

14th January 2020

FMG – Highways England Vehicle Recovery Contract

We are delighted to have been successful with the recent retender for the Highways England Vehicle Recovery contract. The new contract and services commence on the 1st April 2020 for a period of up to seven years.

This is a fantastic result for our business and is testament to the close partnership we've established between Highways England and our Vehicle Recovery Operators. We would like to take the opportunity to thank all our Vehicle Recovery Operators for their continued commitment and support in making the contract a success throughout the last 10 years. This is particularly pleasing, recognising the challenges facing the industry and the associated commercial pressures.

As this is a new contract with different performance requirements, and not an extension to the existing contract, we are required to re-evaluate the current network to improve the service. This will allow the delivery of continuous improvement needed to meet the new measures detailed in the attached contract overview*.

It is our intention to appoint Vehicle Recovery Operators based on their geographical location, capability, compliance with requirements and added value.

We are therefore asking all interested parties (including current suppliers) to complete the Highways England Contract Evaluation Form. The Evaluation Form can be downloaded at www.fmg.co.uk/Roadside-Solutions/HE-Supplier-Application-Form and should be returned to Highway.Applications@fmg.co.uk by **Midday on the 31st January 2020**.

The timescales for appointing Vehicle Recovery Operators to the new Highways England Vehicle Recovery Contract are:

Issue communications	w/c 13 th January 2020
Deadline for interest / Applications	Midday 31 st January
Assessment period	1 st February - 29 th February 2020
Preferred suppliers notified / contract issued	w/c 2 nd March 2020
Contract signature / completion	30 th March 2020
Go live	1 st April 2020

For existing Vehicle Recovery Operators who are supporting the current Highways England Vehicle Recovery scheme, we have included a section within the Contract Evaluation Form for any proposals as to how you will improve performance or provide added value. This includes the opportunity for you to propose additional services and/or new geographical areas that you wish to cover. It should be noted that any new services you propose should meet the new performance measures.

For Vehicle Recovery Operators not currently on the scheme, it is an opportunity to demonstrate and evidence your capabilities and performance for the areas you propose to cover.

Once we have assessed all applicants, our panel will evaluate suitability alongside other Vehicle Recovery Operators, in conjunction with the requirements within the geographical area(s) that you cover.

This assessment will ensure that FMG can meet our contract obligations with Highways England. During this assessment phase, FMG may require presentation by applicants and or visits / audits to validate suitability and proposals.

FMG will make the final decision regarding the appointment of a Vehicle Recovery Operator, any enquiries made directly to Highways England in relation to this matter will be passed back to FMG.

Whilst we would like to provide feedback to both successful and unsuccessful Vehicle Recovery Operators, this will not be possible due to the short implementation period before the start of the new contract. FMG will not be under any obligation to enter into correspondence with an applicant, or to provide an applicant with reasons for their successful or unsuccessful appointment.

Any queries / clarifications on the application process or services required should be made by e-mail to Highway.Applications@fmg.co.uk. Individuals within FMG should not be contacted.

We wish you luck in your application.

*(*The contract overview provides high-level key information on the new contract.)*

Highways England Vehicle Recovery Contract Overview

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 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

2) 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

A) Average Clearance Time will be measured from the Time Requested by Highways England to the Scene Clearance Time, (note NOT back to base time)

B) Major recoveries will be excluded for:

- i. Light Vehicles taking over 2 Hours 40 minutes

- ii. Heavy Vehicles taking over 5 Hours
- C) There is a payment penalty in place for each minute that any vehicle recovery takes over:
 - i. Light Vehicles taking over 1 Hours 30 minutes
 - ii. 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.

3) 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.

4) Commercials – Rates

A. Statutory Removals

The following rates will be paid per Statutory Removal job.

TABLE A – Statutory Removal Charges		
Code	Job Description	Price
S01	Less 3.5 tonnes, On Road, no substantial damage / upright	£81.00
S02	Less 3.5 tonnes, On Road and substantially damaged / not upright	£112.28
S03	Less 3.5 tonnes, Off Road, no substantial damage / upright	£109.01
S04	Less 3.5 tonnes, Off Road and substantially damaged / not upright	£203.10
S05	Between 3.5 and 7.5 tonnes, On Road, no substantial damage / upright	£107.64
S06	Between 3.5 and 7.5 tonnes, On Road and substantially damaged / not upright	£273.58
S07	Between 3.5 and 7.5 tonnes, Off Road, no substantial damage / upright	£238.37
S08	Between 3.5 and 7.5 tonnes, Off Road and substantially damaged / not upright	£479.64
S09	Between 7.5 and 18 tonnes, On Road no substantial damage / upright	£129.17
S10	Between 7.5 and 18 tonnes, On Road and substantially damaged / not upright (unladen)	£1,316.04
S11	Between 7.5 and 18 tonnes, On Road and substantially damaged / not upright (laden)	£2,201.83
S12	Between 7.5 and 18 tonnes, Off Road, no substantial damage / upright (unladen)	£633.40

S13	Between 7.5 and 18 tonnes, Off Road, no substantial damage / upright (laden)	£914.94
S14	Between 7.5 and 18 tonnes, Off Road and substantially damaged / not upright (unladen)	£2,200.02
S15	Between 7.5 and 18 tonnes, Off Road and substantially damaged / not upright (laden)	£3,552.12
S16	Greater 18 tonnes, On Road, no substantial damage / upright	£200.00
S17	Greater 18 tonnes, On Road and substantially damaged / not upright (unladen)	£2,117.23
S18	Greater 18 tonnes, On Road and substantially damaged / not upright (laden)	£3,208.50
S19	Greater 18 tonnes, Off Road, no substantial damage / upright (unladen)	£1,035.00
S20	Greater 18 tonnes, Off Road, no substantial damage / upright (laden)	£1,345.010
S21	Greater 18 tonnes, Off Road and substantially damaged / not upright (unladen)	£3,312.00
S22	Greater 18 tonnes, Off Road and substantially damaged / not upright (laden)	£4,554.00

B. Storage

The following rates will be paid for storage of vehicles

TABLE B – Storage Charges		
Code	Job Description	Price per 24hrs
SS1	2 Wheeled Vehicle	£10.00
SS2	Vehicle equal to or less than 3.5 tonnes MAM	£17.00
SS3	Vehicle exceeding 3.5 tonnes MAM but equal to or less than 7.5 tonnes MAM	£25.00
SS4	Vehicle exceeding 7.5 tonnes MAM but equal to or less than 18 tonnes MAM	£30.00
SS5	Vehicle exceeding 18 tonnes MAM	£35.00

- A. Storage Charges – FMG shall pay the Storage Charges, as laid out in Table B above, whilst the Vehicle is in their possession and is stored safely and securely. Storage Charges shall be calculated:
- i. to commence from midday the day after the Vehicle is removed, for each 24 hour period or part thereof; and
 - ii. until the Vehicle is collected by the customer; or
 - iii. until the Vehicle is authorised for disposal to a maximum of 10 days storage ('Maximum Storage Period')
- B. Storage Charges – Where the Supplier has agreed with the customer to store the Vehicle, any storage charges above the Maximum Storage Period shall be a private arrangement between the Supplier and the customer and FMG shall have no liability to the Supplier for such charges.

C. Aborted Jobs

The following rates will be paid for each Statutory Removal job that is cancelled

TABLE C – Aborted Charge		
Code	Job Description	Price per Job
AL1	Aborted Call Light Vehicle – Cancelled within 15 minutes of request	£35.52
AL2	Aborted Call Light Vehicle – Cancelled after 15 minutes of request	£71.04
AH1	Aborted Call Heavy Vehicle – Cancelled within 15 minutes of request	£53.11
AH2	Aborted Call Heavy Vehicle – Cancelled after 15 minutes of request	£106.22

D. Other Charges

The following will be paid for attendance to Incident De-Briefs.

TABLE D – Other Charges		
Code	Job Description	Price
CAS2	Attendance at debrief (at regional control centre covering the region for the location of the incident subject of the debrief) including all mileage costs. Charge per meeting	£350.00

E. Additional Services – Pre-Positioning

The following rates will be paid for requests for Pre-Positioning / Standby.

TABLE E – Pre-Positioning Charges		
Code	Job Description	Price
PPL1	Hourly rate for pre-positioning / standby and operation of light recovery vehicle (capable of removing a vehicle weighing 3500kg), including all resources, travel and any changes in vehicles or technicians. Charge per hour where at the location for 1 to 4 hours	£75.00
PPL2	Charge per hour where at the location more than 4 hours up to 8 hours	£71.25
PPL3	Charge per hour where at the location more than 8 hours up to 12 hours	£67.50
PPL4	Charge per hour where at the location more than 12 hours up to 16 hours	£63.75
PPL5	Charge per hour where at the location more than 16 hours up to 20 hours	£60.00
PPL6	Charge per hour where at the location more than 20 hours	£56.25

TABLE E – Pre-Positioning Charges

Code	Job Description	Price
PPH1	Hourly rate for pre-positioning / standby and operation of heavy recovery vehicle (with a minimum of 3 axles capable of removing a loaded vehicle of 80 tons total train weight), including all resources, travel and any changes in vehicles or technicians. Charge per hour where at the location for 1 to 4 hours	£100.00
PPH2	Charge per hour where at the location more than 4 hours up to 8 hours	£95.00
PPH3	Charge per hour where at the location more than 8 hours up to 12 hours	£90.00
PPH4	Charge per hour where at the location more than 12 hours up to 16 hours	£85.00
PPH5	Charge per hour where at the location more than 16 hours up to 20 hours	£80.00
PPH6	Charge per hour where at the location more than 20 hours	£75.00
PPF1	Hourly rate for pre-positioning / standby and operation of a 4 x 4 vehicle including all resources, travel and any changes in vehicles or technicians. Charge per hour where at the location for 1 to 4 hours	£55.00
PPF2	Charge per hour where at the location more than 4 hours up to 8 hours	£52.25
PPF3	Charge per hour where at the location more than 8 hours up to 12 hours	£49.50
PPF4	Charge per hour where at the location more than 12 hours up to 16 hours	£46.75
PPF5	Charge per hour where at the location more than 16 hours up to 20 hours	£44.00
PPF6	Charge per hour where at the location more than 20 hours	£41.25

F. Payment – Self Billing

FMG will be operating 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 Supplier 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.