**Contract Overview and Requirements**

1. **Services – Statutory Vehicle Removal**

* Carry out Statutory Removal, as requested, of Vehicles, Occupants, Load and Shed Loads in a safe manner 24/7/365.
* All vehicle removals to be accepted within your designated area i.e. No refusals
* Carry out Statutory Removal, as requested, of Vehicles, Occupants, Load and Shed Loads promptly, including “Immediate Dispatch” cases within the Performance Requirements and Key Performance Indicators (KPI’s)
* Carry out specialist recoveries, where appointed, including animals and Hazmat
* **Compliance to required standards including PAS43, NHSS17, DBS / Police checks and appropriate training for technicians**
* **Use and have in place APEX and vehicle tracking for management of cases**
* Provide access to appropriate Welfare Facilities to recovered customers
* Provide secure storage for Vehicles, Load and Property until released or disposed.
* Make Vehicles, Load and Property available for collection by appropriate parties.
  + - between the hours of 09:00 and 18:00 Monday to Friday and
    - 10:00 to 16:00 on Saturday, Sunday and Bank Holidays.
* Provide payment facilities for Statutory Fees associated with Statutory Removal, Storage and Disposal.
* Confirm proof of entitlement of ownership prior to release of Vehicles, Load, Property or other associated information to any party having a legal right of access.
* Maintain an Audit Record of stored and disposed Vehicles, Load and Property. Operate an electronic information system (ELVIS) provided by FMG.
* Use photography appropriate record keeping, video and other tools deemed necessary to prove both appropriate stewardship of Vehicles and their contents, and accurate tariff application so as to quickly and simply resolve any issue

1. **Performance Requirements (KPI’s)**

At the end of each calendar month performance will be measured against the metrics below.

|  |  |
| --- | --- |
| Vehicle Class | Average Clearance Time |
| Light Vehicle (S01 – S04) | 00:52:00 |
| Heavy Vehicle (S05 – S22) | 01:30:00 |

1. Average Clearance Time will be measured from the Time Requested by Highways England to the Scene Clearance Time, (note NOT back to base time)
2. Major recoveries will be excluded for:
   1. Light Vehicles taking over 2 Hours 40 minutes
   2. Heavy Vehicles taking over 5 hours
3. There is a payment penalty in place for each minute that any vehicle recovery takes over:
   1. Light Vehicles taking over 1 hour 30 minutes
   2. Heavy Vehicles taking over 2 hours 30 minutes

FMG are absorbing the financial penalties, however where there is continued poor performance which leads to incurring significant financial penalties, FMG may claim the costs from Vehicle Recovery Operators as part of performance management and reviews.

1. **Services – Additional Services**

* Pre-position recovery resource as instructed, at the location requested, to maintain the movement of traffic by providing Traction Assistance or clearing Vehicles in a safe manner from the live carriageway to a Place of Safety.
* Provide related services, equipment and resources as requested to assist Highways England to maintain the movement of traffic.

1. **Payment – Self Billing**

FMG operate a Self-Billing payment system for all charges (Statutory Removal, Storage, Aborted, Other and Additional Services). Each supplier will be required to agree and sign a self-billing agreement.

Each month, FMG will provide the Vehicle Recovery Operator with a Statement of Charges due to the Supplier for the preceding month. The Suppler should validate and check the Statement. Any corrections or adjustments will be made in the following month. FMG will transfer the value on the Monthly Charges Statement into the Suppliers nominated bank account.