



Roadside Assistance & Vehicle Recovery & Associated Services

Contract Details Notice:
2026/S 000-052831

Contract period: 1 June 2026 to 30 May 2028

Tender notice reference: 2025/S 000-081738 | Fully compliant with PA23 | ABI: 1%



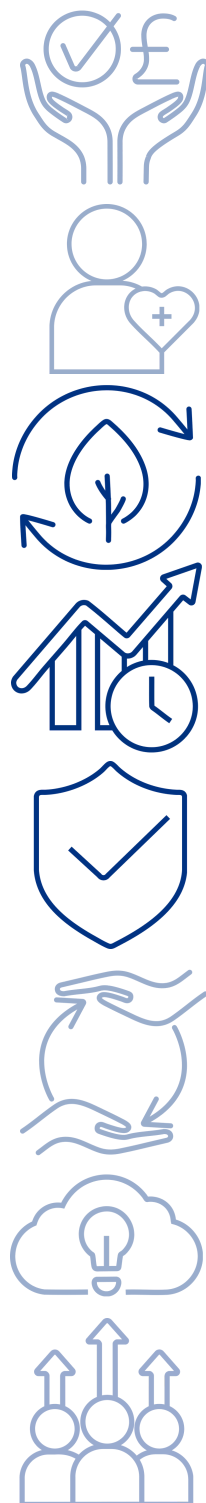
eocph.nhs.uk



ambulance@eocph.nhs.uk



[East of England NHS Collaborative
Procurement Hub \(EOCPH\)](#)



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BUYERS' GUIDE**



**Roadside Assistance &
Vehicle Recovery &
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01 ABOUT US



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WELCOME

The East of England NHS Collaborative Procurement Hub was originally established by the region's trusts in 2006, founded on a simple belief: collaboration makes us stronger. Since then, we have grown into a procurement and advisory partner for organisations across the NHS and wider public sector supporting members, non-members, regional systems and national programmes alike.

As the landscape has evolved, so have we. What began as a member created organisation is now a flexible, multi-access hub offering a range of ways to work with us: through membership, service partnerships, consultancy support or direct use of our frameworks.

What has never changed is our commitment to strengthening the organisations and communities we serve. From trusts and ICSs to local authorities and emergency services, we help partners turn complex challenges into shared achievements.

Today, we're more than a procurement hub; we're a collaborative force for progress. By bringing people, insight and innovation together, we help organisations deliver value, efficiencies and expertise where they are needed most.

As the landscape continues to evolve, so will we – guided by the same belief in collaboration that has defined our journey from the very start.



This guide will help you access our frameworks confidently and efficiently, ensuring compliance and maximising value. If you need further support at any stage, our team is here to help.

AMBULANCE@EOECPH.NHS.UK

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WHY USE THIS FRAMEWORK

Every Hub framework is designed with one goal in mind: to give you a fast, compliant and high-quality route to market that helps you deliver the best outcomes for your teams, patients and communities.



By using this framework, you benefit from years of shared expertise, strong supplier relationships and the combined strength of regional and national collaboration. You can move quickly, confidently and compliantly knowing that every framework has been built to save time, reduce risk and maximise value.



Whether you're running a call off with competition or exploring a call off without competition, you'll have clear guidance, compliant processes and support grounded in our expertise in public procurement regulations. Our role is to provide robust frameworks and the assurance that your procurement activity meets the required standards every step of the way.

Choosing a Hub framework isn't about ticking a box – it's about unlocking better outcomes, faster.

- ✓ **Confidence from the start:** Fully compliant, quality assured frameworks.
- ✓ **Save time and money:** Streamlined routes to market reduce procurement costs and administrative burden.
- ✓ **Tailored to you:** Award options that fit your timelines, service requirements and organisational context.
- ✓ **Impact that matters:** Suppliers who understand the unique challenges of public and health sector organisations, delivering measurable value, efficiency and improved outcomes.

With every framework, you gain more than a contract. You gain a partner committed to strengthening your organisation and the communities you serve.

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WHY CHOOSE THE HUB?



We offer a range of ways to work with us as a member, a framework user, a commissioning partner or through bespoke consultancy support.

KNOWLEDGE

Extensive NHS and wider public procurement expertise supported by regional insight and national collaboration.

SUPPORT

Hands on guidance throughout the process, offering friendly, impartial advice whether you're a member or engaging with us through another route.

CHOICE

A wide range of pre-qualified suppliers across multiple lots and service types.

COMPLIANCE

Fully aligned with the relevant regulations assured through robust governance.

EASE OF USE

Templates, guidance and support that make procurement simple, smooth and efficient.

VALUE BEYOND COST

Our frameworks and services deliver more than savings they support better planning, reduced risk, operational improvement and measurable outcomes.

MULTIPLE WAYS TO PARTNER

Join as a member, use our frameworks, commission standalone projects or access consultancy support.

INCLUSIVE ACCESS

Any NHS and wider public sector organisation can use our frameworks free of charge.

MARKET INSIGHT

Enhanced understanding of supplier markets and system-wide priorities through strong national partnerships.

TRUSTED EXPERTISE

Built from supporting both members and non-member organisations across health and public sector settings.

A COMMITMENT TO SYSTEM WIDE IMPROVEMENT

Helping organisations deliver better outcomes together.

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FRAMEWORK BENEFITS

AT A GLANCE

Our frameworks are free to access for all public sector organisations. Membership is not required.

FREE TO ACCESS

For NHS organisations and publicly funded entities, in whole or in part throughout the whole of the UK, including Northern Ireland, Scotland and Wales

FLEXIBLE PROCUREMENT ROUTES

Or streamlined procurement options: call off with competition or call off without competition.

PRACTICAL, TAILORED SUPPORT

At every stage of the procurement process.

CUSTOMISED

End-to-end support from the Hub team

ACCESS

To experienced, pre-qualified suppliers

COST EFFICIENCY

Using the AVRO – Association of Vehicle Recovery Operators rate card benchmarked across the industry, this framework will ensure consistent and standard approach to pricing. The AVRO rate card will be the baseline approach to all commercial offerings. The price offering is independent of each service.

FRAMEWORK

Managed and monitored with customer feedback incorporated

SOCIAL VALUE

Embedded in supplier selection

INFORMED

By regional insight, aligned with national priorities and supported by strong supplier relationships.



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FRAMEWORK OVERVIEW

COLLABORATION WITH AVRO

AVRO was founded in 1977 by a group of independent vehicle recovery operators whose aim was to raise standards within the roadside recovery industry.

Over the years AVRO has spearheaded standards and has been instrumental in the introduction of new standards. AVRO has been heavily involved and remains so in the introduction and continued development of the British Standards Institute industry standard, PAS 43 for vehicle recovery, which members are accredited and audited annually to.

AVRO – Association of Vehicle Recovery Operators played a key advisory role in the development of the NHS Framework for roadside assistance, vehicle recovery and associated services. Working alongside NHS procurement bodies, AVRO contributed its industry expertise to shape the framework's specification, service model, and supplier standards.

SERVICE SPECIALISMS

This buyer's guide and call off with competition document is intended to provide information about the [Roadside Assistance & Vehicle Recovery & Associated Services framework](#) and to provide practical support and documentation to contracting authorities who wish to procure services under the framework.

Please note, the guidance provided within this document applies only to this framework. Contracting authorities should ensure they refer to the specific guidance document relevant to any other framework agreement they wish to access to ensure that the right processes are being followed.

The framework has been set up to provide standard roadside assistance and vehicle recovery services to ambulance trusts be costed on a callout plus hourly rate basis according to AVRO's recommended Benchmark Rates. Awards against this framework can be undertaken via two options:

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FRAMEWORK OVERVIEW

Awards against this framework can be undertaken via two options:

OPTION 1:
CALL OFF WITH COMPETITION

OPTION 2:
CALL OFF WITHOUT COMPETITION

The Roadside Assistance & Vehicle Recovery & Associated Services framework sets service specialisms relevant to the services to be delivered under each lot and core key characteristics and capabilities for supplier skills and abilities. See the Roadside Assistance & Vehicle Recovery & Associated Services speciality matrix by clicking on the hyperlinked text for full information of all specialisms, capabilities and suppliers set against each lot.

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FRAMEWORK OVERVIEW

THIS FRAMEWORKS CONSISTS OF 15 LOTS:

Lot 1.1

East Midlands (EMAS)

Sublot 1.1.1

Derbyshire

Sublot 1.1.2

Leicestershire & Rutland

Sublot 1.1.3

Lincolnshire

Sublot 1.1.4

Northamptonshire

Sublot 1.1.5

Nottinghamshire

Lot 1.2

East of England (EEAST)

Sublot 1.2.1

Bedfordshire

Sublot 1.2.2

Cambridgeshire

Sublot 1.2.3

Essex

Sublot 1.2.4

Hertfordshire

Sublot 1.2.5

Norfolk

Sublot 1.2.6

Suffolk

Continues on next page

FRAMEWORK OVERVIEW

Continued from the previous page:

Lot 1.3

Isle of Wight (IOW)

Sublot 1.3.1

Isle of Wight

Lot 1.4

London (LAS)

Sublot 1.4.1

London

Lot 1.5

North-East (NEAS)

Sublot 1.5.1

Durham & Teesside

Sublot 1.5.2

Northumberland

Sublot 1.5.3

Tyne & Wear

Sublot 1.5.4

Tyneside

Lot 1.6

Northern Ireland (NIAS)

Sublot 1.6.1

Northern Ireland

Continues on next page

FRAMEWORK OVERVIEW

Continued from the previous page:

Lot 1.7

North-West (NWS)

Sublot 1.7.1

Cheshire

Sublot 1.7.2

Cumbria

Sublot 1.7.3

Lancashire

Sublot 1.7.4

Merseyside

Lot 1.8

Scotland (SAS) – Please note: this lot is not available.

Lot 1.9

South Central (SCAS)

Sublot 1.9.1

Berkshire

Sublot 1.9.2

Buckinghamshire

Sublot 1.9.3

Hampshire

Sublot 1.9.4

Oxfordshire

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FRAMEWORK OVERVIEW

Continued from the previous page:

Lot 1.10 South-East Coast (SECAMB)

**Sublot
1.10.1** Kent

**Sublot
1.10.2** Surrey

**Sublot
1.10.3** East Sussex

**Sublot
1.10.4** West Sussex

Lot 1.11 South-Western (SWAST) – Please note: this lot is not available.

Lot 12 Wales (WAS)

**Sublot
1.12.1** Bridgend, Swansea & Neath Port Talbot

**Sublot
1.12.2** Carmarthenshire

**Sublot
1.12.3** Conwy & Denbighshire, Gwynedd & Anglesey,
Wrexham & Flintshire

**Sublot
1.12.4** North Powys

**Sublot
1.12.5** Pembrokeshire

**Sublot
1.12.6** South Powys

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FRAMEWORK OVERVIEW

Continued from the previous page:

Lot 1.13

West Midlands (WMAS)

Sublot 1.13.1

Herefordshire

Sublot 1.13.2

Shropshire

Sublot 1.13.3

Staffordshire

Sublot 1.13.4

Warwickshire

Sublot 1.13.5

Worcestershire

Lot 1.14

Yorkshire (YAS)

Sublot 1.14.1

Derbyshire

Sublot 1.14.2

Leicestershire & Rutland

Sublot 1.14.3

Lincolnshire

Sublot 1.14.4

Northamptonshire

Sublot 1.14.5

Nottinghamshire

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FRAMEWORK OVERVIEW

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Lot 1.15

National – All Lots

**Sublot
1.15.1**

All Lots

The lot specifications issued to suppliers under the original framework tender documents are available in Document 4 within the framework call off with competition documents.



Access to framework documentation will be provided following receipt of a completed and signed access agreement. Access agreements can be requested from ambulance@eoecph.nhs.uk.

All suppliers awarded to this framework have demonstrated previous roadside assistance and vehicle recovery experience within publicly funded entities within the United Kingdom.

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PROCUREMENT PROCESS

We provide flexible, compliant options to secure services from the framework:

CALL OFF WITH COMPETITION

- ✓ Publish your service specification to all eligible suppliers in the lot.
- ✓ Evaluate responses using criteria tailored to your local needs.
- ✓ Award the contract and obtain an order **code** for call-off references

CALL OFF WITHOUT COMPETITION

- ✓ Select the best value supplier based on:
 - framework information
 - speciality matrix
 - available intelligence
- ✓ An efficient, compliant approach using pre-evaluated suppliers.



TIPS FOR SUCCESS:

1

Tailor your needs

Focus on your bespoke needs rather than capability checks (suppliers are pre-qualified).

2

Provide information

Make sure to provide sufficient information to allow accurate responses.

3

Engage stakeholders

Engage with relevant stakeholder prior to going to out to tender (include early on in tender).

4

Plan ahead

Allow sufficient time for a comprehensive submission.

5

Pre-market engagement

Run pre-market engagement prior to issuing a tender.

6

Share pricing

Share pricing with the Hub for due diligence before final award.



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PROCUREMENT PROCESS

IMPORTANT INFORMATION

- ✓ Terms and conditions have been issued for the framework; these should be incorporated into any call-off order contract awarded against the framework. Contracting authorities should not accept alternative terms offered by a supplier where they do not reference and accept the overarching requirements of the framework agreement.
- ✓ The call-off order provides additional information and can be found in the documentation provided. This form should be completed and signed off by both parties (the contracting authority and supplier) on award and a copy returned to ambulance@eocph.nhs.uk. The Hub will issue an access code which must be included on all contractual documentation for compliance.
- ✓ The Hub will carry out due diligence on pricing offered under call off with competition on behalf of the contracting authority. Fees submitted under the framework are treated as commercially confidential and are not published to support fair competition and enable providers to offer their best prices through call off with competitions. Please submit the call off with competition's preferred bidder's prices to enable the due diligence to be carried out ahead of a supplier's award via email to ambulance@eocph.nhs.uk.
- ✓ The local specification should not include or ask for information which is considered qualifying or references capability or eligibility requirements. The framework provides this assurance, call off with competitions should focus on bespoke needs and the ability to deliver the services required.
- ✓ Contracting authorities should ensure questions asked in the call off with competition are relevant to their local needs and requirement when call off with competition is carried out.
- ✓ Please ensure you provide sufficient information to enable the suppliers to respond to your call off with competition.
- ✓ Insurance documents and financial standing for all suppliers is checked annually. Please get in touch via email ambulance@eocph.nhs.uk to confirm when the insurance documents and financial standing was last checked. We advise doing this prior to award of your contract.

This Hub framework is managed by the Ambulance and Training team. If you have any queries concerning the framework or competition requirements, please contact them via email at ambulance@eocph.nhs.uk. We aim to respond to all queries within two working days of receipt.

PROCUREMENT PROCESS

CALL OFF WITH COMPETITION AND CALL OFF WITHOUT COMPETITION

ORDER CODE

Contracting authorities must obtain a unique order code after calling off from the framework. This code must be quoted on all correspondence, commercial documents and contractual paperwork issued to the supplier.

CALL OFF WITH COMPETITION

Call off with competition is the preferred procurement route as it provides transparency and helps ensure best value for money.

Process:

- ✓ The contracting authority publishes a service specification for the call off with competition.
- ✓ All eligible suppliers must be invited to submit a response.
- ✓ Responses are evaluated using the criteria set out in the call off with competition documents.
- ✓ The Hub provides governance and assurance on day rates and contract costs submitted as part of the competition.
- ✓ When a contract is awarded and both parties have signed the call-off order, the contracting authority obtains an order code from their procurement support supplier or from the Hub.

Contracting authorities may tailor or refine the evaluation criteria when re-opening competition to reflect local priorities.



Example:

A call off with competition specification may include not only the requirement for roadside assistance and vehicle recovery services but also a greater emphasis on collaborative working, knowledge sharing and embedding capability within the organisation.

During evaluation, the contracting authority may choose to weigh elements related to collaboration, upskilling and assurance of business objectives and key risks to ensure maximum value from the chosen supplier.

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PROCUREMENT PROCESS

The call off with competition documents include drafting notes “**DN [TEXT ENTERED BY WAY OF INFORMATION]**”. These are to be deleted as you complete the tender with your local bespoke needs and should not to be left in at the point you issue the call off with competition to suppliers.

CALL OFF WITHOUT COMPETITION

Call off without competition without call off with competition is permissible where the contracting authority can clearly demonstrate best value for money from a single supplier.

This may be evidenced through:

- ✓ Framework information
- ✓ The speciality matrix
- ✓ Supplier websites
- ✓ Market intelligence
- ✓ Other credible sources of information

Call off without competition should only be used when the requirement and the market make the selection of the supplier clear and justified.

While supplier pricing remains commercial-in-confidence and is not published in framework documentation, it is available on request to support contracting decisions.

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NOTICES FOR AWARDING CALL-OFF CONTRACTS

Call-off with or without competition	
Notice	Timeframe
UK6: Contract Award Notice	At least 8 working days prior to the desired contract signature date - voluntary 8 working day standstill prior to entering into the contract
UK7: Contract Details Notice	Within 30 days of contract signature date
UK12: Procurement Termination Notice (if terminating the procurement process)	As soon as possible after deciding to terminate a procurement process
UK17: Payments Compliance Notice	Within 30 days of the last day of a reporting period – March and September
UK8: Contracts Payments Notice	Within 30 days of the last day of the quarter in which the payment was made
UK9: Contract Performance Notice	KPI reporting – at least once every 12 months during the life of the contract and when terminating
UK10: Contract Change Notice	Before making the contract modification – voluntary 8 working day standstill prior to entering into the change
UK11: Contract Termination Notice	Within 30 days of the date the contract is terminated

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TEMPLATES

Base templates for a call off with competition under this framework are included within the document set. Please ensure all yellow highlighted drafting areas/notes are completed and deleted where necessary prior to publication. Once the call off with competition process is complete, you should communicate your decisions to suppliers who have submitted bids.

The use of these templates is not mandatory for call off with competitions under this framework and contracting authorities are able to use their own documents.

CALL OFF WITH COMPETITION (EVALUATION CRITERIA AND TEMPLATE DOCUMENTS)



When a contracting authority wishes to undertake a call off with competition, they have the option to review the evaluation criteria against their local needs and update certain elements as required.

The evaluation criteria can be amended at call off with competition stage and emphasis can be placed onto areas which best reflects the contracting authority's needs or business objectives. Where no special emphasis is needed, the weighting and sub-criteria can remain unchanged.

GENERIC CALL OFF WITH COMPETITION EVALUATION HEADINGS FOR LOCAL CONTEXT:

Technical was weighted on a pass/fail basis and for information only, while sustainability and social value was 100% of the weighting.

Contracting authorities have flexibility to adjust the components and weightings under the broad evaluation headings to reflect their local requirements. For example, they may choose to focus heavily on a particular criterion, such as commercial or quality assurance. However, social value must always carry a minimum weighting of 10% in the evaluation to ensure this factor is considered in every procurement. For example:

1	Social value	10%, or as detailed by the contracting authority
		✓ Climate change (framework level) ✓ Economic inequality (framework level)
2	Quality	50%, or as detailed by the contracting authority
		✓ Approach to local delivery for the contracting authority ✓ Planning, transition and implementation
3	Commercial	40%, or as detailed by the contracting authority
		✓ Cost and competitiveness (day rates)

TEMPLATES

CALL-OFF ORDER CONTRACT TERM

Please ensure you use the call-off order contract template and terms and conditions provided in the document set to secure services under this framework for both call off with competition and call off without competition. As noted within the framework agreement, alternative terms and conditions may be used where both parties agree. Examples of some differing terms and conditions can be found within the framework agreement. Where different terms and conditions are utilised, these must be detailed within the order form.



IMPORTANT NOTE:

Once a call-off contract is signed by both parties, request a unique order code from the Hub. Returning a fully signed call-off order to ambulance@eoecph.nhs.uk ensures your contract is officially recognised and allows you to:

- Legally call off services under the framework
- Quote the order code on all correspondence and commercial documents
- Benefit from framework governance and support throughout the contract

COMPLIANCE AND GOVERNANCE



- ✓ Framework fully compliant with PA 2023
- ✓ AVRO will carry out supplier checks and verifications on PAS 43 and other standard regulations.
- ✓ Hub oversight ensures governance, compliance and protection throughout the procurement process

FTS NOTICES / REFERENCES

Notice type	Reference	Link
Contract details notice	2026/5 000-052831	Find a Tender

ETHICAL COMMITMENTS

MODERN SLAVERY

A modern slavery risk assessment was undertaken at framework level and the overall risk has been assessed as **medium**.

Modern Slavery risk associated with this framework has been assessed as **medium**, reflecting the operational nature of roadside assistance and vehicle recovery services and the potential use of subcontracted supply chains, regional delivery partners, logistics operations, vehicle maintenance activities, and out-of-hours workforce arrangements.

As a proportionate mitigation, suppliers that meet the definition of a 'relevant commercial organisation' under the Modern Slavery Act 2015 were required to provide details of their Modern Slavery Statement in line with Section 54 of the Act. Suppliers not meeting the threshold were asked to provide equivalent information where available, including details relating to organisational structure, supply chains, due diligence processes, risk management arrangements, policies, training, and measures used to assess effectiveness.

In addition, suppliers were asked to confirm their willingness to complete the Government Modern Slavery Assessment Tool (MSAT) within three months of framework award.

All call-off contracts awarded under the framework must also use NHS standard terms and conditions for the provision of services, which include provisions relating to ethical employment practices, supply chain due diligence, and modern slavery compliance.

These measures were intended to provide assurance that suppliers have appropriate awareness, governance, and due diligence arrangements in place to identify and manage modern slavery risks within their operations and supply chains.

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ETHICAL COMMITMENTS

SOCIAL VALUE

Social Value was assessed at framework level in line with the Cabinet Office Social Value Model under PPN 002, with a focus on environmental sustainability and the delivery of additional environmental benefits through contract performance.

OUTCOME 4: SUSTAINABLE PROCUREMENT PRACTICES

Outcome 4a – Deliver additional environmental benefits in the performance of the contract, including working towards net zero greenhouse gas emissions and use of clean energy and green technologies has been assessed at framework level.

This reflects the fleet- and fuel-intensive nature of roadside assistance and vehicle recovery services, where suppliers are able to influence environmental impact through operational delivery models, fleet management, route optimisation, waste management, and the use of cleaner technologies.

Suppliers were required to demonstrate how they would deliver, monitor, measure, and report environmental benefits through the performance of call-off contracts, including how they would engage with staff, subcontractors, and supply chain partners to support environmental improvement.

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ETHICAL COMMITMENTS

NET ZERO AND CARBON REDUCTION COMMITMENTS

As part of the framework establishment process, suppliers were required to provide a Carbon Reduction Plan and to state their baseline emissions, in line with PPN 006: Taking account of Carbon Reduction Plans in the procurement of major government contracts.

Suppliers were required to provide a published Carbon Reduction Plan and confirm their organisation's commitment to achieving Net Zero greenhouse gas emissions by 2050.

Suppliers were also encouraged to engage with the NHS Evergreen Sustainable Supplier Assessment to support alignment with NHS Net Zero ambitions and wider sustainability objectives.

As a result, all awarded suppliers demonstrated a formal organisational commitment to carbon reduction and Net Zero at framework stage.

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- ✓ Contact information for awarded suppliers
- ✓ Contact and support

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CONTACT INFORMATION FOR AWARDED SUPPLIERS

The contact information for awarded suppliers is available in a separate document: [view the supplier matrix by clicking here](#). Alternatively, copy-paste the below URL into your browser:

<https://eoenhscph.sharepoint.com/:x:/s/FileShare/IQCyReDkMjZvRLO20W-2TMR9AWcgM0aqqD-W2XRkZE59xe4?e=3SjLcy>

The Hub can help Partnership with Purpose

Contact us

We're here to support you through the entire procurement journey, from guidance to award and beyond. Your goals are our priority, and our frameworks are designed to deliver peace of mind, value and real impact.



eoecph.nhs.uk



cphenquiries@eoecph.nhs.uk
general enquiries



ambulance@eoecph.nhs.uk
Ambulance and Training team



East of England NHS Collaborative
Procurement Hub (EOECPH)



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