



# GOVERNMENT PROCUREMENT SERVICE & TC HARRISON GROUP



Supplier to  
 Government Procurement  
Service

T C Harrison Group Limited, has been appointed as a supplier of Vehicle Leasing Services to the Government Procurement Service Framework Agreement RM858 under Lot 1.

**Operating address**

TCH Leasing  
Cuthbert House  
9 Brookdale Court  
Chapelton  
Sheffield  
S35 2PT

**Telephone number**

0114 257 4200

**Office fax number**

0114 257 4299

**Email address**

publicsector@tchleasing.co.uk

**Web site address**

www.tchleasing.co.uk

**Head office address**

TC Harrison Group Ltd  
Milford House  
Mill Street  
Bakewell  
DE45 1HH

## Day to Day Contact

### Quotations

Quotations/Orders/General Enquiries e-mail: publicsector@tchleasing.co.uk

Team Leader	Claire Butcher	0114 257 4227
	Mel Briggs	0114 257 4228
	Debbie Evans	0114 257 4229

### Vehicle Deliveries/Purchasing/Order Status

Supervisor	Jane Ibbotson	0114 257 4232	e-mail: jmi@tchleasing.co.uk
	Su Kandola	0114 257 4235	e-mail: sk@tchleasing.co.uk
	Emma Hardwick	0114 257 4233	e-mail: eh@tchleasing.co.uk

### Accounts

Accountant	Bozena Kowalyszyn	0114 257 4210	e-mail: bk@tchleasing.co.uk
Invoicing/Payments	Joyce Stansfield	0114 257 4211	e-mail: js@tchleasing.co.uk

### TCH Assist – Maintenance

Service, Maintenance and Repairs, Breakdown & Recovery

Manager	Geoff Bell	0114 257 4250	e-mail: gb@tchleasing.co.uk
	Steve Montague	0114 257 4251	e-mail: sm@tchleasing.co.uk
	Liz Phillips	0114 257 4252	e-mail: lp@tchleasing.co.uk

### Remarketing Department

Disposals/Collections/Price to Buy – Administrator

Manager	Chris Nightingale	0114 257 4240	e-mail: cpn@tchleasing.co.uk
Administrator	Becci Brown	0114 257 4242	e-mail: beb@tchleasing.co.uk

### Early Termination/Reschedule of Agreements/Complaints

Administration Supervisor	Diane Shaw	0114 257 4230	e-mail: ds@tchleasing.co.uk
	Justine Williams	0114 257 4231	e-mail: jw@tchleasing.co.uk

### Foreign Travel

Receptionist	Julie Hoyle	0114 257 4200	e-mail: travelabroad@tchleasing.co.uk
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**David Marvin**  
Public Sector Manager

Main Tel: 0114 257 4200  
Fax No: 0114 257 4299  
Direct Tel: 0114 257 4221  
Mobile: 07939 561036  
Email: dm@tchleasing.co.uk



## Payment Profiles & Periods Available

### Payment profiles offered are:

- Annual in advance
- Quarterly in advance
- Monthly in advance
- Quarterly in arrears
- Monthly in arrears

Please contact TCH Leasing for your profile to be made available on the Fleet Portal

### Periods offered are:

- 2/3/4 year quotes are available on the Fleet Portal
- 1 & 5 year quotes please contact TCH Leasing
- 6 & 7 year quotes only available on Commercial Vehicles

## Ordering Procedures

TCH Leasing will process all orders on the behalf of the Framework within 14 working hours.

We are able to receive orders electronically via e-mail in MS Word or MS Excel format. Please note that we are also able to receive orders in other formats such as PDF if this is the preferred option. Orders will only be accepted in accordance with the terms of the Government Procurement Service Framework Agreement RM858 Lot1.

Upon receipt of an Order the Public sector team will acknowledge receipt within 14 working hours. All orders are checked for verification within that 14 working hour period before being processed. Should there be an error or omission the Public Sector team will notify the Client within 14 working hours. Our order processing and verification procedure is system date and time stamped for compliance monitoring and can be reported on at any time in order to provide satisfaction that we are adhering to this policy.

Should there be any errors or omissions we will notify the Client contact immediately to resolve any issues which may result in a revised or terminated order. Upon re-order or further clarification from the Client the public sector team will begin the order process again as outlined above. In context of the above, immediately means within 2 hours and this whole process has a target maximum timescale of 24 hours.

TCH Leasing on a weekly basis will send a dated Status report via e-mail or fax to the Client. Please note this routinely occurs currently for all TCH Leasing Public Sector Clients, and advises the very latest anticipated delivery date.

Please contact  
TCH Leasing for  
your profile to be  
made available  
on the Fleet  
Portal.

## Quotes

Quotations are obtained via 'Government Procurement Service' Fleet Portal.

Quotations can also be obtained directly from TCH Leasing by:

- Email publicsector@tchleasing.co.uk
- Fax 0114 257 4299
- Telephone 0114 257 4227/8/9

TCH Leasing will respond within 8 working hours to all quotation requests. All Quotes are valid for 30 days

## Delivery

All TCH Leasing vehicles will be delivered in new "on the road" condition, complete with 12 months road fund licence, pre delivery inspection and free from any defects.

Each vehicle will be supplied with a Driver's Pack which consists of: Driver's Guide, Fitted Mats, Warning Triangle, Disposable Camera with pen and pad, Reflective Vest (complies with EN471)

- When the ordered vehicle is ready for delivery, TCH Leasing will contact the Client or Driver to establish a convenient delivery address, date and time.
- TCH Leasing will confirm delivery details in writing via fax or e-mail to the Client Contact.
- The Client Contact and/or Driver will be given a minimum of 24 hours notice of any change to the arranged delivery time and/or date. If the change to delivery date is substantial TCH Leasing will endeavour to offer a replacement vehicle to use until the revised delivery date.
- TCH Leasing will respond to specific delivery enquiries by no later than 5pm on the following working day of the enquiry being raised by the Client.
- The vehicle will be delivered with a quarter of a tank of fuel.
- All vehicles to be delivered to addresses in excess of 100 miles from the supplying dealers premises shall be delivered via a suitable vehicle transporter in a showroom condition.
- Prior to delivery, TCH Leasing will ensure that number plates, handbooks, and if applicable, a valid tax disc (12 months) are correctly supplied with each lease vehicle.
- The driver's pack and any other necessary paperwork shall be supplied with the vehicle when it is delivered, unless otherwise agreed between TCH Leasing and the Client.
- The Driver or Client contact will be given basic instruction in relation to the features of the vehicle including key safety equipment.
- TCH Leasing Driver/Agent will obtain a signature for delivery of the vehicle from the Driver or Client contact or named representative.
- The delivery shall take place during daylight hours to ensure adequate light for inspection. (Between 09.00hrs and 16.00hrs)

## No Quibble Tyre policy

All tyres will be replaced free of charge and hirers/PSOs will not be recharged for impact (kerb) damage to tyres. The only exception is in the case of stolen wheels and tyres, wilful or repeated tyre damage.

The TCH Leasing preferred supplier for Tyres and Fast Fit Items is Kwik Fit.

Kwik Fit with over 750 centres, together with 200 plus mobile units enables TCH Leasing to provide coverage on 363 days per year throughout the United Kingdom. For non-urgent call outs, Kwik Fit mobile operates on the basis of an agreed appointment with the driver, usually within 2 to 4 working hours (same day wherever possible).

Tyre roadside emergencies will be handled by the TCH Leasing helpline 24 hours a day and, when necessary, TCH Leasing will request AA assistance for the driver. Average AA response time to TCH Leasing drivers is under 45 minutes and priority is always given to lone and/or female drivers.

TCH Leasing tyre policy delivers the following key points:

- A free mobile tyre service, on an appointment basis;
- Free on site safety checks for drivers and colleagues (sites with 20+ vehicles) – by arrangement;
- No damage recharges;
- Free puncture repairs in Kwik-Fit centres

TCH Leasing's primary concern is driver safety so all tyre authorisations are assessed by fully qualified tyre personnel who understand the complexities of tyre fitment and the needs of PSOs.

## Breakdown and Recovery

All vehicles will have full AA cover throughout the contract period. Drivers are supplied with a reference guide outlining the appropriate telephone number to advise/arrange all breakdown requirements.

The facility includes the following:

- Homestart - assistance outside the operators home;
- Recovery - roadside breakdown recovery service;
- Relay - transfer of the vehicle, driver and passengers to any UK destination; and
- Relay Plus - where a fault cannot be remedied, the driver has an option of:

Relief vehicle for up to 48 hours or Hotel Accommodation.

In the event of a breakdown that cannot be remedied, the AA will provide a replacement vehicle that must be requested by the driver at the time of breakdown (the driver will be asked for evidence of their driving licence). The vehicle would be available for a period of 48 hours from breakdown.

## Driver Induced Faults

The following events are specifically excluded from the terms of TCH Leasing breakdown cover:

- The use of incorrect fuel
- Lost, stolen or missing keys

Should contact be made requesting assistance on these items the AA will be glad to arrange assistance if requested to do so, but there will be a cost incurred. These costs will be paid in the first instance by TCH Leasing and then recharged, via the PSO or management agency.

## EU Travel

If a driver wishes to take a TCH Leasing vehicle abroad, whether it is for business or pleasure purposes, the following documentation is required to meet all of the legal requirements of travelling abroad in Europe:

- A current insurance certificate;
- A Vehicle On Hire Certificate (VE103B)
- A letter of authority to travel (from TCH Leasing) which will be sent to drivers within 14 days of notification.

Driving abroad without these documents can lead to authorities impounding the vehicle and recovery costs will be re-charged.

Consent to take a TCH Leasing vehicle abroad will only be given if European breakdown cover is taken out by the hirer. At the time of requesting consent to take a vehicle abroad, AA European breakdown cover can be purchased from TCH Leasing at advantageous rates. Cover consists of vehicle and occupants repatriation to the UK and the telephone link to an English-speaking advisor to assist the vehicle breakdown.

Alternatively, European breakdown cover can be built into the lease at the time of quotation at an additional cost.

- Please contact the office for full details on 0114 257 4200 or email [publicsector@tchleasing.co.uk](mailto:publicsector@tchleasing.co.uk)

## Service Maintenance and Repair (SMR) Included in the Lease

Full maintenance of the vehicles can be selected in the original vehicle quotation allowing effective maintenance cost control. When the TCH Leasing Maintenance package is included in the contract, it includes all costs of Manufacturer recommended service schedules, replacement of fair wear and tear items, including but not limited to brakes, mechanical repairs, tyres and exhausts. TCH Leasing must pre-authorise all spend on our vehicles, ensuring smooth, no hassle visits to repairers for our drivers and Fleet Managers.

TCH Leasing will keep all service and maintenance records of all costs directly paid by TCH Leasing, but cannot be responsible for repairs carried out without its consent.

Every endeavour will be made to resolve customer issues with the vehicle/servicing dealer/ manufacturer, and our clients will be updated at every change within the case process. We may arrange for a TCH Leasing staff member to view the vehicle and discuss with the end user at any point throughout the process.

TCH Leasing will record and notify the relevant persons on any issue that is not covered by the Maintenance contract, and advise any costs that may be associated with a repair/replacement in that eventuality.

## Vehicle Recalls

TCH Leasing will inform the relevant persons of any recalls, modifications, and safety issues, which they are notified of by the Manufacturer, within two working days of the receipt of such information.