# Appendix 10

# Services Specification

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| Tender reference | RB/LCC/CAS/25/1957 |
| Tender title | Plant & Vehicle Hire (Operated & Non-Operated) and Associated Services |

**Service Specification**

**Plant & Vehicle Hire**

## 1. Definitions

1.1 The ‘Operator’ means the person supplied by the Supplier or the Authority to operate or drive or handle the Plant as the case may be and includes the driver of a vehicle.

1.2 ‘Plant’ means all classes of plant, machinery, equipment, tools, vehicles and accessories thereto which the Authority agrees to hire from the Supplier and, unless expressly excluded, for the purposes of this Specification every reference to Plant shall be deemed to include Transport. Any two or more items of Plant together in the Contract as one interdependent working unit and specifically identified as such, shall be deemed to be one item of Plant for the purposes of these conditions.

1.3 ‘Transport’ means any motor vehicle and/or trailer, constructed or adapted for the carriage of goods or burden, which the Authority agreed to hire from the Supplier and, for the purpose of this Specification, includes passenger carrying and special purpose vehicles i.e. sweepers, gully emptiers and access platforms based on road vehicle chassis.

1.4 A ‘Basic Working Week’ means the Authority’s normal standard working week comprising five consecutive working days from Monday to Friday inclusive, between the core hours of 06:00-18:00, excluding bank holidays.

1.5 The ‘Minimum Period of Hire’ means the minimum amount of time that a Plant item may be hired for as stated by the Authority in this Specification or when placing an order or conducting Competed Services.

1.6 The 'Hire Period' shall commence from the time when the Plant is delivered to the Authority's Site ready for use, is under the control of the Authority, or from the date and time by which the Authority requested the item to be delivered (whichever is the later). The Hire Period shall continue until the Plant is collected by the Supplier or returned to the Supplier by the Authority at the Supplier's named depot or other agreed location following off hire in accordance with this Specification.

1.7 ‘Standing Time’ means time when the hired Plant, though available for work, is prevented from working by reasons only of inclement weather and/or the effects thereof.

1.8 'Site’ means the location at which the Authority requires delivery of the Plant or collection by the Supplier of the Plant. A Site shall be a defined project for the purposes of hire, and movement of Plant within a Site required by the Authority shall not be construed as to a new Site even where movement of the Plant by transport is required. When Plant is moved within the Site by the Supplier but is still required by the Authority, the Supplier shall not off hire the Plant unless requested by the Authority to do so.

1.9 Any reference to Lot 2 includes both Lot 2a and Lot 2b.

1.10 For the 2026 Framework, references to “Plant” within this Specification shall, unless the context requires otherwise, include plant, vehicles, welfare, accommodation, specialised pumps, specialist vehicles, accessories, ancillary equipment and associated services supplied under the relevant Lot.

1.11 “Fleet Services” means the Authority’s Fleet Services function, acting as the Authority’s lead coordinating function for the ordering, management, monitoring, off-hiring, supplier invoice validation and internal recharge of hire requirements under this Framework, unless otherwise advised by the Authority.

1.12 “Management Information” or “MI” means information required by the Authority to monitor live hires, cost, utilisation, compliance, supplier performance, invoice accuracy, sustainability and service delivery.

**2. Framework Lots**

2.1 The Framework Agreement is divided into the following Lots:

Lot 1 – Non-Operated Plant
Lot 2 – Operated Plant
Lot 3 – Operated Vehicles
Lot 4 – Non-Operated Vehicles
Lot 5 – Specialised Pumps
Lot 6 – Welfare
Lot 7 – Specialist Vehicles, including coach-built and specialist build vans

2.2 Suppliers may tender for one or more Lots. The Authority may appoint multiple suppliers to each Lot to maintain resilience, availability, value for money and operational coverage across Lancashire.

2.3 The Authority may identify certain items within each Lot as Core Items and Non-Core Items within the Pricing Schedule. Core Items represent frequently required or operationally critical items. Non-Core Items represent less frequently required, specialist, ancillary, lower-volume or project-specific items.

2.4 The Authority does not guarantee any volume or value of work under any Lot. Orders will be placed as and when required in accordance with the Framework Agreement and Call-Off Contract terms.

## 3. Standards, Legislation and Statutory Regulations

3.1 The Supplier will have responsibility for ensuring that all relevant health and safety, environmental, national and international legislation, directives, approvals, bylaws, standards, regulations and accreditations are fully adhered to and complied with under all circumstances.

3.2 All Plant and Transport supplied by the Supplier shall comply, in every respect, with all relevant statutory regulations in force at the time of delivery and shall provide for safe systems of work as required by the Health and Safety at Work etc. Act 1974, including but not limited to PUWER 1998 and LOLER 1998.

3.3 The Authority reserves the right to inspect all Plant on delivery or collection and to reject unsatisfactory Plant if it is incorrect, damaged, unsafe or unfit for use, at no cost to the Authority.

3.4 The Supplier shall make available appropriate insurance policies, certificates, inspection reports, service records and maintenance records when requested by the Authority.

3.5 The Supplier shall ensure that Plant is maintained and thoroughly examined for safety before it is made available for use and supplied with relevant instructions for use and safety information.

3.6 The Supplier must provide evidence of compliance, certification and inspection records in a digital format when requested by the Authority. The Authority may require such evidence before delivery, at the point of delivery, during the hire period, at off-hire, or as part of contract management review.

3.7 Where the Supplier proposes an alternative item, substitute item or cross-hired item, the Supplier must confirm that the item meets or exceeds the Specification, safety requirements, statutory requirements, emissions requirements and operational capability of the item ordered.

## 4. Ordering, Coordination and Hire Management

4.1 Fleet Services will act as the Authority’s lead coordinating function for the ordering, management, monitoring and off hiring of Plant, Vehicles, Welfare, Specialist Pumps and Specialist Vehicles under this Framework.

4.2 Suppliers shall only accept orders from authorised representatives of the Authority or through the Fleet Services ordering process. The Authority may update authorised contacts during the life of the Framework.

4.3 All order confirmations, delivery notes, off-hire confirmations, live hire reports, invoices, credit notes and associated correspondence must include the Authority’s order number, supplier contract/reference number, item description, asset identification number where applicable, site/location, on-hire date, expected off-hire date and agreed rate.

4.4 The Supplier shall not accept informal extensions, changes of location, changes of item, additional services or additional charges unless authorised by the Authority's nominated contact.

4.5 Fleet Services may require items to be delivered to a Fleet Services depot or other nominated location for inspection, compliance checks, fitment of any Authority equipment, recording within the Authority's fleet management system, or onward deployment.

4.6 Where delivery is direct to an operational site, the Supplier must still provide Fleet Services with the required order confirmation, delivery information, asset details and live hire data.

**5. Standard and Competed Requirements**

5.1 Most routine, catalogue-based hire requirements are expected to be fulfilled as Standard Services using the agreed Framework Pricing Schedule, subject to availability and the ordering procedures set out in the Framework Agreement.

5.2 The Authority may use a mini-competition for Competed Services where the requirement is high value, long duration, bespoke, specialist, project-based, bundled across multiple items, or where reopening competition is considered likely to deliver better value for money or improved service outcomes.

5.3 The Authority does not intend to conduct a mini competition for every individual hire requirement.
The Framework must support timely operational delivery, including urgent and next-day requirements.

5.4 Where the highest-ranked or most economically advantageous supplier cannot meet the Authority's required delivery date, location, specification or availability requirement, the Authority may approach the next ranked suitable supplier in accordance with the Framework Agreement.

**6. Custody and Handling of Plant**

6.1 The Authority undertakes to use Plant only for work for which it is designed by the manufacturers and to utilise Operators with the relevant qualifications.

6.2 The Authority shall notify the Supplier as soon as possible of any damage, loss or other matters affecting the Supplier's interests.

6.3 It is the Supplier's responsibility to ensure that Plant left on Site prior to the Authority's physical acceptance is stored safely and securely.

6.4 The Authority shall not repair or attempt to repair the Plant, other than minor adjustments, without the consent of the Supplier.

**7. Health and Safety Including Hand Arm Vibration**

7.1 All driven Plant must be supplied complete with rollover protection structure, seatbelt, hazard warning beacons/bar and operator's manual that specifies manufacturers lifting capacity. Whole body vibration levels must be supplied.

7.2 All hand-held vibratory Plant must comply with noise and vibration regulations in force at the time of delivery and must be labelled accordingly.

7.3 The Authority makes use of Reactec tagging as a matter of health and safety for its Plant Operatives. Every item of Plant that qualifies for a Reactec tag must have a compatible tag included with the hire and the cost of hire is inclusive of this unless otherwise advised by the Authority.

7.4 The Supplier must endeavor to provide the Authority with the lowest HAVS rating that they have in stock at the time of hire.

7.5 Suppliers must provide HAVS, noise, vibration, whole body vibration and Reactec tag information in digital form when requested. Where the Supplier cannot provide the required information, the Authority may reject the item at no cost to the Authority.

**8. Rate of Hire, Delivery and Minimum Hire Periods**

8.1 For non-operated plant, where Plant is hired for five consecutive days, the weekly rate of hire will apply, and this will cover the Plant's Hire Period to include the weekend. Where Plant is hired for at least four consecutive weeks then the four-weekly rate will apply.

8.2 For operated plant and operated vehicles, payment will be made only for time worked on the Authority's Site and no payment will be made for travelling time to and from Site or lunch breaks by the Supplier's Operator whilst on Site unless expressly stated otherwise.

8.3 For welfare and specialised pumps, where Plant is hired for at least four consecutive weeks then the four-weekly rate will apply.

8.4 For all Lots except operated requirements where the Supplier provides fuel, the Authority shall provide fuel used during the Hire Period, notwithstanding that the Supplier shall supply Plant with a full quantity of fuel and the Authority shall return full wherever possible unless otherwise agreed.

8.5 Orders placed by the Authority by 10:00 shall be fulfilled the following working day for the delivery time agreed, unless a later day for delivery is agreed at the point when the order is made.

8.6 All wheeled or tracked Plant must be provided with a working GPS tracking device for security reasons and access to the location of the Plant whilst on hire must be made available at the request of the Authority.

8.7 The Minimum Period of Hire for each Lot shall be as stated in the Pricing Schedule and/or Order. Unless otherwise stated, the indicative minimum periods are;

- Non-Operated Plant – one day
- Operated Plant – one day
- Operated Vehicles – one day or minimum shift/hours stated
- Non-Operated Vehicles – one day
- Specialised Pumps – two weeks
- Welfare – two weeks
- Specialist Vehicles – one day or as stated in the Order

8.8 Delivery, collection, mileage, excess mileage, fuel, AdBlue, charging, servicing, cleaning, damage, accessories and ancillary charges must be priced and applied only in accordance with the Pricing Schedule or as agreed in writing by the Authority before the cost is incurred.

**9. Commencement, Off-Hire and Collection**

9.1 The Hire Period shall commence from the time when the Plant is delivered to the Authority's Site ready for use, is under the control of the Authority, or from the date and time by which the Authority requested the item to be delivered, whichever is the later.

9.2 The Hire Period will conclude on the date and time on the purchase order or amendment, or when notified by the Authority that the item is available for removal from the Site.

9.3 The Authority shall endeavor to provide off-hire notice and collection periods appropriate to the type of Plant, including shorter notice for vehicles and longer notice for large plant and welfare/accommodation items.

9.4 After a reasonable amount of time following conclusion of the Hire Period, the Supplier will be responsible for the security of any Plant following the conclusion of the Hire Period.

9.5 The Authority may off hire an item by email, supplier portal, telephone or any other agreed method. The Supplier must provide an off-hire confirmation reference.

9.6 The off-hire date and time shall be the date and time the Authority notified the Supplier that the item was available for collection, unless otherwise agreed in writing.

9.7 The Supplier must not continue to charge hire beyond the agreed off-hire point and permitted collection period, except where the Authority has prevented collection or has agreed an extension.

9.8 Where the Supplier fails to collect within the relevant collection period, the Authority shall not be liable for further hire charges after that period unless otherwise agreed.

9.9 Damage, cleaning or missing item charges must not be applied unless supported by evidence, including photographs, collection documentation or signed condition reports where reasonably available.

**10. Breakdown, Unsatisfactory Working, MOT and Services**

10.1 No payment shall be made or liability incurred by the Authority in respect of Plant which has broken down or is working in an unsatisfactory manner due to mechanical defect or negligence of any Operator supplied by the Supplier unless such breakdown arises from the negligence, misdirection or misuse of such Plant by the Authority.

10.2 Failure of the Supplier to remedy such breakdown within a reasonable time shall terminate the hire unless an equivalent item is supplied in lieu.

10.3 For MOT tests and services/maintenance of Plant on hire, the Supplier shall collect the Plant at their cost and provide a like-for-like replacement item of Plant to the Authority at no extra charge where required.

10.4 The Supplier must notify Fleet Services immediately where any hired item is unavailable due to breakdown, defect, statutory inspection, MOT, servicing or recall. The Supplier must confirm whether hire charges are suspended, whether a replacement is being provided, and the expected resolution time.

**11. Tyres, Punctures and Damage**

11.1 For operated requirements, the cost of necessary replacement tyres or repair of punctures during the Hire Period shall be borne in full by the Supplier.

11.2 For non-operated plant and vehicles, tyre and puncture responsibilities shall be applied in accordance with the Framework, Call-Off Contract and Pricing Schedule.

11.3 The Supplier must provide evidence for all damage, tyre, puncture, cleaning, missing item or misuse charges. Evidence should include, where reasonably available, before and after photographs, signed delivery/collection documentation, inspection reports and itemised cost breakdowns.

**12. Cross-Hires and Substitution**

12.1 Cross-hires are only permitted if the Supplier notifies the Authority at the time of ordering and subject to the Authority’s permission being granted.

12.2 The price for any cross-hired Plant shall be the same as that which the Supplier has stated in their Price Schedule under the Framework Agreement for that item of Plant, unless otherwise determined through Competed Services.

12.3 Cross-hired Plant should be treated by the Supplier as owned plant and subject to the full content of this Specification.

12.4 The Supplier must identify cross-hired or substituted items in order confirmations, delivery documentation, live hire reports and invoices. Cross-hired or substituted items must

not be of lower specification, poorer condition, higher HAVS rating, higher emissions or reduced operational capability unless expressly accepted by the Authority.

## 13. Management Information and Live Hire Reporting

13.1 On the first working day of every month or a date agreed, the Supplier must provide to the Authority's designated Fleet Hire Desk a list of all Plant currently live on hire at the time of request.

13.2 The auto-generated emailed list in Excel or CSV format shall include as a minimum the order numbers, on-hire date, hire description, the Supplier's contract number, site delivered and the Plant unique identification number.

13.3 The Supplier will provide the Authority access to their Live Hire reporting system. The access shall be available for the life of the Framework.

13.4 The live hire report must be provided in Excel or CSV format using a template agreed by the Authority. The Supplier must not materially change the format, column headings or data structure without prior agreement from the Authority.

13.5 As a minimum, the live hire report must include: supplier name; supplier contract/reference number; Authority order number; Authority cost centre or recharge reference where provided; Lot; sub-category; item description; supplier item code; asset identification number, fleet number, serial number or registration number where applicable; quantity on hire; on-hire date; expected off-hire date; actual off-hire date where applicable; site name; site address; postcode; delivery date; collection date; agreed hire rate; charging period; delivery charge; collection charge; service charge; fuel, AdBlue, battery charging or energy charge where applicable; damage charge; cleaning charge; other ancillary charges; current hire status; and off-hire reference number where applicable.

13.6 The Supplier must provide nil returns where no items are live on hire and ad hoc live hire reports within two working days of request by the Authority.

13.7 Failure to provide accurate and timely MI may be treated as a performance issue and managed through the Framework contract management and KPI process.

## 14. Insurance of Plant

14.1 The Authority shall insure all Plant under hire with a reputable insurance company including for the agreed window following off-hire, except where the Supplier is responsible for insurance under the relevant Lot or Call-Off Contract.

14.2 The Authority or its insurers shall not accept liability or responsibility for consequential loss or damage including loss of use or profits or loss of other contracts.

14.3 In the event of damage or theft, any payment made by the Authority, where it assumes liability, shall be based on the true market value of the Plant at the time of the incident.

## 15. Payment of Accounts and Invoice Requirements

15.1 On the last working day of the month, the Supplier shall submit their invoices via email to the Authority's designated point of contact.

15.2 Invoices must have all relevant signed documentation provided, such as operator timesheets with evidence of appropriate Authority signatory approval.

15.3 Credit notes must be issued within 20 days of agreed resolution to the applicable credit query.

15.4 Invoices must align to the Authority order number, agreed rates, live hire report, off-hire confirmation and any approved additional charges. The Supplier must provide sufficient line-level detail to enable Fleet Services to validate supplier invoices and recharge costs internally.

15.5 The Supplier must not invoice unapproved charges, informal extensions, non-agreed substitutions, duplicate delivery/collection charges, or ancillary charges not included in the Pricing Schedule or otherwise agreed in writing by the Authority.

## 16. Ancillary Items, Accessories and Additional Charges

16.1 The Supplier's hire rate must include all standard accessories, safety equipment, manuals, keys, chargers, batteries, hoses, leads, straps, guards, buckets, clamps, signage and other items required for the safe and normal operation of the hired item, unless the Pricing Schedule expressly states that such items may be charged separately.

16.2 Any additional charge not listed in the Pricing Schedule must be agreed by the Authority before the cost is incurred.

16.3 The Supplier must clearly identify whether ancillary items are included in the main hire rate, charged separately, supplied at zero cost, or treated as consumables.

16.4 The Supplier must not charge separately for documentation, certificates, instruction manuals, standard compliance labels, standard keys, standard operator manuals or routine statutory certification required to use the hired item safely and lawfully.

16.5 Where consumables are chargeable, the Supplier must confirm the basis of charging before supply.

## 17. Operated Plant and Operated Vehicles

17.1 All Operators must be trained and competent and have documentation available to confirm this with respect to the Plant being used.

17.2 Operatives are required to have valid registration to NPORS or CPCS for the Plant they are operating where applicable. Training of operatives involved in lifting operations must meet relevant requirements.

17.3 Operatives must carry their insurances and competency cards each time they enter the Authority's Site and have them ready for inspection before first use.

17.4 Timesheets are required for all operated plant shifts worked and must be signed off by the Authority's nominated site representative.

17.5 The Supplier's Operator must wear appropriate PPE supplied by the Supplier.

17.6 For Operated Vehicles, the Supplier must ensure that drivers hold the correct licence category, driver CPC where applicable, tachograph compliance where applicable, insurance, training, permits and any operator licence requirements necessary for the vehicle and service supplied.

17.7 The Supplier must provide timesheets, delivery tickets, job sheets or other operational records required to support validation of operated hire charges.

**18. Welfare, Accommodation and Site Support**

18.1 For static welfare units, the Authority requires a copy of the Supplier's method statement and risk assessment prior to delivery to Site for modular portable accommodation requiring unloading and loading by crane on Site.

18.2 Mobile welfare units shall be suitable for the stated number of persons and equipped with appropriate tables, seats, drying area, hand wash basin, hand sanitiser facility, microwave, kettle, wastewater container, clean water container, heater, lights and toilet facilities as required.

18.3 All welfare units must be serviced by the Supplier at the agreed frequency with consumables provided including toilet additive, toilet rolls, paper towels and hand soap/sanitiser as a minimum.

18.4 Office units should typically be equipped with table and seats, desk and office chair, hooks, washing facilities, sanitiser, microwave, kettle, wastewater container, heater, water heater, filing cabinets, lighting and plug sockets.

18.5 Portable toilets should be equipped with external and internal locks, washing facilities and service arrangements as specified.

18.6 The Welfare Lot may include mobile welfare units, static welfare units, portable toilets, toilet blocks, office units, canteens, drying rooms, storage units, cabins, water tanks, waste tanks, generators, battery energy storage units, furniture, appliances, steps, ramps, access platforms and associated servicing.

18.7 Suppliers must clearly state what is included within the hire rate, including servicing frequency, consumables, water/waste arrangements, power provision, furniture, appliances, delivery, collection and any additional servicing charges.

18.8 For welfare units and portable toilets, the hire rate must include routine servicing at the frequency stated in the Pricing Schedule or Order. Any additional services must be pre-agreed by the Authority.

18.9 Welfare units should be eco, hybrid, solar-assisted, battery-supported or otherwise lower-emission where available and suitable for the operational requirement.

**19. Specialist Vehicles**

19.1 Specialist Vehicles may include, but are not limited to, coach-built vehicles, welfare vans, accessible minibuses, specialist build vans, traffic management vehicles, gully/jetting vehicles, sweepers, access platforms, hotboxes, gritters, incident response vehicles and other vehicles adapted for a specific operational purpose.

19.2 Suppliers must confirm at the point of order: vehicle type; gross vehicle weight; licence category required; seating capacity; payload; towing capability; specialist equipment fitted; LOLER/PUWER or other statutory certification where applicable; MOT status; operator licence requirements where applicable; insurance requirements; daily check requirements; defect reporting process; fuel type; emissions standard; and telematics/tracker provision where applicable.

19.3 Specialist Vehicles must be supplied with all required certification, manuals, safety equipment, inspection records and statutory documentation.

**20. Battery-Powered Plant and Sustainability**

20.1 Any Plant powered by battery must be supplied with full charge. The Authority is not obligated to return such Plant with a full charge.

20.2 Suppliers must support the Authority’s environmental and sustainability objectives by offering lower-emission, electric, hybrid, battery-powered, solar-assisted, HVO-compatible or other lower-carbon alternatives where available and operationally suitable.

20.3 Where a lower-emission alternative is available, the Supplier must identify this to the Authority at the point of order, including any difference in price, availability, operational limitation or charging/fueling requirement.

20.4 Battery-powered plant must be supplied fully charged. The Supplier must confirm expected operating duration, charging requirements and whether spare batteries or chargers are included.

20.5 The Supplier may be required to provide environmental MI, including fuel type, energy use, estimated emissions, engine standard, battery/solar capability, HVO compatibility and low-emission alternatives offered.

20.6 The Supplier must not supply plant or vehicles that are older, higher-emission or less efficient than the item specified unless agreed by the Authority.

## 21. Performance Management and KPIs

21.1 The Supplier must cooperate with contract management arrangements, performance reviews, audit activity and improvement planning required under the Framework Agreement.

21.2 Performance will be monitored against KPIs including: on-time delivery, availability, first-time fulfilment, invoice accuracy, off-hire accuracy, MI submission timeliness, compliance documentation, breakdown response, damage dispute resolution, sustainability reporting and customer service.

21.2 Persistent failure to meet performance requirements may result in an improvement plan, suspension from receiving orders, reduced ranking, removal from a Lot or termination in accordance with the Framework Agreement.

## Annex A – HAVS Plant Items

The Authority may periodically review and update the HAVS item list during the life of the Framework. Suppliers must comply with the updated list once notified by the Authority.

| HAVS Plant Items |
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| Angle Grinder |
| Belt Sander |
| Blower |
| Brush Cutter |
| Chain Saw |
| Circular Saw |
| Cordless Angle Drill |
| Cordless Angle Grinder |
| Cordless Circular Saw |
| Cordless Combination Hammer |
| Cordless Cutter |
| Cordless Drill |
| Cordless Driver Drill |
| Cordless Impact Driver |
| Cordless Impact Wrench |
| Cordless Jig Saw |
| Cordless Percussion Driver Drill |
| Cordless Planer |
| Cordless Pruning Shear |
| Cordless Recipro Saw |
| Cordless Rotary Hammer |
| Cordless Screwdriver |
| Cordless Shear |
| Cut-out Tool |

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|---|
| Cutter |
| Diamond Core Hammer Drill |
| Die Grinder |
| Disc Cutter (Petrol) |
| Disk Sander |
| Drill |
| Drill, Borer |
| Garden Blower / Vac |
| Hammer Drill |
| Hydraulic Gun |
| Impact Driver |
| Impact Wrench |
| Jig Saw 28" |
| Pedestrian Roller |
| Planer |
| Plate Compactor |
| Plate Jointer |
| Portable Band Saw |
| Router Sander |
| Sander-Polisher |
| Screwdriver |
| Sear Wrench |
| Trimmer |
| Wheel Sander |