**Schedule 2 (Specification)**

Specification

**Weighbridges & related services 2023**

**Driver & Vehicle Standards Agency (DVSA)**

**Contract Reference** **K280021986**

**Date: 31.08.2023**

**Version: 3.1**

**Definitions and Description**

For the purposes of this schedule the Definitions provided in Schedule 1 will apply, further the following additional terms will have the meaning given here.

|  |  |
| --- | --- |
| **Term** | **Description** |
| Consolidated Code of Practice | This refers to the Consolidated code of practice: enforcement weighing of vehicles available online at www.gov.uk |
| DVSA | Driver and Vehicle Standards Agency |
| DVA | Driver and Vehicle Agency |
| Weights and Measures Inspector | A person authorised by a notified body operating under Directive 2009/23/EC.  Normally from Trading Standards Authorities, or a Police Officer authorised by a Chief Constable. |
| Section 9 Statement (Level Survey Test Result Certificate) for level survey. | Witness Statement required for Level Accuracy surveys for Weighbridges and Weigh-pad approach levels in England and Wales. To be signed by Supplier. |
| Statement of Witness (Level Survey Test Result Certificate) | Statement required for Level Accuracy surveys for Weighbridges and Weigh-pad areas approach levels in Scotland |
| WIMS | Weigh in Motion System |
| IVA | Individual Vehicle Approval |
| SME | Small Medium Enterprise |
| KPI | Key Performance Indicator |
| SLA | Service Level Agreement |
| DfT | Department for Transport |
| CM | Contract Manager |

***\*Note :*** *the content of this Schedule 2 (Specification) will form the Contract, pursuant to this procurement exercise.*

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# 1. INTRODUCTION

The Driver and Vehicle Standards Agency (DVSA) is an executive agency of the Department for Transport (DfT) and on behalf of the Secretary of State for Transport, is responsible for the delivery and administration of a number of services. These include Road Traffic Enforcement Activities, Individual Vehicle Approval (IVA) examinations, in-service Vehicle Inspections (MOT) and Driver and Rider Testing.

DVSA helps you stay safe on Great Britain’s (GB’s) roads by:

* Helping you through a lifetime of safe driving
* Helping you keep your vehicle safe to drive
* Protecting you from unsafe drivers and vehicles

# 2. BACKGROUND

DVSA must ensure illegally operated goods vehicles and passenger vehicles are prevented from using the roads. Therefore, DVSA Enforcement Staff regularly perform roadside vehicle weighing checks, using specialised weighing equipment to ensure vehicles are safe to be driven. All weighing equipment plus the approach levels that lead to the weighing platforms, must comply with and be traceable to the UK/National Standards that are in place at the time.

DVSA is seeking a solution to *calibrate and verify* its specialist weighing equipment so that it is always accurate to comply with the current standards. This includes occasional *supply, installation, a repair & maintenance service, level accuracy surveying work, plus some construction and civil & mechanical engineering work.*

Vehicle weighing checks are completed on weighbridges and portable weighing areas. The accuracy and compliance of this equipment supports the enforcement weighing check activities.

Currently of equipment must be arranged and carried out by Weights and Measures Inspectors from Trading Standards Authorities. This policy is currently under review by DVSA.

The aim of the weighing check activities is to enforce GB law regarding the maximum weight limit imposed upon a vehicle. The laws exist to reduce damage to roads and bridges, to protect the environment, to improve road safety and to prevent those operating illegally, gaining a commercial advantage.

### 2.1 Weighing Developments

DVSA’s intention is to reduce the number of fixed weighing facilities on the network from approximately 40 weighbridge sites, to approximately 31 sites over a 2 year period, and increase the number of portable weighing options. Therefore, the number, type and location of the weighing facilities and options will vary over the lifetime of the contract.

In addition, some sites used for IVA weighing may also reduce.

Consequently, DVSA may need to consider alternative weighing solutions (such as using and maintaining portable weighing mats). Although this work is not guaranteed. Trials may be carried out to establish the suitability of supplementary weighing equipment before any negotiations take place.

### 2.2 Variations to the Network, Facilities and Locations:

DVSA do not expect to construct many new weighbridges, or portable weighing pits/recesses. Although, some civil and mechanical engineering work will be required to maintain the estate.

The weighing network is geographically spread through-out the country with facilities located at DVSA owned/ leased premises, Port Authorities and sites carrying out IVA Testing.

### 2.3 Existing Network

Details of the existing weighing network are enclosed in the “Price Schedule / List of Sites.”

\***Note** - *all sites may not be live at the time of award of the contract, due to network changes.*

# 3. QUALITY ASSURANCE REQUIREMENTS

### 3.1 Compliance to Standards

The Supplier will abide by DVSA’s weighing policy the [Consolidated Code of Practice;](https://www.gov.uk/government/publications/weighing-vehicles-for-enforcement-consolidated-code-of-practice/consolidated-code-of-practice-enforcement-weighing-of-vehicles)  and will continue to do so if the Consolidated Code of Practice is changed over the life of the contract. The Supplier is responsible for facilitating all verification testing arrangements with the local Weights and Measures Inspectors, who will issue a Test Result Certificate.

IVA weighbridges will be routinely maintained and verified annually. All other weighbridges will be routinely maintained, calibrated and verified at least every 6 months and in strict accordance with the verification procedure set out in the [Weighing of Motor Vehicles Regulations 1978](http://www.legislation.gov.uk/uksi/1978/1180/made).

All level accuracy surveys are to be carried out every 12 months as set out in the above regulations and the [Consolidated Code of Practice](https://www.gov.uk/government/publications/weighing-vehicles-for-enforcement-consolidated-code-of-practice/consolidated-code-of-practice-enforcement-weighing-of-vehicles).

The Supplier will ensure that all equipment and approach levels on the network, are accurate, available for use, and compliant with the UK Legislation/National Standards that are in place at the time.

This includes but is not limited to the following:

* [Consolidated Code of Practice](https://www.gov.uk/government/publications/weighing-vehicles-for-enforcement-consolidated-code-of-practice/consolidated-code-of-practice-enforcement-weighing-of-vehicles); Enforcement Weighing of Vehicles
* [The Weighing of Motor Vehicles Regulations 1978](http://www.legislation.gov.uk/uksi/1978/1180/made)
* The Weighing Equipment (Non-automatic Weighing Machines) Regulations 1988
* International Organization of Legal Metrology (OIML) International Recommendation R111-1Construction Design and Management Regulations 2015
* Certificate of Test (Weights and Measures Act 1985 Section 74 (4)
* Level Accuracy Surveying skills (a suitably qualified person or land surveyor)

The Supplier must provide the resource capacity, skills, equipment and vehicles necessary to fulfill the contract in order to satisfy all the legal requirements.

### 3.2 Weighing Policy Review

DVSA’s weighing policy is currently under review; and if a policy change results in a change to this requirement, this will be implemented by mutual agreement between the Parties.

### 3.3 Certification

A record of the Test Result Certificate must be retained for at least 2 years as per the following:

* [Consolidated Code of Practice](https://www.gov.uk/government/publications/weighing-vehicles-for-enforcement-consolidated-code-of-practice/consolidated-code-of-practice-enforcement-weighing-of-vehicles) for Enforcement Weighing
* [The Weighing of Motor Vehicles Regulations 1978](http://www.legislation.gov.uk/uksi/1978/1180/made)
* A Section 9 Statement is required for level accuracy surveys in England and Wales, which must be signed by the Supplier.
* A Statement of Witness is required for level accuracy surveys in Scotland, and must be signed by the Supplier.
* Once the verification of a weighbridge is completed by an Inspector of Weights and Measures, please request a *signed and valid* Verification Test Result Certificate from the Weights and Measures Inspector. DVSA understand these are not mandatory, although they are useful to have if possible.

### 3.4 Weight Stacking Standards for Calibration and Verification Testing

For Calibration and Verification testing the Supplier must ensure that all weights are traceable to National Standards, so must be designed, constructed and compliant with the accuracy requirements.

The weights must have been tested for accuracy within the last 12 months and be issued with a Test Result Certificate by a Weights and Measures Inspector - by virtue of the “Weights and Measures Act 1985 section 74(4)”.

### 3.5 Quality Assurance Systems

Suppliers are expected to have Quality Assurance and Quality Management Systems and Processes in place to ensure that all standards are being met and followed, such as but not limited to:

* Health and Safety at Work Act 1974, ISO9001
* ISO9001 2015 Quality Systems Accreditation
* Management of Health and Safety at Work Regulations 1999
* Directive 2014/31/EU – non automatic weighing instruments
* International Standard for Testing and Calibration Laboratories (ISO 17025)

# 4. SCOPE

### 4.1 Routine work includes:

* routine calibration & verification testing
* repair & preventative maintenance service
* supply of equipment and parts
* construction & installation
* civil & mechanical engineering
* level accuracy surveying work

Level accuracy surveys are to be carried out every 12 months on Enforcement sites, IVA Sites and Portable Weighing areas that are listed within the price schedule.

Enforcement weighbridge sites will be routinely maintained, tested and verified at least every 6 months.

Stand-alone IVA sites will be routinely maintained and verified every 12 months.

Other areas of responsibility include, equipment downtime, occasionally appear as an expert witness in court and to assist in the calibration of Weigh in Motion System (WIMS).

The Supplier must have the capacity, skill, experience and access to the equipment necessary to fulfill the contract. This includes verification from manufacturers that spares, repairs, re-calibration services (if required) and replacement equipment is available to the Supplier.

The Driver and Vehicle Agency Northern Ireland will also require some call off services for this contract.

### 4.2 Non routine reactive work:

Non-routine reactive work will be reported to the Supplier via a telephone and email helpline (dependent on the business function) plus a call out service.

A helpline & call out service for breakdown and repair is required between Monday to Friday (08:30 to 17:30).

Any repairs must be priced in accordance with the Price Schedule. The Contract Manager must be informed if there are repairs required, which are not listed on the Price Schedule. Please note, the Supplier must issue an estimate for any major repair work once discussions have taken place with the Contract Manager.

*Attendance on site* is required *within 2 working days* for any breakdown/fault *reported*. An investigation within this timeframe is to be carried out and repairs completed on the first day of attendance.

Where repairs cannot be completed on the day it will be completed *within 8 working days of the report of the fault*.

If a *re-verification* test is required before the equipment can be used again for prosecution (enforcement weighing), this must be carried out *within 15 working days of the report of the fault.*

### 4.3 Non routine charges:

Any work required that has not been priced within the Price Schedule, shall be priced at an hourly rate, plus parts. DVSA will reject any claims for unauthorized ad hoc repair costs.

Regardless of the reason for the problem, charges for non-routine work could (for example) include; repairs to any damaged equipment, repairs that fail calibration or are out of service.

### 4.4 The Weighbridge Equipment and Area:

All equipment that remains part of the estate must be maintained. The equipment is of varying ages, and is installed in recently constructed sites, to over 20 years old. Some sites are fitted with lightning protection systems which must also be maintained.

The Weighbridge sites consist of:

* AX4000 Dynamic installation weighbridges (estate majority)
* Single 6m single plate static bridge (2)
* Single Axle weighbeam (2)
* Avery mechanical static single plate (1)

All with concrete approach levels (that lead to the weighing platforms)

\***Note** - *An updated List of sites will be provided at the start of the contract.*

### 4.5 The Portable Weighing Area:

This area consists of:

* Portable weighing pits/recesses
* Concrete approach levels (that lead to weighing platforms)

The portable weighing areas that remain part of the estate must be maintained.

**\**Note:*** *Supply, Calibration and maintenance of the current weighing pads that DVSA use (Haenni & Axlemate) are* ***not*** *part of this contract. Only the pits/recesses that they “fit into” and the approach levels, are part of this contract (the portable weighing area).*

### 4.6 Photographs – Portable Weighing Area

The photographs below are an illustration of a portable weighing area.

***Illustration A***

A door on the ground

Description automatically generated

***Illustration B:***

A screenshot of a computer

Description automatically generated

# 5. ENFORCEMENT AND IVA WEIGHING REQUIREMENTS

Good management and co-ordination for verification of the equipment is paramount. The Supplier is responsible for the management of the work, including liaison between the Contract Manager (CM) in DVSA, the Inspectors of Weights and Measures, sub-contractors and any other interested party.

### 5.1 Enforcement Calibration Testing Requirements:

*\*****Note*** *- Enforcement Weighing requirements are attached in the documents below (Annexe A to Schedule 2- Functionality of Dynamic Weighing Specification) and should always be followed.*

* Enforcement Testing Requirements Document



### 5.2 Individual Vehicle Approval Testing Requirements:

\***Note** - *Individual Vehicle Approval Testing Requirements are attached in the document below (Annexe B to Schedule 2- IVA Weighing Document) and should always be followed.*

* IVA Testing Requirements Document



These weighbridge installations are based on a single beam axle weigher or a single plate weighbridge.

Stand-alone IVA sites (listed in the Price Schedule) are calibrated every 12 months.

Sites at which Enforcement weighing takes place, and where an IVA certificate is also required are contained in the Price Schedule*.*

### 5.3 Calibration and Verification (Routine Maintenance Services):

At the time of the verification test, the Supplier will carry out any necessary routine calibration testing, preventative maintenance and onsite repair, to ensure the equipment is available for enforcement use 98% of the time.

Maintenance includes but is not limited to:

* cleaning the weighbridge pit when necessary
* clearing the drainage gully in the pit
* ensuring drainage is free flowing

Any drainage problems downstream from the gully, are outside the scope of this contract and should be reported to the CM.

\***Note** - *In case of unexpected flooding, the Supplier shall provide adequate pumping equipment at verification tests, to pump out the pit so that the test may go ahead on the day.*

In addition, any other defects of the site or buildings (that affects the performance of the weighbridge) should also be reported to the CM.

### 5.4 Weighbridge Level Accuracy Surveying Requirements:

**DVSAs Policy** is not only to adhere to the level surface requirements within the [Consolidated Code of Practice](https://www.gov.uk/government/publications/weighing-vehicles-for-enforcement-consolidated-code-of-practice/consolidated-code-of-practice-enforcement-weighing-of-vehicles), but to work to the limits of:

* **(+/- 2mms tolerance, referenced to one datum point for 8 meters either side of the weighbeam**
* **Areas of the apron outside the 8-meter distance must be within a tolerance of 4mm of the same datum).**

This is so that DVSA can continue to operate within the [Consolidated Code of Practice t](https://www.gov.uk/government/publications/weighing-vehicles-for-enforcement-consolidated-code-of-practice/consolidated-code-of-practice-enforcement-weighing-of-vehicles)olerance levels, should minor changes occur to the levels.

The Supplier must therefore ensure they can provide these skills by having quality assurance controls, systems and processes in place in order to achieve these targets.

**Level accuracy surveys** must be carried out annually, and remedial work should be carried out not more than four weeks in advance of the verification test.

If any level accuracy survey fails; remedial work and a re-survey are to be carried out within 8 working days of the date of the failed level accuracy survey, where work being carried out isn’t a major repair, and not more than 4 weeks in advance of the verification test . The repair and re-survey are to be charged in accordance with the “Price Schedule and Site List”.

In the event of a suspected fault, level accuracy surveys are to be carried out with-in 12 working days of the reported fault.

The Supplier must provide evidence (within 15 working days of compliance to the standards) that the level accuracy survey levels, are in tolerance with the Consolidated Code of Practice and DVSA Policy

# 6. THE PORTABLE WEIGHING REQUIREMENT

Some Portable weighing sites are used in prosecution cases and will need to comply to the National Standards. Therefore, the surface levels within the designated weighing areas must also comply with the accuracy limits within those standards.

For construction tasks, *associated* with the use of portable weigh-pads, the specified items are:

* Excavate & replace a 10m x 3m section of approach slab, tolerance +/-2mm, single datum.
* Supply and install a replacement single axle pit, tolerance +/-2mm
* Surface grinding of level approach to bring survey into tolerance
* Excavate & construct a 20m x 5m weigh-pad slab, tolerance +/-6mm, single datum
* Excavate, supply and install a weigh-pad pit to +/-2mm, suitable for the use of two Haenni WL108 Class 4 weigh-pads and two Axlemate Weighpad Model VWAM5L, and associated cables; so that the top of the weigh-pads are flat and level with the adjacent surface as per National Standards accuracy limits.

# 7. CONSTRUCTION, CIVIL AND MECHANICAL ENGINEERING

If DVSA reduce the number of weighing sites, it will be necessary to remove and make safe the weighing equipment and approach levels. This may include removing the weighing platforms and concreting in the pit. DVSA will rely on the Suppliers expertise to inform the safest course of action. The Supplier must list the type of work required, type of labour, and number of estimated hours within the pricing schedule.

In addition, concrete remedial work will be required to upkeep and maintain the existing equipment. Please advise of the work required within the price schedule, within Tab named “Other Construction Work,” if not already listed.

It is sometimes necessary to repair or replace the level concrete approaches, or the pit of an axle weighbridge, or to relocate the whole weighbridge installation. Other tasks may include the following in conjunction to the weighbridge work:

* constructing a footpath
* or traffic island
* extending a drain
* or other ad hoc works

\***Note** - *civil engineering work is likely to be minimal during the life of the contract; however, where such work is required, the Supplier will attend meetings with DVSA and other agencies.*

The Supplier and their sub-contractors must comply with the “Construction Design and Management Regulations 2015”. DVSA may therefore sometimes appoint the Supplier as the Principal Contractor and/or Principle Designer if deemed appropriate for a specific project.

Occasionally the Supplier may be requested to provide the designs and materials for the weighbridge substrate. The Supplier must evidence where materials are sourced; and also evidence how they remain fully compliant with regulations. Prices for such work will be negotiated with DVSA.

# 8. CONSUMABLES

Supplies of consumable items such as (but not limited to) printer paper rolls, printer ribbons batteries, light bulbs, traffic lights, self-weigh start buttons etc., should be priced accordingly on the price schedule (Tab - Replacement Parts) and *delivered within 3 working days* of receiving the order.

During the Verification test all consumables will be checked and replaced where necessary. An adequate supply should be left at the weighbridge sites to meet expected demand.

Please provide details of your process, to ensure delivery times for all consumable requests, are met.

# 9. WARRANTY

A minimum warranty of 12 months is required from the date of receipt for any item of equipment replaced under the contract, or any repairs effected by the Supplier. The Supplier may offer a longer warranty period if they wish.

**\**Note*** *-**Any parts replaced that are chargeable, will be recorded as part of the Management Information, and listed on each invoice.*

# 10. TRADING STANDARDS VERIFICATION FEES AND CHARGES

Local Trading Standards Authorities charges and fees differ, for carrying out the verification tests on the weighing equipment. Each Trading Standards Authority provides different levels of assistance. The weighbridge sites are therefore split into two categories.

It is the Suppliers responsibility to provide a price against these categories.

### 10.1 Category 1

TSA charge for their time witnessing tests

### 10.2 Category 2

TSA make no charge for their time

\***Note** - *Categories are listed within the Price Schedule. Categories may change through-out the life of the contract dependent on the level of assistance that the Local Authority can provide. The Supplier must provide evidence to DVSA if they believe a category should be changed.*

The Supplier must ensure they provide a range of vehicle types and equipment, to allow Trading Standards to carry out their verifications.

# 11. OTHER REQUIREMENTS

### 11.1 Helpline and Call Out Service for Breakdown and Repair (non-routine reactive work)

DVSA requires a Helpline for front line staff, to assist with enquiries.

* A telephone service is required for DVSA’s Enforcement function.
* An email service is required for DVSA’s IVA function.

\****Note*** *- DVSA has an IVA Scheme, which must comply with ISO 17025, so an email escalation route for this function is a necessity.*

\****Note*** *-* *Monday to Friday 08:30-17:30 support is required. Please provide details of your helpline service, if different.*

The Helpline will try to solve the reported problem where possible in the first instance, by telephone for Enforcement equipment and email for IVA equipment. If the problem cannot be fixed by telephone or email, the Supplier must arrange a call out / breakdown visit to the site, dependent on the issue.

Data will be collated by the Supplier so that DVSA are aware of the number of breakdowns, attendance, faults, location and cost etc.

Following a breakdown / repair on a weighbridge, the Supplier may need to decide if the weighbridge equipment is to be tested again on a conventional weighbridge, before it can be used for prosecution. If failure is due to a part covered by warranty, this test will be free of charge.

### 11.2 Appear as an Expert Witness in Court:

On rare occasions we may require the Supplier to appoint an Expert Witness to appear in Court on behalf of DVSA; to advise the Court about the installation and testing procedures used on the weighing equipment.

An Expert Witness must be able to explain how the weighing equipment operates and why the results produced by the equipment, are accurate and within any allowed operating tolerances. They must have a thorough knowledge of the calibration process and the functionality of the equipment. The Expert Witness will be required to supply a witness statement and/or attend court hearings.

The Supplier will be responsible for arranging these services and must provide an experienced individual for this purpose at the mobilization stage of the contract.

DVSA very rarely require this service, therefore, it is impossible to estimate the quantity required during the contract period. The Supplier must insert their hourly rates within the price schedule.

*\*****Note*** *- travel & subsistence will match the government limits.*

The Supplier may be required to advise the CM regarding correspondence received relating to the contract or any equipment, i.e. queries from Trading Standards, Police or other interested parties. The Supplier will provide all assistance necessary and all costs will be included in their tender price.

### 11.3 Weigh-in-Motion System (WIMS) Calibration Assistance:

The Supplier may be asked to provide the services of suitable vehicles, equipment and drivers to assist in the calibration of the WIMS systems, which operates in conjunction with Automatic Number Plate Readers (ANPR). DVSA may also tender the provision of this service, so this work is not guaranteed. Should this contract be used for this purpose, the day rate in the price schedule will be used.

*\*****Note*** *- The calibration or provision of the WIMS equipment is not covered in this contract.*

### 11.4 Earned Recognition Scheme:

We expect the Supplier to be in or working towards the ‘Earned Recognition’ scheme for operators with a strong track record of compliance and adherence to road standards.

Further details are available at;

https://www.gov.uk/government/publications/dvsa-earned-recognition-authorised-audit-providers/dvsa-earned-recognition-scheme-authorised-audit-providers

### 11.5 Driver and Vehicle Agency Northern Ireland:

The DVA Northern Ireland is an executive agency of the Department for Infrastructure and will call off on this contract.

Contact details for DVA will be provided on award. Each Authority will manage their own contract with the Supplier. The Supplier is responsible for the management of the work, including the liaison between the Authorities. This includes but is not limited to Local Trading Standards, Police, sub-contractors and any other interested parties.

# 12. SERVICE CONDITIONS AND ENVIRONMENTAL FACTORS

### 12.1 Health & Safety

Suppliers should be aware that some sites are within public areas, subject to moving traffic and are shared with other agencies. Therefore, good working relationships and liaison with DVSA staff is fundamental for the efficient running of the sites.

### 12.2 Security

The Supplier must demonstrate they have processes in place to always safeguard all personnel, property, and equipment. They must ensure confidentiality of commercial information and compliance of personal information under any applicable Act, Regulation or Law in force at the time.

### 12.3 Access to Sites

Suppliers must co-ordinate site visits with DVSAs Enforcement Managers in good time, to provide continuity of service. Access codes/keys will be provided once the contract is awarded and these are subject to data protection regulations.

Suppliers might be permitted to use DVSAs lavatory/washing facilities; however, this is on agreement only from the Enforcement Manager, and permission must always be obtained well in advance of each visit. Suppliers must always leave all accommodations in a safe, clean and secure state.

### 12.4 Vehicle Safety

The use of vehicles as a weapon to injure and kill people has become a real threat, which means people who operate and drive commercial vehicles need to act. It is vital that transport businesses adopt a responsible approach to security.

The operator should have systems in place to promote a good security culture in their organisations and help keep vehicles secure and employees safe.

The system needs to include:

* security culture – including pre-employment checks for employees.
* site security – including vehicle access and operating centres.
* vehicle security – including checking vehicles and what to do if a vehicle is taken.

[Countering vehicle as a weapon: best practice guidance for goods vehicle operators and drivers](https://www.gov.uk/government/publications/security-guidance-for-goods-vehicle-operators-and-drivers/countering-vehicle-as-a-weapon-best-practice-guidance-for-goods-vehicle-operators-and-drivers)

# 13. SOCIAL VALUE COMMITMENT AND OBJECTIVES

### 13.1 Environmental

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 [Procurement Policy Note 06/20](https://www.gov.uk/government/publications/procurement-policy-note-0620-taking-account-of-social-value-in-the-award-of-central-government-contracts) – taking account of social value in the award of central government contracts applies to this procurement.

Over the course of the negotiation period, both parties will agree on one of the themes as part of the above Procurement Policy Note and produce a Social Value Matrix. The Supplier will demonstrate how they deliver social benefits that support key social outcomes.

### 13.2 Modern Slavery Assessment Tool (MSAT)

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 and services they have procured.

The Supplier will complete the MSAT and, where appropriate, work with the Buyer in resolving any issues identified. If you have previously completed the MSAT for another Government body, they may share their results with the Buyer.

The requirement to complete and assess the MSAT at appropriate intervals throughout the lifecycle of the contract will 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 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 Suppliers. 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>

# 14. MANAGEMENT AND CONTRACT ADMINISTRATION

The Contract Manager will set in place contract review meetings monthly, until they are satisfied that the contract is functionating as intended. Following this, review meetings will occur once per financial quarter, though this frequency may be increased if deemed necessary by the Contract Manager.

At the contract implementation meetings, the Contract Manager will agree with the Supplier, what will be reviewed and measured and define the format of the data.

### 14.1 Key Performance Indicators

The contract includes Key Performance Indicators (KPI’s) and Service Level Agreements (SLAs).

KPIs will be used to assess the quality and availability of the service and will include:

* availability of the network
* verification and level accuracy survey pass rates
* meeting the required response times and completion dates

Any KPI failure could have an impact on road safety therefore, it’s imperative that these are met consistently.

The Supplier must bring to DVSAs attention any issues arising with the delivery of the contract. They will propose a communication/escalation process/path, which will be agreed by both parties, on award of contract, and in line with the Section 11 Mid-Tier Core Terms - Rectifying Issues.

Please see Schedule 10 for the Key Performance Indicators and Service Levels.

### 14.2 Monthly Reports

The Supplier is required to provide a complete Management Information function which details performance data, relating to the KPI response times.

The Supplier will provide monthly and cumulative statistics & analysis on achievement of the KPIs. The narrative of data will be agreed during the implementation meetings.

The Supplier will provide an audit trail for all activities, including when requests are received, actioned, and completed. Reports will always be kept up to date. The format of reports will be discussed during Implementation meetings. Monthly data will include the examples below:

* Site details (Name, asset number, location etc)
* Rolling 6 monthly Verification testing dates
* Rolling 12 monthly Level Accuracy Surveying dates
* Replacement parts
* Reasons for replacement

### 14.3 Performance Review Meetings

Performance review meetings are for both parties to discuss and review contract performance against KPI’s, and assess issues arising.

Terms of Reference and Agenda for meetings will be agreed between both parties as standard. The Agenda will include minutes and action points of previous meetings, performance against KPIs and continuous improvements.

An actions log will be kept tracking progress. Minutes of meetings will be completed by a DVSA attendee and agreed with the Supplier. The Supplier is expected to make themselves available with reasonable notice for any additional meetings that may be required. These may take place using video /conferencing technology or face to face.

DVSA’s Head Office is:

*Berkeley House,*

*Croydon St,*

*Bristol*

*BS5 0DA*

### 14.4 Ad hoc Meetings

On occasions ad hoc meetings will be required with DVSA and other agencies, to discuss the layout and design of sites. Additional reports, manuals, drawings etc may be needed, and this will be discussed where required.

\****Note*** *- Attendance at any meeting will be at the Suppliers expense.*

### 14.5 Efficiency Savings

DVSA are committed to embracing efficiency savings if new procedures are adopted during the life of the contract.

\****Note*** - *all costs associated with any changes to the* [*Consolidated Code of Practice*](https://www.gov.uk/government/publications/weighing-vehicles-for-enforcement-consolidated-code-of-practice/consolidated-code-of-practice-enforcement-weighing-of-vehicles) *will be at the Suppliers expense. If DVSA adopt efficiency savings, the Supplier will be expected to further discount the contract rates*.

# 15. TRAINING SKILLS & KNOWLEDGE TRANSFER

### 15.1 Handbooks / training / instructions

The Supplier will pass on all knowledge (gained through working with DVSA) to those within their organization to ensure a smooth running of the contract

The Supplier will ensure DVSA staff are fully trained on the use of all equipment. The Supplier will provide guidance/training whilst on site and produce instructions in the form of handbooks (either electronic or hard copy) to aid in the use of the equipment.

\****Note*** *- The Supplier will also create a register of DVSA’s assets that are stored at the Suppliers premises detailing:*

* Description of equipment
* Make
* Model
* Asset number
* Condition
* Location

# 16. IMPLEMENTATION

Implementation discussions will take place at contract start, between both parties, to discuss what will be reviewed and measured and to define the format that management information (MI) should be provided in.

At Implementation the Supplier will be required to provide DVSA’s CM with a rolling 12-month Schedule for the following routine work:

* Verification testing dates for the Fixed Weighbridges
* Level Accuracy Survey dates for the Fixed Weighbridges
* Level Accuracy Survey dates for the Portable Weighing areas.

The Supplier will submit as part of their bid a draft Implementation plan at contract start, detailing the necessary steps, key milestones and activities required for a smooth transition of services from old to new contract. The plan will explain how the transition will take place, and what measures you will put in place to ensure a good working relationship and good communication is maintained with DVSA staff.

**\**Note*** *- Planning the routine services ahead is essential for DVSA. The Supplier will demonstrate how they will achieve this, by including details of their transitional arrangements. The Implementation plan will also include how they will manage any non-routine reactive work.*

# 17. DOCUMENTATION

### 17.1 Invoices

Payment will be made monthly in-arrears. DVSA will raise purchase order numbers for these services. Payment will consist of all work that has been carried out in the previous month. The Supplier will provide a monthly-consolidated invoice quoting the following:

* correct purchase order number
* itemising costs
* site name
* period incurred

# 18. DATA PROTECTION

Delivery of this contract will require the Supplier to process Personal Data (as defined in the GDPR) on the Buyers behalf. The Buyer will be the Data Controller and the Supplier will act as the Data Processor. The Supplier will process Personal Data only on the Buyers documented instructions, as set out in Appendix 9 of the Tender (Authorised Processing Template).

# 19. 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] or [Cyber Essentials Plus] certification; **or**
* Your organisation will be able to secure [Cyber Essentials] or [Cyber Essentials Plus] certification prior to contract award; **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
* Patch management

The Supplier will be required to provide evidence of [Cyber Essentials] or [Cyber Essentials Plus] certification ‘or equivalent’ (i.e. demonstrate they meet the five technical areas the Cyber Essentials Scheme covers) prior to contract award. This will be through the completion of the Statement of Assurance Questionnaire.

The Supplier will be required to secure and provide evidence of [Cyber Essentials] or [Cyber Essentials Plus] 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>

# 20. ARRANGEMENT FOR END OF CONTRACT

The Supplier shall fully cooperate and liaise with DVSA to ensure a smooth transition of services from old to new contract, by submitting an ***exit strategy within three months*** of implementation in order to provide continuity of service towards the end of contract K280021986.

Consideration should be given to the timeline required to plan routine verifications and level accuracy surveys, prior to the contract end date, and any handover period required from one contract to another.

Supplier Exit meetings will take place *eight months before the contract end* to discuss the exit strategy, data, and knowledge transfer arrangements.