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Contract

## **National Roadside Repair and Recovery (NRRRC)**

Ministry of Defence

F03: Contract award notice

Notice identifier: 2025/S 000-048465

Procurement identifier (OCID): ocds-h6vhtk-04e5f4

Published 13 August 2025, 3:08pm

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

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

Ministry of Defence

Andover

SP11 8HT

#### **Contact**

Army Commercial

#### **Email**

[army-comrcl-complex-proc-mailbox@mod.gov.uk](mailto:army-comrcl-complex-proc-mailbox@mod.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://www.army.mod.uk/>

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

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

Ministry or any other national or federal authority

**I.5) Main activity**

Defence

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**Section II: Object****II.1) Scope of the procurement****II.1.1) Title**

National Roadside Repair and Recovery (NRRRC)

Reference number

713936453

**II.1.2) Main CPV code**

- 50111110 - Vehicle-fleet-support services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

It was decided in 1998 that a contracted service was required to provide roadside repair and

recovery for MOD owned and registered vehicles due to existing military recovery facilities

being

unable to deliver the required level of support across the national networks in Germany and the UK

within 2-4 hours of the recovery request. There was also no capacity or capability to deliver the

service across the rest of Europe and North Africa, which remains the case due to the geographic

disposition of military Units holding recovery assets.

The fundamental requirement is for the provision of a roadside repair and recovery service

for MOD owned and registered 'Green' fleet and Operational White Fleet (OWF) vehicles (within

set tolerances) across the UK, Europe and North Africa, 24 hours per day, 365 days per year.

The key requirements include, but not limited to:

:

a. A roadside assistance service in the event of a break down or Road Traffic Incident (RTI) on the public highway.

b. A full service must be available 24 hours a day, for 365 days of the year (366 in the event of a Leap Year).

c. The service must be available in the United Kingdom (includes Scottish Islands, and Northern Ireland), Europe and extend to Morocco in North Africa.

d. Roadside repair.

e. Original Equipment Manufacturer (OEM) parts or OEM assured equipment parts supply

and fitting.

f. Vehicle recovery

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

This contract is divided into lots: No

### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £6,110,000

## **II.2) Description**

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

- 50112100 - Car repair services
- 50112110 - Body-repair services for vehicles
- 50112111 - Panel-beating services
- 50112120 - Windscreen replacement services
- 50112200 - Car maintenance services
- 50112300 - Car-washing and similar services
- 50114100 - Truck repair services
- 50115100 - Motorcycle repair services
- 50115200 - Motorcycle maintenance services
- 50116100 - Electrical-system repair services
- 50116200 - Repair and maintenance services of vehicle brakes and brake parts
- 50116300 - Repair and maintenance services of vehicle gearboxes
- 50116400 - Repair and maintenance services of vehicle transmissions
- 50116500 - Tyre repair services, including fitting and balancing
- 50116510 - Tyre-remoulding services
- 50116600 - Repair and maintenance services of starter motors
- 50118100 - Breakdown and recovery services for cars
- 50118110 - Vehicle towing-away services

- 50118200 - Breakdown and recovery services for commercial vehicles
- 50118400 - Breakdown and recovery services for motor vehicles
- 50118500 - Breakdown and recovery services for motorcycles
- 50630000 - Repair and maintenance services of military vehicles

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

UK & Europe

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

The fundamental requirement is for the provision of a roadside repair and recovery service

for MOD owned and registered 'Green' fleet and Operational White Fleet (OWF) vehicles (within

set tolerances) across the UK, Europe and North Africa, 24 hours per day, 365 days per year.

4. The key requirements include, but not limited to<sup>1</sup>

:

a. A roadside assistance service in the event of a break down or Road Traffic Incident (RTI) on the public highway.

b. A full service must be available 24 hours a day, for 365 days of the year (366 in the event of a Leap Year).

c. The service must be available in the United Kingdom (includes Scottish Islands, and Northern Ireland), Europe and extend to Morocco in North Africa.

d. Roadside repair.

e. Original Equipment Manufacturer (OEM) parts or OEM assured equipment parts supply

and fitting.

f. Vehicle recovery

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

Price

#### **II.2.11) Information about options**

Options: Yes

Description of options

2 x 12 month option years

#### **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: Yes

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

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2025/S 000-006557](#)

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## **Section V. Award of contract**

### **Contract No**

713936453

### **Title**

National Roadside Repair and Recovery

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

17 July 2025

#### **V.2.2) Information about tenders**

Number of tenders received: 3

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 3

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

Nationwide Assistance Group Ltd

Unit 13/14

Lachingdon

CM3 6LG

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

07658855

The contractor is an SME

No

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £6,110,000

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## **Section VI. Complementary information**

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

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

Army Commercial

Andover

SP11 8HT

Email

[army-comrcl-complex-proc-mailbox@mod.gov.uk](mailto:army-comrcl-complex-proc-mailbox@mod.gov.uk)

Country

United Kingdom

#### **VI.4.2) Body responsible for mediation procedures**

Ministry of Defence

Andover



SP11 8HT

Email

[army-comrcl-complex-proc-mailbox@mod.gov.uk](mailto:army-comrcl-complex-proc-mailbox@mod.gov.uk)

Country

United Kingdom

**VI.4.4) Service from which information about the review procedure may be obtained**

Ministry of Defence

Andover

SP11 8HT

Email

[army-comrcl-complex-proc-mailbox@mod.gov.uk](mailto:army-comrcl-complex-proc-mailbox@mod.gov.uk)

Country

United Kingdom