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Tender

## **LiveWest Vehicle Management Services & Colleague wellbeing**

LiveWest Homes Limited

F02: Contract notice

Notice identifier: 2022/S 000-032826

Procurement identifier (OCID): ocids-h6vhtk-03869e

Published 18 November 2022, 3:23pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

LiveWest Homes Limited

1 Wellington Way, Skypark Business Park

Exeter

EX5 2FZ

#### **Contact**

Mr Mike Harrington

#### **Email**

[mike.harrington@livewest.co.uk](mailto:mike.harrington@livewest.co.uk)

#### **Country**

United Kingdom

#### **Region code**

UKK - South West (England)

**Internet address(es)**

Main address

<https://www.livewest.co.uk/>

Buyer's address

<https://www.livewest.co.uk/>

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

[www.procontract.due-north.com](http://www.procontract.due-north.com)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[www.procontract.due-north.com](http://www.procontract.due-north.com)

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Housing and community amenities

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

LiveWest Vehicle Management Services & Colleague wellbeing

Reference number

DN643653

#### **II.1.2) Main CPV code**

- 50111000 - Fleet management, repair and maintenance services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

LiveWest operates a large fleet of vehicles to cover the many support services required to manage our homes. The fleet requires 24/7 vehicle and colleague support for our maintenance, accident, administration and colleague management in order to support our network of vans across the region, ensuring the fleet is operational with vehicle uptime maximised.

Fleet size: 552 (vehicle list included)

The successful bidder will be required to absorb future expansion of the fleet within the trading area.

The ideology of this tender is around the Driver being the main part of the management of the fleet and ensuring their Wellbeing is being adhered to, as well as the vehicle appropriately maintained.

#### **II.1.5) Estimated total value**

Value excluding VAT: £5,000,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 50111100 - Vehicle-fleet management services
- 50111110 - Vehicle-fleet-support services

### **II.2.3) Place of performance**

NUTS codes

- UKK - South West (England)

### **II.2.4) Description of the procurement**

One Point of Contact Service

- To provide a 24/7 service.
- Ability for a colleague to report and or book any activity through your online portal 24/7.

Colleague App

- Availability of an app for Colleagues to use, where issues can be logged.
- Be able to provide clear and detailed learning tools for the organisation to access.

Maintenance Management:

All vehicle Servicing, Routine Maintenance and mechanical repairs will be in accordance with manufactures recommendations, LiveWest may require additional servicing and/or customised maintenance when business needs dictate.

- All maintenance management offering must comply with the above requirement including the ability to deliver customised maintenance requirements.
- The ability to communicate when a vehicle is requiring maintenance and ability to book their vehicle in for maintenance.
- Have the ability to deliver a customised maintenance schedule for an existing customer.
- Provide guidance/suggestions on how efficiencies are managed and can be achieved on the down time of vehicles relating to maintenance management.
- Accessibility of access to live data on repairs and expected vehicle return times.

- Robust approach to Vehicle service scheduling (minimum of four weeks notice of booking)
- Robust approach to vehicle service scheduling process, detailing timelines accordingly.
- Robust approach to Vehicle Servicing to be completed Monday – Friday, with a suitable relief or spare vehicle.
- Planning controls are in place which reduce downtime events by scheduling planned maintenance accordingly.
- Administration of the LiveWest spare vehicle fleet to minimise colleague downtime and overall disruption.
- Ability to provide mobile servicing in agreed situations.
- Process for all required types of Vehicle MOT scheduling (minimum of three months' notice of booking) and organisation of all warranty works and recalls when required.
- Ability to recycle and consider Environmental impact on repairs.
- Utilise, manufacturer data and incorporate into a format in which LiveWest can use.

#### Vehicle Breakdown and Roadside Repair / Recovery

- 24/7 direct access to the providers Vehicle Breakdown and Roadside repair or Recovery service to a nominated location. (Including all UK bank holidays).
- Arrangement and ongoing management of your breakdown provision with agreed response times for breakdowns managed.
- Utilisation of manufacturer breakdown provision.
- In the event of the vehicle being VOR, a suitable relief vehicle replacement to be supplied to the colleague at roadside / or agreed location within 4 hours of initial contact.
- In all cases of vehicle recovery will include colleague repatriation.

#### Consumables

- Availability for LiveWest staff to utilise the network for supply & fitting of consumables and small repairs typically bulb replacement, oil and screen wash.

#### Tyres

- Management of tyres according to policy.
- Image capture facility for tyres pre and post replacement.

#### Glass

- Management of Glass according to policy.
- Image capture facility for glass pre and post replacement.

#### Accident Management Services

- 24/7 Access to Accident Management Services.
- Process for managing LiveWest colleagues' wellbeing in the event of an incident, considering:
  - o Repatriation
  - o Wellbeing
  - o Escalation
- Provision of First Notification of Loss and triage process including ability for colleagues to report live or online and provide supporting images.
- That you can make use of on-board telematics and camera feed within the claims triage process.
- Management of Repair Process – Confirmation of accessible to operating locations in the southwest and are insurer approved.
- Claims Analysis. Ability to receive and store Insurer claims data at no cost to LiveWest.
- Ability to provide liaison services with our broker and insurer to support our claims objectives at no cost to LiveWest.
- Environmental consideration for repair process, to work with your supply chain to reduce the environmental impact of vehicle repairs and 'Green parts'
- Provide an Uninsured Loss Recovery process.
- Provide a Relief Vehicle in the event of an accident

- Provision of Accident Debrief post-accident analysis process.

#### Fleet Administration

- Administration of our vehicle permit requirements and process on how our colleagues can access the service.
- Mechanism for supervisors to carry out vehicle checks on LiveWest vehicles.
- Administration our vehicle parking dispensation requirement and process of how our colleagues can access the service.
- Ability for driver and colleagues to access Parking Apps and how this would be administered.
- Process to transition V5 management under this service provision including tax and other vehicle registration needs (if required).
- Ability to process for manage fines including timely manners, management of late payments and appeals.
- Daily Vehicle Inspections will be required and the need to administer that will be a requirement and defect resolution once identified via Vehicle Inspection.
- Provide ability for Vehicle Handover and Quarterly Safety Audit and defect resolution once identified via Vehicle Inspection.
- Ensuring that the Motor Insurers Database (MID) is updated and meets managed standards expected by the Motor Insurers Bureau (MIB).

#### Supplier Management

- Communicate with LiveWest contracted suppliers for maintenance and accident repairs.
- Provide an ongoing management and audit of suppliers used by LiveWest.
- Provide an ongoing for defect resolution once identified via Supplier Vehicle Inspection.
- Provide support for LiveWest in the management of Spare Vehicle utilisation and storage.

#### Colleague Management

- Process for LiveWest colleagues who are approved to drive on company business.

including licence check validation.

- Provide a Colleague learning and development programme for ongoing colleague education
- Provide support for LiveWest in providing and promoting colleague wellbeing.
- Identify issues with LiveWest colleagues and how this will be communicated to LiveWest.
- Mechanism for colleague communications/messaging/alerts to LiveWest colleagues via all mediums.
- Assist LiveWest with ongoing colleague induction programmes when required.

Management Information – LiveWest require some specific Management information, which is listed below, but not exclusive. All this information must be inline with GDPR and other LiveWest Policies.

- An App for provision of colleague and vehicle support. With relevant main tools and features for a successful application
- Notifications and alerts in relation to exception reporting.
- Management System for provision of all vehicle and colleague data.
- Management information supplied can be customised to meet the specific requirements of LiveWest.
- Providing key management information on an agreed basis to LiveWest.
- Provide consolidated invoicing with a LiveWest monthly Purchase Order included.
- Review Meetings and assigned account manager is provided for the LiveWest requirement.
- Proactively manage the account, including frequency of reviews.
- Report on demonstratable savings based on the current LiveWest operating profile.
- Achieve in line with the proposed KPI's reporting and communication/meetings the client management LiveWest will require the deliver the service. Listed, but not exclusive to:



- o Vehicle breakdown response time (time to attendance roadside)
- o Vehicle roadside repair
- o Vehicle recovery time
- o Vehicle down time (VOR)
- o Average cost per vehicle
- o Check Sheets completion
- o Colleague Compliance and Risk
- o Colleague Influenced Costs
- o Accident Frequency
- o Fines
- You have relevant policy in place to address Information Security, Data Protection and Privacy Policies in line with LiveWest.

#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6) Estimated value**

Value excluding VAT: £5,000,000

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

Initial 5 year (60 month) contract with an option of an additional extension of 2 years (24

months)

**II.2.10) Information about variants**

Variants will be accepted: No

**II.2.11) Information about options**

Options: No

**II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: No

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

19 December 2022

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

20 December 2022

Local time

12:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Royal Courts of Justice

London

Country

United Kingdom