework Requirement |  |
| 3.2.2 | The Contractor shall report any relevant security incidents to the Contracting Authority as soon as any such breach/incident is known. | Compliant Framework Requirement |  |
| 3.2.3 |  |  |  |
| 3.2.4 |  |  |  |
| 3.2.5 |  |  |  |
| 3.3 Management Information | | | |
| 3.3.1 | The Contracting Authority may require the Contractor to provide ad-hoc or regular Management Information in relation to their Call-Off Contract/s.  The content of the Management Information shall be agreed with the Contracting Authority. Such information may include, but is not limited to, reporting on defects (pre and post-delivery), delivery turnaround times and status updates. | Compliant Framework Requirement |  |
| 3.3.2 | The Contracting Authority may require Vehicles to contain a system of data capture from various vehicle systems which may include ancillary systems and installations such as water delivery and pressure, pumping hours and fault codes This data will need to be easily retrievable and in a format that can be easily analysed for accident investigation and diagnostic purposes. | Compliant Framework Requirement |  |
| 3.3.3 |  |  |  |
| 3.3.4 |  |  |  |
| 3.3.5 |  |  |  |

# Section Four: Training Support Services

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Requirements** | **Compliant (Y/N)** | **Contractor Response** |
| 4.1 Training | | | |
| 4.1.1 | The Contractor shall (directly or by arrangement with the chassis or equipment manufacturer or their agents) organise and provide training programmes and the necessary resources, and shall provide this base level of training with each batch of vehicles supplied and within the contract pricing:   * Driver Familiarisation Training – (train the trainer) 4 to 6 students * Operational Familiarisation Training – (train the trainer) 4 to 6 students * Technical / Maintenance Training - 4 to 6 students   The Contractor shall have sufficient resources, materials, and systems to design and deliver the above types of training which will be approved by the product manufacturer. Such courses will provide certificated attendance and competence/qualifications appropriate to the content and information/skills delivered.  The training and format required shall be defined by the Contracting Authority as part of the process to form a Call-Off Contract.  The base training package is to be delivered at the Contracting Authorities’ location of choice with their county boundaries.  The Contracting Authority will document within their further competition requirements if additional levels or numbers of courses are required, and the Contractor will provide this as costed option. | Compliant Framework Requirement |  |
| 4.1.2 | The Contracting Authority requires ?? personnel to be trained and attend the Technical/Maintenance training that must include, but not limited to: |  |  |
| 4.1.3 | The Contracting Authority requires ?? personnel to trained and attend the Operational Familiarisation training that must include, but not limited to: |  |  |
| 4.1.4 | The Contracting Authority requires ?? personnel to trained and attend the Driver Familiarisation training that must include, but not limited to: |  |  |
| 4.1.5 | The Contracting Authority requires chassis specific training that will be delivered by the Chassis manufacturer, preferably at their training centre using modules for training. |  |  |
| 4.1.6 |  |  |  |
| 4.1.7 |  |  |  |
| 4.1.8 |  |  |  |

# Section Five: Quality Management, Certification and Acceptance Testing

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Requirements** | **Compliant (Y/N)** | **Contractor Response** |
| 5.1 Documentation, Certification and Acceptance Testing | | | |
| 5.1.1 | The Contractor shall provide general detailed engineering drawings of the layout of the vehicle from all elevations and its main components. These shall be supplied as electronic data files at the tender return stage. Updated drawings to be provided post-delivery of the vehicle if necessary, following contract changes during build. | Compliant Framework Requirement |  |
| 5.1.2 | The Contractor shall provide a realistic and auditable build schedule within their bid, which must be updated throughout the build to reflect any changes agreed with the Contracting Authority. | Compliant Framework Requirement |  |
| 5.1.3 | The Contractor shall provide technical and compliance certification as a condition of the acceptance of the Vehicle. For example, whole vehicle type approval, VCA testing or equivalent and/or BS EN 1846 testing and certification where required by the Contracting Authority.  It shall be the contractor’s responsibility to arrange and undertake the testing on the first completed vehicle in the batch (batch to be defined and agreed at order call-off stage). The Contractor shall provide the opportunity to the Contracting Authority who may wish witness part or all the testing procedure (tilt test as a minimum). | Compliant Framework Requirement |  |
| 5.1.4 | The Contracting Authority may link acceptance testing to stage payments and undertake in build inspections. | Compliant Framework Requirement |  |
| 5.1.5 | The Contractor shall provide suitable acceptance testing facilities to enable adequate testing of the finished products to the requirements by the Contracting Authority.  This shall for example include but not be limited to:   * A covered weatherproof area * An unrestricted area of suitable size to undertake function testing * Under vehicle inspections * Vehicle roof and deck access * Road and brake testing * Pump testing (as applicable) including operation and dispensing of firefighting media installation. * Weight testing to include single axle, side to side and overall mass, (In the case of double tandem axle individual weights should be provided). | Compliant Framework Requirement |  |
| 5.1.6 | Where products fail to meet the requirements, the rectifications shall be carried out by the Contractor prior to delivery and at the Contractor’s expense.  A further acceptance test may be carried out and the Contractor will be liable for associated expense incurred by the Contracting Authority as a result of undertaking this additional testing. Defects or snags found on initial inspection shall be addressed across all vehicles in a batch so as to have a reducing number of snags across the inspections of all vehicles in the batch. | Compliant Framework Requirement |  |
| 5.1.7 | The design and or specification of the vehicle may change over the life of the contract; the Contractor shall ensure they have documented change control process in line with their QMS data and document control procedures, with clear authority to change sign off by the Contracting Authority. | Compliant Framework Requirement |  |
| 5.1.8 | The Contractor must provide a set of post-production, pre-delivery quality checks undertaken by them and a certified copy of the checklist with every vehicle at an agreed stage with the Contracting Authority. | Compliant Framework Requirement |  |
| 5.1.9 |  |  |  |
| 5.1.10 |  |  |  |
| 5.1 Quality Management | | | |
| 5.2.1 | The Contractor shall have a current Quality Management System (QMS) to BS EN ISO 9001:2015 standards as a minimum, to provide assurance and control of quality throughout the design, build, and delivery of the products and after sales.  Where Contractors hold other quality accreditations such as ISO 14001, ISO 45001 the supplier should advise the Contracting Authority may consider these additional certifications within their further competition evaluations. | Compliant Framework Requirement |  |
| 5.2.2 |  |  |  |
| 5.2.3 |  |  |  |
| 5.2.4 |  |  |  |

# Section Six: Social Values

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Requirements** | **Compliant (Y/N)** | **Contractor Response** |
| 6.1 Fighting climate change | | | |
| 6.1.1 |  |  |  |
| 6.1.2 |  |  |  |
| 6.1.3 |  |  |  |
| 6.2 Tackling economic inequality | | | |
| 6.2.1 |  |  |  |
| 6.2.2 |  |  |  |
| 6.2.3 |  |  |  |