



Title: Provision of Fuel Cards

Reference: PS-24-161

Invitation to Tender

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1. Introduction

As outlined in the Invitation to Tender (ITT), and in accordance with the terms and conditions of RM6186 Fuel Cards and Associated Services VI – the Driver and Vehicle Licensing Agency (DVLA) (**the Buyer**) invites proposals for the following requirement.

The Driver and Vehicle Licensing Agency (DVLA) is an Executive Agency of the Department for Transport (DfT). Our goal is to get the right drivers and vehicles taxed, and on the road, as simply, safely and efficiently for the public as possible.

We are responsible for maintaining over 52 million driver records, over 46 million vehicle records and collecting over £7 billion in Vehicle Excise Duty (VED).

We are also responsible for:

- Recording driver endorsements, disqualifications, and medical conditions;
- Issuing driving licences;
- Issuing vehicle registration certificates to vehicle keepers;
- Taking enforcement action against vehicle tax evaders;
- Registering and issuing tachograph cards;
- Selling DVLA personalised registrations;
- Helping the police and intelligence authorities deal with crime;
- Reduce VED that has not been collected, resulting in non-compliance being no more than 1%; and
- Providing anonymised data to those who have the right to use the service.

The Authority also:

- Provides extensive electronic service channels to its Authorities, drawing on public sector best practice to make such transactions easier and more secure;
- Seeks out opportunities to work in partnership with industry representatives; and
- Contributes to the government's Sustainable Development (SD) agenda by reducing carbon emissions, energy use and waste.

Further information about DVLA's main objectives, activities and culture can be found in DVLA's Strategic Plan 2021 – 2024 at <https://www.gov.uk/government/publications/dvla-strategic-plan-2021-to-2024/dvla-strategic-plan-2021-to-2024>

The Secretary of State for Transport is seeking to award a contract to provide services to assist the DVLA in providing fuel cards for DVLA staff and prosecutors in the network to utilise whilst on DVLA official business.

This specification sets out the intended scope of the Services to be provided by the Supplier and to provide a description of what each service entails.

2. Background to the Requirement

The DVLA is an Executive Agency of the Department for Transport (DfT), based in Swansea. The DVLA's primary aims are to facilitate road safety and general law enforcement by maintaining accurate registers of drivers and vehicle keepers and to collect Vehicle Excise Duty (VED).

DVLA currently have 59 fuel cards in total, this number is subject to increasing/decreasing depending on operational requirements. These cards are for DVLA's vehicle fleet including pool cars, messenger vans, stores vans, enforcement vehicles and for remote workers in the network to utilise whilst on DVLA official business. This will ensure that staff are able to purchase fuel and electricity (for electric and hybrid powered vehicles) and other associated services without the need to go through the expenses system. The current fuel card contract expires on 4th December 2025.

DVLA is to invite selected suppliers on the RM6186 - Fuel Cards and Associated Services VI CCS Framework and provide them with the opportunity to tender to become a single provider for the provision of DVLA's fuel cards and associated services solution.

2.1 Contract Duration

The contract will be for a 2-year period. Therefore, the contract duration will be constructed as follows:

- Contract Period – 5th December 2025 to 4th December 2027

3. Procurement Timetable

The key dates for this procurement (**Timetable**) are currently anticipated to be as follows:

Event	Date
Issue of the ITT	28/07/2025
Deadline for receipt of clarifications	17:00 on 08/08/2025
Deadline for the publication of responses to ITT clarification questions	17:00 on 14/08/2025
Deadline for receipt of responses	17:00 on 05/09/2025
Evaluation of responses (week)	08/09/2025 – 12/09/2025
Consensus of Evaluation	17/09/2025
Completion and Sign-off of Evaluation Report (week)	22/09/2025 – 26/09/2025
Notification of contract award decision	29/09/2025
"Standstill" period	Midnight at the end of 09/10/2025
Confirmation of contract award	10/10/2025
Contract start date [and start of mobilisation period]	05/11/2025
Target service commencement date	05/12/2025

The Buyer reserves the right to amend the above Timetable. Any changes to the Timetable shall be notified to all tenderers as soon as practicable.

4. Scope

The selected supplier will be required to provide goods and services in relation to the supply of fuel cards and associated services to the DVLA including but not limited to:

- providing a mechanism for the purchase of fuel, electricity and associated services via **a single card-based product (if possible)**;
- DVLA requires a card(s) to purchase services and items such as but not limited to: fuel, electricity, screen wash, car wash, ad-blue, windscreen wipers, road charging schemes, insurance excess and maintenance (please refer to Figure 1 within 6.2);

- DVLA requires a service that allows it to restrict purchases by product type/categories
- providing an online programme management tool as outlined in section 6.6 of this specification;
- configuring fuel cards (at individual card level) as required by DVLA;
- to meet all DVLA mandatory requirements as detailed further in this specification;
- providing a support function to deal with DVLA enquiries and issues;
- complying with any KPIs, Service Levels and any reporting requirements;
- providing a dedicated account manager to manage the relationship between DVLA and the supplier, to resolve any issues arising and to implement any improvements/innovations during the contract period; and
- complying with DVLA's management information requirement.

Card Coverage

Please note that due to DVLA utilising vehicles all over the country it is critical that this contract ensures the following coverage levels as a minimum:

Petrol/Diesel – 60% or over

Electric – 40% or over

Any tenders with coverage less than indicated may not proceed to final evaluation.

2024/25 Contract Spend

Spend on the current contract from April 2024 to March 2025 inclusive is as follows:

Type	Net Spend
Fuel & Fees	XXXXXX redacted under FOIA section 40
Maintenance & other car related items such as Oil/ Ad Blue/ Car Wash etc	XXXXXX redacted under FOIA section 40
EV Estimate	XXXXXX redacted under FOIA section 40
Total	XXXXXX redacted under FOIA section 40

The amount of fuel purchased from April 2024 to March 2025 is approximately 13,477 litres of diesel and 53,593 litres of petrol. This estimate is not fixed and therefore the requirement could fluctuate.

As part of the Greening Government Commitments, we have a target to “*Meet the Government Fleet Commitment for 100% of the government car and van fleet to be fully zero emissions at the tailpipe by 31 December 2027.*” Our dependence on diesel and petrol will be decreasing **significantly** as we continue to transition to zero emission vehicles. Please see link below:

<https://www.gov.uk/government/publications/government-fleet-commitment/government-fleet-commitment>

A breakdown of fuel card usage between April 2024 – March 2025 can be found within Appendix A.

DVLA Estimates in total around 100 transactions will be made on the Fuel Card per month.

Estimated spend for 2025-2026

Type	Net Spend per annum
Fuel & Fees	XXXXXX redacted under FOIA section 40
Maintenance & other car related items such as Oil/ Ad Blue/ Car Wash etc	XXXXXX redacted under FOIA section 40
EV Estimate	XXXXXX redacted under FOIA section 40
Total	XXXXXX redacted under FOIA section 40

This reflects DVLA’s anticipated trend towards Electric Vehicle usage, and this trend is likely to continue into 2026/27.

5. Implementation and Deliverables

A service is required that will allow DVLA to purchase fuel and electricity, maintenance and consumables for its vehicles (with one card if possible).

The contract is to commence on 5th December 2025. DVLA expects all cards to be delivered by 21st November 2025.

The contract will be for a period of 2 years.

6. Specifying Goods and / or Services

6.1 Fuel Card Functionality

The services provided by this specification are for the provision of Fuel Cards and Associated Services VI. DVLA will require the successful bidder to provide a minimum of 59 cards to deliver this service.

The successful bidder shall facilitate Fuel Card usage throughout the UK & NI.

In line with Crown Commercial Service's RM6186 - Fuel Cards and Associated Services VI, bidders shall:

Provide in their response details of the coverage they can provide within the UK for fuel and electric, by postcode region and the number of sales outlets within each postcode region, if required by DVLA, the bidder shall:

- confirm whether they would be able to carry out a site mapping exercise to map its own sites with that of sales outlets that can accept their fuel card. This would enable electric vehicles to be used for longer journeys and make the planning of charging stops easier.
- The bidder shall confirm they can provide fuel cards that allow for the purchase of the following products when available at sales outlets:
 - Unleaded and super unleaded petrol
 - Ultra-low sulphur diesel (ULSD), standard diesel
 - other fuel types (LPG, biofuels, etc) which could be required in future
 - Electricity

DVLA require a fuel card solution that captures a breakdown of the purchases for each transaction as detailed in Figure 1 within 6.2 of this document. The bidder shall confirm whether they can provide this requirement within their tender response.

In addition to the above, the bidder shall confirm they are able to issue DVLA with fuel cards that have no vehicle registration as required/requested by DVLA authorised personnel. These fuel cards are known as "bearer cards".

DVLA require individual fuel cards with set monthly spend limits as and when required/requested by DVLA authorised personnel. The bidder shall confirm they can provide this. Specific requirements will be confirmed on contract award.

DVLA require fuel cards to be issued to authorised DVLA personnel. The bidder shall confirm they can provide this as part of the service.

6.2 Additional Functionality

The bidder shall confirm in their tender response if they are able to provide a mechanism to set up a chain of outlets without being provided with specific outlet locations at the request of the DVLA if the need arises.

DVLA require, and the bidder shall confirm they can provide fuel cards that allow for the purchase of the following products/services when available at sales outlets:

Figure 1

Product Description*
Oil
Ad-Blue
Screen Wash
Tyres
Glass
Vehicle Wash
Air
Vehicle Maintenance Services
Breakdown Services
MOT

***DVLA requires a service that allows it to restrict purchases by product type/categories**

6.3 Fraud Prevention

The bidder shall provide the following with their tender response:

- an outline of their range of anti-fraud measures in accordance with this specification for DVLA assessment;
- an outline of their anti-fraud measures employed for DVLA to assess;
- an outline of their mechanism for the safe delivery of fuel cards in accordance with this specification.

As part of the response, bidders shall provide:

- details of facilities for reporting security breaches and suspected fraud, theft, misuse or unauthorised use;
- details of the reporting facilities that will be available to DVLA 24 hours a day, 7 days a week for the DVLA or their authorised fuel card users to notify the supplier of potentially fraudulent transactions;
- the process that the bidder would follow to deactivate a fuel card when DVLA or their authorised fuel card users provide notification of potentially fraudulent transactions, or when the supplier identifies patterns of potential Fraud, including the timescales required to deactivate a fuel card, and the liabilities for any transactions after a report has been formally registered;
- the anti-Fraud measures that the bidder would implement, if successful, to detect potential fraudulent transactions which fall outside a DVLA's pre-agreed usage policies, thereby reducing or eliminating risks to DVLA.

DVLA require, and the bidder shall confirm in their tender response, that they would investigate and take appropriate action immediately when a security breach, suspected fraud or lost/stolen card is reported. This includes deactivating an end users account and confirming to DVLA that deactivation has taken place.

DVLA will require confirmation that the bidder's written communications (including e-mail) regarding suspected (and/or) fraudulent activity between the supplier and DVLA and/or end user are secure.

6.4 Customer Service and Account Management

The bidder shall confirm they can provide DVLA, as a minimum:

- a contact service help desk during DVLA's normal working hours of 08:00-16:30 Monday-Thursday, and 08:00-16:00 Friday; (excludes weekends and public holidays)
- credit-limit resets, usage limits and blocking controls immediately when requested by a DVLA authorised official;
- a lead-time for fuel card delivery of no longer than 5 working days from the date of DVLA's order request;
- responses to DVLA queries relating to usage and the operation of fuel cards within 24 hours via email and or phone;
- provision of an end-user customer fuel card support service 24 hours a day, 7 days a week.

If successful, the bidder shall be required to comply with any performance monitoring and review requirements of the Management Information specified in 6.6 of this document.

DVLA will require the supplier to attend at least quarterly review meetings, either via teleconference, Microsoft Teams or face to face. To minimise travelling and therefore emissions, we would request virtual meetings be the default.

If the bidder is successful, DVLA will require them to facilitate an annual data cleanse and fuel card management exercise to monitor fuel card usage, update End Users contact details, and confirm that ongoing usage of certain fuel cards is still required; and responding to End User requests for the creation of new accounts and additional fuel cards.

6.5 Invoicing and Payment

Invoices are to be issued monthly in arrears.

Details of DVLA's invoicing and payment procedures can be found in Appendix B.

DVLA require, and the bidder shall confirm they can provide, an itemised invoicing summary for our fuel cards and associated services, as each transaction may be made up of multiple products/services with differing rates of VAT. DVLA require these to be itemised for each product/service purchased as follows:

Data Type	Data Required
Card Number	Last four numbers
Card Group	Stores, Messengers, Pool, ANPR or Bearer
Card Identification	Vehicle Reg Mark, Department or Bearer (+numeric)
Product	Unleaded, Diesel, Screen wash, Ad Blu etc
Product Quantity	Number of units purchased
Product Units	Litres, gallons, wash etc
Unit Price	Cost per unit purchased.
Total (Net)	Net cost of product purchased
VAT Rate (%)	Rate of VAT on product
VAT	VAT cost
Total (Gross)	Net cost plus VAT

6.6 Online Programme Management Tool

The successful bidder shall provide management information to the DVLA in accordance with this specification and it will be accessible to all authorised users to support the delivery of the contract

Where third parties are used, the successful bidder must ensure that any third parties invoicing, and management information reports correlate with their own.

The supplier shall provide authorised DVLA staff (currently 2 administrators and 4 users subject to change) with access to the secure Online Programme Management Tool. The Online Programme Management Tool must provide DVLA's programme administrators with access to data that is captured when a transaction is processed, which as a minimum standard includes the requirements listed at Figure 2 within 6.6 of this document.

The supplier shall provide a secure Online Programme Management Tool which, as a minimum standard, meets the following requirements:

- Compatible with modern browsers e.g. Edge & Chrome
- Password protected
- Has HTTPS Encrypted and TLS 1.3 Encryption
- **SAML authentication or SCIM capable** Does not need any additional software or hardware
- Able to securely export data in Microsoft Excel compatible format, for example xls, csv
- Is fully auditable and data is available for up to 6 years
- Allows DVLA's programme administrators the ability to produce bespoke reports from the data available
- Allows data to be backed up and held securely
- Able to identify itemised spend on fuel cards
- Provide an online copy of the itemised invoice and supporting information as management information

- The Supplier is responsible for providing updates, including security patches and new features, to ensure the software remains functional and secure over its lifecycle

The successful bidder shall ensure that the:

Online Programme Management Tool provides DVLA's programme administrator(s) with direct access to all management information data that is captured when a transaction is processed. The additional data required includes as a minimum:

- VAT breakdown per transaction
- Cost per litre per transaction
- Quantity of fuel drawn per transaction
- Itemised goods and/or services purchased
- Mileage reading of vehicle

DVLA's programme administrator(s) has the ability to produce bespoke reports from the complete data set across the full range of available data:

The Online Programme Management Tool should have the following functionality but not limited to:

- Ability to link Fuel Card numbers with cost codes or product codes within the DVLA's organisation
- Ability to order new Fuel Cards including lost or stolen cards at zero cost
- Ability to cancel Fuel Cards that are no longer needed
- Ability to report CO₂ in relation to fuel purchased
- Route planning – including site locator
- Mileage capture
- Fuel efficiency
- Invoices online where requested

The DVLA require, and the bidder shall confirm that they can, capture data/transaction details listed in Figure 2 within 6.6 below at the source of purchase.

The successful bidder shall provide data in the format requested by DVLA.

The successful bidder will be required to produce management information (MI) returns in Microsoft Excel (compatible) format prior to the invoice being received on a monthly basis to the contract manager. The following MI as a minimum will be required, although this list is not exhaustive:

Figure 2

Heading	Example	
Transaction Number	Unique transaction identifier	
Transaction Date	Date transaction made	
Transaction Time	Time transaction made (24hr clock)	
Posting Date	Date transaction posted on suppliers system	
Posting Time	Time transaction posted on suppliers system (24hr clock)	
Card Number	Last four numbers	
Card Group	Stores, Messengers, Pool, ANPR or Bearer	
Card Identification	Vehicle Reg Mark, Department or Bearer (+numeric)	
Odometer Reading	In miles	
Outlet Name	Venue and address	
Outlet Location	City/Town, Post Code	
Outlet Brand	Venue/Brand	
Product	Unleaded, Diesel, Screen wash, Ad Blu etc	Each transaction may be made up of multiple products with differing rates of VAT. DVLA require these to be itemised for each purchase.
Product Quantity	Number of units purchased	
Product Units	Litres, gallons, wash etc	
Unit Price	Cost per unit purchased.	
Total (Net)	Net cost of product purchased	
VAT Rate (%)	Rate of VAT on product	
VAT	VAT cost	
Total (Gross)	Net cost plus VAT	

6.7 Price

Bidders will be required to complete the Pricing Schedule detailed in Call-Off Schedule 5 - Pricing Details v3.1. This will be used to score the bidder on the pricing element of their bid and will account for 40% of the marks during the evaluation.

Expected discounts should be included in the Pricing Schedule depending on estimated volumes indicated.

6.8 Subcontracting to Small and Medium Enterprises (SMEs):

DVLA are committed to removing barriers to SME participation in its contracts, and would like to also actively encourage its larger Suppliers to make their subcontracts accessible to smaller companies and implement SME-friendly policies in their supply-chains (see the Gov.Uk website for further information).

To help us measure the volume of business we do with SMEs, our Form of Tender document asks about the size of your own organisation and those in your supply chain.

If you tell us you are likely to subcontract to SMEs, and are awarded this contract, we may send you a short questionnaire asking for further information. This data will help us contribute towards Government targets on the use of SMEs. We may also publish success stories and examples of good practice.

6.9 Service Level Agreement (SLA) and Key Performance Indicators (KPIs)

The details of the SLA and KPIs applicable to this requirement are outlined in the table below:

KPI Title/Description: Customer Service				
Service Area	KPI description	Target	Actual Performance Achieved	Service Credit?
Customer Service and Account Management	A lead-time for fuel card delivery of no longer than 5 working days from the date of DVLA's order request	98%	To be recorded quarterly	No
Response Times	Emails to be responded to within 48 hours of being received	98%	To be recorded quarterly	No

6.10 Transparency/Publication of Key Performance Indicators (KPIs)

N/A for this contract

6.11 Social Value Considerations

The Social Value Act (2012) requires contracting authorities to consider social value when procuring services, by taking into account the additional social benefits that can be achieved in the delivery of its contracts. It has been identified that <https://www.gov.uk/government/collections/procurement-policy-notes> applies to this procurement.

Using policy outcomes aligned with Government's priorities, a weighting of 10% of the overall score for this requirement is dedicated to social value criteria.

The social value theme(s) for this requirement is/are set out below, which requires Tenderers to demonstrate how, in the delivery of this contract, they can assist the Buyer in delivering the policy outcome(s) shown:

Theme	Policy Outcome	Delivery Objective – What good looks like
Theme 3: Fighting climate change	Performance of the contract, or the way in which the contract is performed, could result in environmental protection and improvement, including working towards net zero greenhouse gas emissions.	Effective measures to deliver the following benefits through the contract: <ul style="list-style-type: none"> ● MAC 4.1 Deliver additional environmental benefits in the performance of the contract including working towards net zero greenhouse gas emissions.

The successful Supplier will be expected to demonstrate how they deliver social benefits that support the key social outcomes highlighted in the table above.

6.12 Modern Slavery Considerations

- **6.12.1 Modern Slavery Assessment Tool (MSAT)**

As part of an initial assessment of the risk of modern slavery, the Buyer has identified this requirement as Low risk. The Buyer may re-assess the risk during the period of the contract, depending on circumstances (e.g. contract variation, change of subcontractor or audit etc.). If a re-assessment results in a High or Medium risk of modern slavery, at any point during the contract, the successful tenderer will be required to complete the Modern Slavery Assessment Tool (MSAT) as outlined below.

The MSAT is a modern slavery risk identification and management tool. This tool has been designed to help public sector organisations work in partnership with suppliers to improve protections and reduce the risk of exploitation of workers in their supply chains. It also aims to help public sector organisations understand where there may be risks of modern slavery in the supply chains of Goods/Services they have procured.

Where the risk of modern slavery is assessed as High or Medium risk the successful tenderer, as part of the contract, may be requested to complete the MSAT and, where appropriate, work with the Buyer in resolving any issues identified. Suppliers who have previously completed the MSAT for another Government body may share their results with the Buyer.

When applicable, the requirement to complete and assess the MSAT at appropriate intervals throughout the lifecycle of the contract may also form part of the Contract Management process.

In addition to completing the MSAT, and depending on the outcome of this assessment, it may be necessary for the Buyer to work with the successful supplier to undertake a supply chain mapping exercise to have a more informed position of any modern slavery risks within the wider supply chain beyond first tier/prime supplier. Such an exercise may also cover wider compliance with all relevant social, ethical and legal requirements of first tier/prime Suppliers and their supply chain.

For further information on the MSAT and registration process, please visit:

<https://supplierregistration.cabinetoffice.gov.uk/msat>

7. Quality Assurance Requirements

N/A for this contract

8. Other Requirements

8.1 Information Assurance and Governance

Where the Supplier processes Government data, including but not limited to, personal data on behalf of the Buyer the following requirements shall apply, unless otherwise specified or agreed in writing.

Assurance and Audit

- **Statement of Assurance**

This contract will require the Supplier to process government data on the Buyer's behalf. The successful tenderer will be required to complete a Statement of Assurance Questionnaire (SoAQ) prior to formal contract award and before any processing of data commences in relation to this contract, to satisfy us that its data will be appropriately protected. The purpose of the questionnaire is to assess the maturity of policies, systems and controls associated with the handling of our data. This is embedded in Appendix C.

As part of this, the Supplier must confirm how our data or information will be securely managed at each stage of the supply chain, including any sub-contractors, sub-processors or any other third parties.

The questionnaire must be completed and returned prior to contract award, and annually thereafter, and will be assessed by our Information Assurance & Governance team. We will work with the Supplier to address any information aspects requiring improvement.

Certification

The Supplier shall ensure they hold relevant certifications in the protection of personal data and/or evidencing the effectiveness of technical and organisational measures they have in place. These certifications must be maintained throughout the entirety of the contract, including any applicable extension periods. Evidence of valid certificates and corresponding documentation shall be provided upon request by the Buyer's representative or an agent acting on our behalf.

Supplier Devices

- **Removable Media**

The Supplier shall not use removable media in the delivery of this contract without the prior written consent of the Buyer.

Governance

- **Organisational Structure**

The Supplier shall have a senior individual responsible for Buyer assets within your custody.

- **Asset Management**

The Supplier shall implement and maintain an asset register that identifies and records the value of sensitive Buyer assets which require protection. This includes both physical and information assets. Risk assessments should be managed to ensure that the security of the asset is proportionate to the risk depending on value and sensitivity.

- **Policies**

The Supplier shall establish, or indicate that they have in place, policies which detail how Buyer assets should be processed, handled, copied, stored, transmitted, destroyed and/or returned. These shall be regularly maintained. The Supplier shall provide evidence of relevant policies upon request.
- **Risk Assessment**
 - **Technical**

The Supplier shall perform a technical information risk assessment on the service/s supplied and be able to demonstrate what controls are in place to address any identified risks.
 - **Security**

The Supplier shall ensure an annual security risk assessment is performed at any sites used to process or store any Buyer data. This assessment must include perimeter security, access controls, manned guarding, incoming mail and delivery screening, secure areas and/or cabinets for the storage of sensitive assets, and have a demonstrable regime in place for testing controls against operational requirements.

Personal Data

- **Processing Personal Data**

The Supplier as part of the contract agrees to comply with all applicable UK law relating to the processing of personal data and privacy, including but not limited to the UK GDPR and the Data Protection Act 2018, and the EU GDPR where applicable to the processing.
- **International Transfers (Offshoring) of Government Data**

When international transfers or offshoring is described, the focus is typically on the physical location where data is hosted (such as where the data centres are located). However, whilst physical location of data is a critical part of the offshoring question, it is important to understand how and where data might be logically accessed. Administrators or technical support staff may be located anywhere in the world, with logical access to data.

The Supplier (and any of its third party sub-contractors, sub-processors or suppliers) shall not, transfer, store, process, access or view Buyer data outside of the UK without the prior written approval of the Buyer, which may be subject to conditions. Any changes to offshoring arrangements must also be approved by the Buyer.

Any request to offshore Buyer data must receive formal approval from us prior to the commencement of any data processing activity. This is requested through the completion of our offshoring questionnaire.

In the event that the Supplier proposes to offshore any Buyer data as part of the contract, they would be required to provide details in the offshoring questionnaire about the processing to be carried out offshore, including:

- a) the privacy risks and the security controls in place to protect the data;
- b) how the offshoring arrangement is legitimised to comply with relevant data protection legislation (e.g. adequacy decision, appropriate safeguards, Standard Contractual Clauses/International Data Transfer Agreements); and
- c) where applicable details of any transfer risk assessment that has been conducted, along with any supplementary measures implemented.

Personnel

- **Security Clearance**

- **Level 1**

- The Supplier is required to acknowledge in their response that any Supplier Staff that will have access to the Buyer's site for meetings and similar (but have no access to the Buyer's systems), must be supervised at all times by our staff.

- **Employment Contracts**

The Supplier shall confirm that organisational and individual responsibilities for information security are clearly defined in the terms and conditions of employment contracts, along with relevant non-disclosure agreements, where the individual with have access to any Buyer data, information and /or the Buyer site or systems.

- **Training**

The Supplier shall maintain a mechanism to ensure employees and contractors receive appropriate information security awareness and data protection training upon appointment, and perform regular updates to organisational policies and procedures, as relevant for each job function. Evidence must be provide where reasonably requested by the Buyer.

- **Access Rights**

The Supplier shall ensure their staff are provided only the necessary level of access (using the principle of least privilege) to Buyer data or information, to deliver their job function within the contracted service(s). Upon staff migration, or termination of employment, the Supplier shall verify that there is a process in place to ensure assets are returned and rights to assets revoked without undue delay.

Evidence of the above must be provide where reasonably requested by us.

Use of Artificial Intelligence for delivery of the requirement

The Buyer wishes to understand and approve any proposed use of any Artificial Intelligence (AI) tools/solutions or machine learning technologies to carry out activities in delivery of this contract.

Suppliers must state any plans to use such tools/solutions in their proposals and describe in detail how they will be integrated into your service offerings and used in the delivery of the contract.

Any proposed AI tools/solutions or extensive processing of data would need to be discussed and agreed with the Buyer before delivery as part of the contracted work so that the department can carry out the necessary impact assessments to ensure that the proposal is compliant with relevant laws and government policy.

If the supplier has no plans to use AI tools/solutions/technologies in the delivery of the contract they should state so in their proposal.

Should the successful Supplier wish to introduce AI tools/solutions at any point throughout the life of the contract, then a proposal should be submitted to the Buyer's Contract Manager who will consider the proposal and either confirm or decline the usage of AI tools/solutions.

8.2 Cyber Security

The Government has developed Cyber Essentials, in consultation with industry, to mitigate the risk from common internet-based threats.

It will be mandatory for new Central Government contracts, which feature characteristics involving the handling of personal data and ICT systems designed to store or process data at the OFFICIAL level of the Government Security Classifications scheme (link below), to comply with Cyber Essentials.

<https://www.gov.uk/government/publications/government-security-classifications>

All potential tenderers for Central Government contracts, featuring the above characteristics, should make themselves aware of Cyber Essentials and the requirements for the appropriate level of certification. The link below to the Gov.uk website provides further information:

<https://www.gov.uk/government/publications/cyber-essentials-scheme-overview>

As this requirement features the above characteristics, you are required to demonstrate in your response that:

- Your organisation has Cyber Essentials certification; **or**
- Your organisation will be able to secure Cyber Essentials certification prior to commencement of the required services/deliverables; **or**
- Your organisation has other evidence to support that you have appropriate technical and organisational measures to mitigate the risk from common internet-based threats in respect to the following five technical areas:
 - Boundary firewalls and internet gateways
 - Secure configuration
 - Access control
 - Malware protection
 - Security update management

The successful tenderer will be required to provide evidence of Cyber Essentials certification 'or equivalent' (i.e. demonstrate they meet the five technical areas the Cyber Essentials Scheme covers) at the point of contract award, and prior to personal data being sent to the Supplier for processing. This will be through the completion of the Statement of Assurance Questionnaire (SoAQ).

The Supplier will be required to secure and provide evidence of [Cyber Essentials re-certification 'or equivalent' (i.e. demonstrate they meet the five technical areas) on an annual basis.

Further information regarding the certification process can be found here:

<https://www.ncsc.gov.uk/cyberessentials/overview>

8.3 Sustainability

The Buyer is committed to reducing any negative impacts produced by our activities, products and services. This aligns to the Government's Greening Commitment which states we must: "Continue to buy more sustainable and efficient products and services with the aim of achieving the best long-term, overall value for money for society."

The Buyer is certified to ISO 14001:2015 and more information is available in our Environmental Policy at:

<https://www.gov.uk/government/publications/dvlas-environmental-policy>

Where appropriate, the Supplier shall assist DVLA in achieving its Greening Government Commitments, current iteration detailed on [Greening Government Commitments 2021 to 2025 - GOV.UK \(www.gov.uk\)](#) i.e. Reduce CO₂ emissions through energy consumption and travel, reduce water consumption and waste produced.

The Supplier shall ensure that its own supply chain does not have negative environmental or social impacts.

The Supplier shall be committed to resource efficiency and reducing their consumption of natural resources.

All products and services procured by DVLA must comply with the Government Buying Standards (GBS). Further information, including details of each standard can be found on <https://www.gov.uk/government/collections/sustainable-procurement-the-government-buying-standards-gbs> The Supplier must be able to meet, and if requested, evidence compliance with the relevant GBS.

In line with Government commitments, the Supplier shall provide the specified products and / or services without the use of single use plastic, or where unavoidable, the minimum amount necessary, including packaging.

8.4 Health and Safety

The Buyer has an Occupational Health and Safety Management System that is certificated to ISO45001. Further information on our Health & Safety Policy, is available on request from the Buyer.

8.5 Estates

N/A for this contract

8.6 Diversity and Inclusion

The Public Sector Equality Duty (PSED) is a legal requirement under the Equality Act 2010. The Equality Duty ensures that all public bodies play their part in making society fairer by tackling discrimination and providing equality of opportunity for all. It ensures that public bodies consider the needs of all individuals in their day-to-day work – in shaping policy, in delivering services, and in relation to their own employees. The Buyer is committed to encouraging equality, diversity and inclusion within our workforce and against unlawful discrimination of employees, customers and the public. We promote dignity and respect for all and will not tolerate bullying, harassment or discrimination by staff, customers or partners we work with. Everyone working for us and with us, as partners in delivering our services, has a personal responsibility for implementing and promoting these policy principles in their day- to-day transactions with customers and our staff.

A full copy of our Equality, Diversity and Inclusion Policy is included at Appendix E

8.7 Business Continuity

The Supplier shall have business continuity and disaster recovery plans in place to maintain or quickly resume any Goods/Services provided to the Buyer and shall maintain compliance with relevant legislation.

8.8 Procurement Fraud

A copy of our Ethical Procurement Statement is attached at Appendix D.

8.9 Use of Buyer Brands, Logos and Trademarks

The Buyer does not grant the successful Supplier licence to use any of the Buyer's brands, logos or trademarks except for use in communications or official contract documentation, which is exchanged between the Buyer and the successful Supplier as part of their fulfilment of the Contract.

Approval for any further specific use of the Buyer's brands, logos or trademarks must be requested and obtained in writing from the Buyer.

8.10 Welsh Language Scheme Requirements

N/A for this contract

8.11 Delivery Instructions – Goods Inward

8.11.1 Advance Delivery Booking Process

All deliveries **must** be pre-booked and confirmed **48hours** in advance. Please contact the Logistic and Storage Team Leads, **XXXXXX redacted under FOIA section 40** or email **XXXXXX redacted under FOIA section 40** ensuring the following information is included.

1. Driver's Name
2. Vehicle Make and Model
3. Vehicle Registration Number
4. Number/Volume of items to be delivered

You will be sent a notification email confirming the booking reference number and the time and date delivery is required.

Large volume deliveries will normally be allocated a morning delivery time. This helps ensure that the vehicle can be offloaded with minimum impact to the delivery driver and their onward transmission of additional deliveries.

If a scheduled delivery is delayed in transit (e.g. vehicle break down, significant traffic or tacho restrictions) please contact **XXXXXX redacted under FOIA section 40** immediately to provide information updates on progress and a revised estimated time of arrival.

NOTE: Failure to notify a delay will result in an impact to the official acceptance of the delivery and the vehicle could be prevented from accessing the site by the Security team.

8.11.2 Packaging Requirements for our Forms, Envelopes and Continuous Stationery

All deliveries should comply with the packaging requirements, below. If your goods fall outside the parameters set out in this document then please contact the stores team above.



CON5_100913.pdf

8.11.3 Delivery Address/Locations

The delivery location for the cards unless specified otherwise is as follows:

XXXXXX redacted under FOIA section 40
XXXXXX redacted under FOIA section 40

The delivery address will be included in the formal Purchase Order. It is your responsibility to ensure that the designated delivery vehicle is dispatched to the correct location.

8.11.4 Onsite equipment

All Buyer locations have a combination of reach, counterbalance, and clamp forklift trucks along with electric powered pallet trucks and hand pallet trucks. The maximum loaded weight that can be safely managed using the existing equipment is 1.6 metric tonnes.

8.11.5 Site Etiquette

On arrival delivery drivers must make themselves known to the Security Team at the security sentry post/gatehouse. The Security Team will request details from the driver (i.e. driver's name, vehicle make/model, vehicle registration number etc.) to ensure a match with the information already provided to the Buyer when the delivery was pre-booked. The Security team will process the vehicle and enable access to site accordingly.

On accessing the site the driver must make themselves known to the Stores and Logistics staff.

A 'goods in' notification bell is located at the loading bay entrances. Drivers are requested to ring the bell and await the arrival of the stores loading bay supervisor.

Assistance to offload the delivery will be arranged by the stores supervisor. Drivers must not reverse onto the loading bay without expressed permission. The stores supervisor will aid the driver when backing onto the loading bay. Stores and Logistics staff safety protocols must always be observed.

Drivers must not leave any items unattended or unsigned for at any loading bay entrances. This will trigger a security breach and items being quarantined until deemed safe to accept. This will delay the goods in process.

When the delivery has been offloaded, checked and approved the Stores Supervisor will sign and provide the relevant remittance slip to the driver (usually the delivery carrier's official delivery note).

8.11.6 Unsafe Load or Non-Compliant Delivery

If the loading bay supervisor deems the delivery unsafe or non-compliant the delivery will be rejected back to the Supplier to resolve and re-deliver.

8.11.7 Consignment Labelling

Labelling must conform to the standards outlined in the Packaging Requirements. Non-compliance will result in the delivery being rejected back to the Supplier to resolve and re-deliver.

8.11.8 Exceptional Circumstances

It is important that oversized or heavier goods are highlighted to us in your tender so that an alternative delivery plan can be provided.

8.12 Digital Accessibility

N/A in this contract

9. Management and Contract Administration

9.1 Contract Account Manager

The awarded Supplier shall appoint a Contract Account Manager and tasks shall include, but not be limited to:

- Acting as an escalation point for queries, advice and issues;
- Identification of opportunities for improvements;
- Informing the Authority of new risks;
- Trend analysis;
- Preparation for Contract review meetings;
- Fulfilling requests for information from the Authority;
- Preparation of proposals;
- Information security;
- Responsibility for liaison with the Authority's key Operational Management team, the Contract Manager and the Commercial Advisor; and
- They shall attend implementation meetings, as requested by the Authority.

9.2 Contract Performance

Contract Performance will be managed through the quarterly Contract Review Meetings at DVLA Swansea or, where appropriate, via video link, and reported to the Contract Owner on a quarterly basis. These Contract Performance Review meetings will be conducted to an agreed agenda; the following elements are likely to be included:

- Performance analysis – Review of SLAs and KPIs;
- Contractual/Operational Issues;
- Compliance and satisfaction levels;
- Business Continuity issues and updates;
- Proposals for improvements on any area of the contract;
- Review of market conditions / intelligence;
- Financial stability;
- Review of risk assessment;

- Provide updates on any new security threats identified, including threats to personal data; and
- Any future relevant legislation changes

9.3 Poor Performance

Where the performance falls below the required standard, DVLA will work with the Supplier to rectify the service failures. Where the process has been exhausted and fails to provide a solution, a formal rectification plan will be agreed with measurable objectives. Failure to meet these objectives may result in contract termination.

9.4 Authority

Contract managers have the authority to make changes to the operational outputs of the contract within the scope of the original tendered specification, or any formal variation accepted since.

9.5 Performance Reporting and Service Credits

N/A

9.6 Risk Registers and Complaints Log

Creation, maintenance and management of the Risk Registers and Complaints log are the responsibility of the DVLA Contract Manager. These are reviewed at the Contract Review Meetings with the Supplier.

9.7 Contract Dispute Management

Disputes within the contract will be managed according to the RM6186 Core Terms v3.0.11-1– Clause 34 Resolving Disputes

10. Training / Skills / Knowledge Transfer

Training will be required for the Online Programme Management Tool.

The training should be appropriate to the level of complexity involved and cover both administrative and end user roles.

11. Documentation

N/A for this contract

12. Arrangement for End of Contract

Arrangement for End of Contract will be managed according to the RM6186 Call-Off Schedule 10 – Exit Management v3.2.

13. Evaluation Criteria

Selection will be based on the Evaluation Criteria, encompassing the most economically advantageous tender, which demonstrates a high degree of overall value for money, competence, credibility and ability to deliver.

Your tender will be evaluated using the following weightings **and** the criteria weightings set out within the Annexes, to obtain the optimal balance of quality and cost.

Mandatory Requirements (if applicable)

Annex 1 provides details of any elements/criteria considered as critical to the requirement. These are criteria, which will be evaluated on a pass/fail basis. A fail may result in the tender being excluded from further evaluation.

Quality Criteria:

Annex 2 provides details of the quality criteria on which tenders will be evaluated. This will list the primary criteria along with the allocated percentage weighting and a description of the specific requirement. The overall percentage allocated for the Quality Criteria is outlined in the Table “Overall Weighting Allocation” and the method used to allocate scores is outlined below.

Quality Criteria Scoring Methodology:

The scoring methodology used to assess and allocate scores to each criteria are included in the table below:

Points awarded	Description
100	Fully meets/evidence provided that demonstrates the requirement can be met
60	Minor concerns/issues that the requirement can be met
30	Major concerns/issues that the requirement can be met
0	Does not meet the requirement, not addressed or no evidence provided

Based on the allocated score, a percentage will be calculated against each element using on the following calculation:

$$\frac{\text{(Allocated Score)}}{\text{Maximum Score}} \times \text{Weighting}$$

For example, “Quality Element 1” can be allocated a score between 0 and 100 but carries a weighting of 10%. Supplier A is given a score of 60 for this element so

receives a score of $(60/100 \times 10) = 6\%$. The scores for each element will then be added together to calculate the overall Quality Criteria score.

Financial / Price Criteria

Evaluation of the prices submitted will be performed separately by a Commercial Finance Accountant and details will not be made available to the Quality Evaluation Panel. This is to ensure fairness and avoid any subconscious influence of a lower price on the quality scoring. The overall percentage weighting allocated for the Financial/Price Criteria is outlined in the Table “Overall Weighting Allocation”.

Financial / Price Criteria Scoring Methodology:

A Percentage Scoring Methodology will be used to evaluate all proposals for this requirement. This methodology is based on the following principles:

The lowest tendered price will be awarded the maximum score available. Each subsequent bid will be baselined to this score and will be awarded a percentage of the maximum score available. The calculation used is as follows:

$$\frac{\text{(Lowest Tendered Price)}}{\text{Tender Price Submitted per Supplier}} \times \text{Maximum Score Available (i.e. Weighting)}$$

For example, if the Financial/Price weighting allocation is 40%, the maximum score available is 40. Supplier A submits the lowest price of £100,000 and Supplier B submits a price of £180,000. Based on the above calculation Supplier A and B will receive the scores shown below:

Supplier A = $100k/100k \times 40 = 40\%$

Supplier B = $100k/180k \times 40 = 22.22\%$

Overall Weighting Allocation

Evaluation Criteria	Weighting
Quality Criteria and Social Value Criteria (if applicable)	60%
Financial / Price Criteria	40%
Total	100%

Calculation of Overall Score:

The allocated score for the Quality and Social Value Criteria (where applicable) will be added to the Financial/Price Factor score to calculate the overall score for each tender (out of a max available 100%). The tender with the highest overall score will be deemed as successful.

14. Points of Contact

Commercial Advisor	Name	XXXXXX redacted under FOIA section 40
	Tel	XXXXXX redacted under FOIA section 40
	e-mail	XXXXXX redacted under FOIA section 40
	Address	XXXXXX redacted under FOIA section 40
Project Lead/Business Area Contact Estates Management Group	Name	XXXXXX redacted under FOIA section 40
	Tel	XXXXXX redacted under FOIA section 40
	e-mail	XXXXXX redacted under FOIA section 40

All queries/questions should be sent to the Commercial Advisor

Annexes

Annex 1 - Mandatory Criteria

Mandatory Criteria	Mandatory Criteria Description	Yes/No
M1	The bidder shall confirm that as well as Fuel Card(s) with registration numbers on they are able to issue DVLA with a Card(s) that have no vehicle registration as required/requested by DVLA authorised personnel. These are known as “bearer cards”.	Yes/No
M2	DVLA requires the Card(s) to purchase services and items such as but not limited to fuel, electric, screen wash, car wash, ad-blue, windscreen wipers, and maintenance.	Yes/No
M3	DVLA require a Fuel Card(s) solution that captures at source a breakdown of the purchases for each transaction as detailed in Figure 2 within 6.6 of this specification document. The bidder shall confirm whether they can provide this requirement.	Yes/No
M4	Please confirm you can meet the Invoicing and Payment criteria within section 6.5 of the specification document.	Yes/No
M5	Do you agree, without caveats or limitations, that in the event you are successful in this Procurement, that the resultant contract will come under the RM6186 - Fuel Cards and Associated Services VI CCS Framework Terms and Conditions	Yes/No
M6	Please confirm that any transferred data will be over an encrypted network	Yes/No
M7	Petrol/Diesel Outlets: Please confirm that your coverage for UK outlets is above 60%	Yes/No

Annex 2 - Scored Quality Criteria

Primary Scored Criteria	Primary Scored Criteria Weighting (%)	Scored Sub-criteria Description	Individual Scored Sub-Criteria Weighting (%)
Card Functionality	10%	Please explain how your offering allows for a mechanism to purchase fuel, electricity, and associated services.	10%
Card Infrastructure	20%	Please detail how many outlets you have access to when purchasing Fuel. Please separately include any future capacity for the duration of the contract.	10%
		Please detail how many outlets you have access to when purchasing Electric Charging. Please separately include any future capacity for the duration of the contract.	10%
Fraud Prevention	5%	Please detail how your Card(s) meets the Fraud Prevention criteria within section 6.3 of this specification document.	5%
Customer Service and Account Management	7%	Please indicate how you can meet the requirements within section 6.4 of this specification document.	7%
Online Programme Management Tool	8%	<p>Please indicate how you can meet the requirements within section 6.6 of this specification document.</p> <p>For Management Information, examples of the reports expected should be provided.</p> <p>Details of training offered as specified in section 10, should be outlined in this response.</p>	8%

<p>Social Value Outcomes</p>	<p>10%</p>	<p>Using a maximum of 1000 characters describe the commitment your organisation will make to ensure that opportunities under the contract deliver the Policy Outcome and Award Criteria.</p> <p>Please refer to section 6.11 which outlines the policy outcome associated with this procurement, and contains a link to social value guidance provided by central government.</p> <p>In your response please include:</p> <ul style="list-style-type: none"> ● your 'Method Statement', stating how you will achieve this and how your commitment meets the Award Criteria, and ● a timed project plan and process, including how you will implement your commitment and by when. Also, how you will monitor, measure and report on your commitments/the impact of your proposals. You should include but not be limited to: <ul style="list-style-type: none"> ○ timed action plan ○ use of metrics ○ tools/processes used to gather data ○ reporting ○ feedback and improvement ○ transparency ● how you will influence staff, suppliers, customers and communities through the delivery of the contract to support the Policy Outcome, e.g., engagement, co-design/creation, training and education, partnering/collaborating, volunteering. <p>If required please attach a separate document to cover this question.</p>	<p>10%</p>
	<p>Total = 60%</p>		

Annex 3 - Financial/Pricing Criteria

Primary Financial/Pricing Criteria	Financial/Pricing Weighting (%)	Description
Pricing Requirements	40%	Refer to the Pricing Schedule (Call-Off Schedule 5)
	Total = 40%	

Pricing Schedule

The Pricing Schedule is primarily designed to accommodate two different charging models:

- 1) Where the use of the relevant card incurs a transactional fee (per transaction)
- 2) Where there is an Annual Standing charge

If your charging mechanism is different from either of these, please try and provide estimates in order for us to understand the overall cost of your proposal.

It also allows for the factoring in of associated benefits provided by potential suppliers, the primary ones that our research has led us to expect are:

- 1) **Fuel Discounts** – Please enter any savings off the standard price of fuel. If these are for specific outlets only. Please assume a 50% take up rate.
- 2) **Additional Discounts** – If there are other savings that you can deduce from our requirements, not identified, please include in this section.

The rationale behind any of the discounts should appear somewhere within your tender response.

Discounts are not mandatory and are only requested for us to understand the whole life cost of the proposal.

Clarification Questions are welcome relating to this and other aspects of the procurement.

Appendices

Appendix A – Breakdown of card usage (April 2024 – March 2025)



Card Usage -
Appendix A.docx

Appendix B – Invoicing procedures



Invoicing
Procedures.docx

Appendix C - Statement of Assurance Questionnaire



Statement of
Assurance Question

Appendix D - DfT Counter Fraud Bribery and Corruption



DfT Ethical
Procurement Statem

Appendix E – DVLA's Diversity & Inclusion Policy



Equality Diversity
Inclusion policy DVL

Appendix F – Armed Forces Covenant



Armed Forces
Covenant.docx

Appendix G – Information to be provided by bidders



Information to be
provided by bidders