Specification

Provision of ITS Recruitment 2023

Information Technology Services

**Contract Reference: PS-22-160**

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## Introduction

The Department for Transport (DfT) invites proposals for the following services for General Recruitment - Digital, Data and Technology (DDaT) various roles within the Information Technology Services Directorate at DVLA.

In accordance with the terms and conditions of **Permanent Recruitment 2 – RM6229.** The Department for Transport (DfT) invites proposals for the recruitment of specialist DDaT roles (outlined in Section 2).

## 2. Background to the Requirement

The Driver and Vehicle Licensing Agency (DVLA)is an Executive Agency of DfT, based in Swansea. The Agency’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).

To provide a recruitment service to include, sourcing suitable candidates to fill the following roles within the Information Technology Services Directorate at DVLA. DVLA is operating a hybrid working model that allows candidates to work between home and on-site (minimum of 40% of their time) giving greater flexibility.

Candidates will need to have relevant skills and experience for the role(s) aligned to the job profile and person specification.

The key roles that we anticipate recruiting are outlined below:

* DDaT Technical Roles
  + Software Engineers
  + Software Engineer in Test (SDET)
  + Cloud Engineers
  + Infrastructure Engineers [Web Ops, Network Ops, Wintel Ops, Telecoms and UNIX Ops]
  + Solution Architects
  + Technical Architects
  + Cyber Security Experts
* DDaT Product & Delivery roles
  + Product Managers
  + Agile Delivery Managers
  + Project Managers

It is expected that the tenderer will demonstrate a proven track record of delivering all of these roles.

## 3. Procurement Timetable

The timetable for this Procurement is set out in Invitation to Tender (ITT). This timetable

may be changed at any time but any changes to the dates will be made in accordance

with the Regulations (where applicable).

Potential tenderers will be informed if changes to this timetable are necessary.

|  |  |
| --- | --- |
| **Description** | **Date** |
| Tender goes live | 13th February 2023 |
| Clarification questions period closes | 27th February 2023 |
| Tender submission date | 13th March 2023 |
| Evaluation | 17th March 2023 |
| Award | 27th March 2023 |
| Engagement Exercise Begins | 3rd April 2023 |

\*These dates are subject to change\*

## 4. Scope

The initial requirement is based on current vacancy numbers, the 16 permanent Civil Servant roles in DDaT Technical and Product & Delivery professions are in table 1 below:

**Table 1**

|  |  |  |
| --- | --- | --- |
| **Role title** | **Grade** | **No of roles** |
| Senior Software Engineer MIBI | SEO | 2 |
| Senior Software Engineer | SEO | 7 |
| Senior Product Manager | G7 | 4 |
| Senior Cloud Engineer | SEO | 1 |
| Cyber Security Consultant | SEO | 1 |
| Technical Architect | G7 | 1 |

DVLA (outside the scope of the contract) will recruit into the following roles (table 2) prior to engagement with the successful supplier. If the recruitment outcomes are partially successful or unsuccessful through these schemes, then the following additional requirements could include the roles outlined in table 2 below:

**Table 2**

|  |  |  |
| --- | --- | --- |
| **Role title** | **Grade** | **No of roles** |
| Portfolio Manager | G6 | 1 |
| Agile Delivery Manager | G7 | 2 |
| Technical Architect | SEO | 2 |
| Project Manager | SEO | 7 |
| Software Development Engineer in Test  (SDET) | SEO | 5 |

The numbers and roles quoted above reflect current vacancy numbers. In addition to this there is a possibility that additional roles to those indicated in table 1 and table 2 will be added to the requirement through additional headcount approval and internal movement as a result of promotions/attrition. These potential schemes would run throughout the duration of the contract between April 2023 and October 2024. The potential for this is set out in table 3 below:

**Table 3**

|  |  |  |
| --- | --- | --- |
| **Role title** | **Grade** | **No of roles** |
| Cloud Engineer | G7/SEO | 3 |
| Cyber Security | G7/SEO | 2 |
| Infrastructure Engineer | G7/SEO/HEO | 8 |
| Software Engineer | G7/SEO/HEO | 12 |
| Project Manager | G7/SEO | 9 |
| Agile Delivery Manager | G7 | 4 |
| Technical Architect | G7 | 2 |

This recruitment needs to support both the capability of the DVLA but also reinforce the organisation's brand values and help build its reputation. A professional, commercial feel to the recruitment will be essential to build brand value. In addition, this recruitment is key in bringing in high calibre individuals who will themselves strengthen the culture and reputation of the IT organisation.

We require a supplier who is flexible in how they provide the solution and can demonstrate a degree of innovation across the requirement. The supplier is encouraged to consider how they will support DVLA in fulfilling the requirements.

The duration of the contract is for 2 years with an option for a further 12 months, or on the expiry of the published contract value.

## 5. Implementation and Deliverables

We will work with the supplier to agree appropriate dates for the direct sourcing of candidates once awarded based on the requirements provide:

* Provision of quality and appropriately skilled candidates quickly and efficiently
* Reduce administrative burden and management overheads for DVLA
* Maximise opportunities for early matching of people to roles

## 6. Specifying Goods and / or Services

The supplier will be required to:

* Reach out to prospective candidates with an aspiration that this opportunity reaches a diverse pool of candidates.
* Collate all candidate application forms
* Conduct an initial sift of applications based on the essential criteria for the role, as indicated by the DVLA
* Present pre-sifted candidates to DVLA IT Recruitment Team
* Liaise with the DVLA IT Recruitment Team to agree sift/interview dates
* Communicate the sift results to the candidates
* Invite successful at sift candidates to interview
* Inform the candidates of the interview results and salary offer
* Provide the DVLA IT Recruitment Team with the successful candidate details so that the Manual Recruitment Process can be started with Government Recruitment Services [GRS]
* Provide DVLA HR with all Diversity Data on candidates (anonymised)
* Provide end of campaign reports – including but not limited to; details of scheme approach/outcomes/associated supporting evidence and relevant insight
* Provide market insight by role type

DVLA is flexible in its approach, and if there are reasonable recommendations to alter how this is done, they can be discussed following award. This also applies for timescales.

As indicated above, DVLA will be conducting the interviews and would expect that this is reflected in the Pricing Schedule.

DVLA would except a solution which takes into account the possibility of internal staff being selected for the specified role. The expectation is to recruit externals candidates, but a percentage discount will need to be applied at individual role level in an event of internal promotions.

**6.1 Social Value Considerations**

DVLA is committed to adding to Social Value and mandates a 10% of each procurement exercise to make sure that its contracts help deliver this.

Please see below embedded document which includes a link to the Social Value Model, and also the criteria and question that is being asked for this procurement.

## 7. Quality Assurance Requirements

The following metrics are what DVLA will use to monitor performance during the lifetime of the contract:

* Quality and quantity of applications received
* Quality of a diverse range of candidates
* Quality of initial sift by suppliers
* Quality and timeliness of sift results to candidates
* Quality and timeliness of interview invites to candidates
* Quality and timeliness of interview results to candidates
* Quality and timeliness of successful candidates being sent to vacancy holder to enable them to start the manual recruitment process
* Quality and handling of MI data and diversity data, providing market insight by role type where appropriate, including:
  + No of applications received
  + Number of applications passing sift
  + Number of candidates invited to interview
  + Number of candidates interviewed
  + Number of candidates passing interview
  + Number of candidates offered role
  + Number of candidates accepted/declined role

DVLA will discuss what ‘Acceptable’ looks like with the successful suppler, to ensure that performance is measured fairly.

## 8. Other Requirements

**8.1 Information Assurance**

|  |
| --- |
| **Removable Media**  Tenderers should note that removable media is not permitted in the delivery of this Contract. Where there is a requirement for Supplier Staff to take data off site in electronic format, the DVLA will consider if it is appropriate to supply an encrypted hard drive.  **Security Clearance**  **Level 1**  Tenderers are required to acknowledge in their response that any Supplier Staff that will have access to the DVLA site for meetings and similar (but have no access to the DVLA systems), must be supervised at all times by DVLA staff.  **Information Supply Chain**  Tenderers are required to confirm how DVLA Data will be securely managed at each stage of the Information Supply Chain. This applies to both Suppliers and Subcontractors. Retention schedules will need to be defined and agreed prior to award of contract.  **Processing of Government Data**  This contract **may** require the successful tenderer to process Government data on DVLA’s behalf. If or where this is the case 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 DVLA that its data will be appropriately protected. The SoAQ is included as part of this Invitation to Tender (ITT). The purpose of the Questionnaire is to assess the maturity of policies, systems and controls associated with the handling of our data. The Questionnaire was developed for use throughout the Government supply chain and is based on ISO27001 criteria and aligned to the HMG Security Policy Framework.  Tenders are required to confirm their understanding and acceptance of the requirement to complete and return the Questionnaire during the Standstill Period.  The completed Questionnaire will be assessed by our Information Assurance Group and DVLA will work with the successful tenderer to address any information aspects requiring improvement.  The HMG Security Policy Framework requires Departments to conduct an annual compliance review of third-party suppliers. The Questionnaire will therefore need to be completed annually throughout the term of the contract in order to assess ongoing compliance. DVLA may also audit Suppliers to validate the responses and evidence provided in the Questionnaire.  **Processing Personal Data**  Please note that the successful tenderer as part of the contract agrees to comply with all applicable requirements of UK Data Protection Legislation (including UK GDPR) and all applicable Law about the processing of personal data and privacy.  **Schedule of Processing, Personal Data and Data**  Where the processing of personal data has been identified as part of this requirement, please refer to the Terms and Conditions of this contract for full details of the instructions to be followed when processing data.  **Offshoring of Government Data**  Government policy is that data it holds should be protected appropriately regardless of location.  Offshoring is defined as “Any arrangement where the performance of any part of the services or a solution under a contract may occur outside the UK for domestic (UK) consumption.”  When offshoring is described, the focus is typically on the physical location where data is hosted (such as where are the data centres located). 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.  Tenderers must indicate in their response whether any DVLA data supplied as part of the contract, would be offshored. If so, tenderers must confirm the location(s) including the location of any business continuity, disaster recovery and technical support staff.  All Central Government Departments and Agencies are required to seek approval for any proposed offshoring activity, which ensures that information held offshore is appropriately managed and that pan-government risks are identified, tracked and managed, where appropriate.  In the event that the successful tenderer proposes to offshore any DVLA Data as part of the contract, they would be required to provide details about the processing to be carried out offshore, the privacy risks and the security controls in place to protect the data. If the intention is to store the information in a cloud environment outside the UK, the successful tenderer will also need to confirm the extent to which the environment complies with the cloud security principles. This information would be used to submit the offshoring proposal for approval.  Any request to offshore must receive clearance prior to the commencement of any data processing activity. |

**Health and Safety**

Please be aware of DVLA’s Health and Safety policy, which must be adhered to whilst on DVLA premises.

Attached with Invitation to tender.

**Business Continuity**

Suppliers shall provide a statement regarding the scope of their Business Continuity and Disaster Recovery Plans to protect the Agency from the consequences of business interruptions.

## 9. Management and Contract Administration

DVLA will ask for progress reviews on an ad-hoc basis to ensure timescales are achievable. Following award of this contract, we expect a quick turnaround with engagement occurring as soon as possible post award, with a view to achieving as early as possible a start date for the successful candidate.

## 10. Training / Skills / Knowledge Transfer

Not applicable.

## 11. Documentation

Any report will be required in electronic format, and should outline the approach that was taken, and why the supplier believes the successful candidate is appropriate for the role.

In addition, the following information will be required post-award:

* Completion of Annex 2 within Joint Schedule 11 (Schedule of Processing Personal Data & Data Subjects – initial draft included for guidance only)
* An eligibility check for the candidates right to work in the UK
* Information will be needed for the successful candidate as part of the Pre-Employment Checks process.
* The successful supplier will also be provided with an electronic Diversity Questionnaire that all candidates will need to complete as part of the recruitment process. This will be provided to the supplier during initial engagement.

## 12. Arrangement for End of Contract

Not applicable.

## 13. Evaluation Criteria

**Quality Factors:**

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.

This tender will be evaluated using [the following weightings/the weightings set out at Annex 1] to obtain the optimal balance of quality and cost.

**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:

(Allocated Score

X Weighting

Maximum Score)

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 x 10) = 6%. The scores for each element will then be added together to calculate the overall Quality Criteria score.

**Minimum threshold to pass for final evaluation**

For **TC1** - *Evidence of supporting an IT organisation of the scale (size, nature and scope scale) of DVLA,* **Q1** - *Outline experience of, including providing examples of recruiting Digital, Data and Technology (DDaT) roles within the Information Technology environment, include methods used and outcomes, including any data held on how long recruited candidates have stayed in the appointed roles.*

As this question is deemed critical for this requirement a minimum threshold of 60 points awarded must be achieved in order to be deemed a compliant bid.

**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:

(Lowest Tendered Price

X Maximum Score Available (i.e. Weighting)

Tender Price Submitted per Supplier)

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 x 40 = 40%

Supplier B = 100k/180k x 40 = 22.22%

**Overall Weighting Allocation**

|  |  |
| --- | --- |
| **Evaluation Criteria** | **Weighting** |
| **Quality Criteria and Social Value Criteria (if applicable)** | 75% |
| **Financial / Price Criteria** | 25% |
| **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. The cost of the contract is dictated by the CCS Rate Card for RM6229 – Lot 2, but the Pricing Schedule offers the opportunity to allow the supplier to include a discount, based on the fact that DVLA itself, will conduct the interviews. This discount is optional. The net price, following discount will be used to give the Price score for the bid.

## 14. Points of Contact

|  |  |  |
| --- | --- | --- |
| **Commercial Advisor** | Name | Xxxxx redacted under FOI Section 40 |
|  | Tel | Xxxxx redacted under FOI Section 40 |
| e-mail | Xxxxx redacted under FOI Section 40 |
| Address | Xxxxx redacted under FOI Section 40 |
| **Project Lead/Business Area Contact – ITS Directorate** | Name | Xxxxx redacted under FOI Section 40 |
| Tel | Xxxxx redacted under FOI Section 40 |
| e-mail | Xxxxx redacted under FOI Section 40 |

**All queries/questions should be sent to the Commercial Advisor**

## 15. Annexes:

### Annex 1 – Evaluation Criteria:

### Scored Quality Criteria:

|  |  |  |  |
| --- | --- | --- | --- |
| **Primary Scored Criteria** | **Primary Scored Criteria Weighting (%)** | **Scored Sub-criteria Description** | **Individual Scored Sub -Criteria Weighting (%)** |
| TC1 - Evidence of supporting an IT organisation of the scale (size, nature and scope scale) of DVLA. | 65% | Q1 – Please outline experience of, including providing examples of recruiting Digital, Data and Technology (DDaT) roles within the Information Technology environment, include methods used and outcomes, including any data held on how long recruited candidates have stayed in the appointed roles. \*(Minimum threshold applies, please see above) | 40% |
| Q2 – Please provide testimonials/feedback from similar organisations. | 5% |
| Q3 – Please outline any added value / innovation which may benefit a positive outcome including approach to specifically recruiting external candidates for difficult to fill roles. | 10% |
| Q4 – Please provide evidence of, including providing examples of recruiting to a single location in Wales/South West with hybrid working arrangements. | 10% |
| TC2 - Back Office Systems and Management Information / Candidate Management | 15% | Q1 – Please outline the candidate journey, and how you manage the candidate from start to finish of the process. | 10% |
| Q2 – Please outline the use of any systems used to help manage the process including any Management Information this produces. | 5% |
| TC3 - Implementation Plan / Transfer of Staff | 10% | Q1 – Please outline the timescales expected to recruit suitable candidates with key milestones. | 5% |
| Q2 – Please outline factors that could cause potential delays and how this could be mitigated. | 5% |
| SV - Social Value Questions | 10% | SV1 - Theme 2: Tackling economic inequality  Policy Outcome: Create new businesses, new jobs and new skills  Please see section 6.1 for the Question relating to this which should be answered as described. | 5% |
| SV2 - Theme 4 : Equal Opportunity  Policy Outcome: Tackle workforce inequality  Please see section 6.1 for the Question relating to this which should be answered as described. | 5% |
|  | **Total = 100% (75 marks)** |  |  |

### Financial/Pricing Criteria

| **Primary Financial/Pricing Criteria** | **Financial/Pricing Weighting (%)** | **Description** |
| --- | --- | --- |
| **Pricing Requirements** | **100%** | **The total cost as completed in the embedded pricing schedule (Annex 2)** |
|  | **Total = 100% (25 marks)** |  |

### Annex 2 – Pricing Schedule

As part your Commercial response, please complete and return the embedded Pricing Schedule Spreadsheet below:

### Annex 3 – Health and Safety Policy (for information)

### Annex 4 – Procurement Fraud Statement (for information)

### Annex 5 - Diversity and Inclusion Policy (for information)

### Annex 6 – Invoicing Procedures (for information)

### Annex 7 – Armed Forces (to be completed and returned by successful bidder)

### Annex 8 – Schedule [X]: Schedule of Processing, Personal Data & Data Subjects (to be completed and returned by successful bidder)

This Schedule shall be completed by the Controller. The Controller may take account of the view of the Processor(s), however the final decision as to the content of this Schedule shall be with the Controller at its absolute discretion.

1. The contact details of the Controller’s Data Protection Officer are: [DPM@dvla.gov.uk](mailto:DPM@dvla.gov.uk)
2. The contact details of the Processor’s Data Protection Officer are: [insert contact details].
3. The Processor shall comply with any further written instructions with respect to processing by the Controller.
4. Any such further instructions shall be incorporated into this Schedule.

|  |  |
| --- | --- |
| **Description** | **Details** |
| Identity of the Controller and Processor | The Parties acknowledge that for the purposes of the Data Protection Legislation, the Authority is the Controller, and the Contractor is the Processor in accordance with Clause [E1.1]. |
| Subject matter of the processing | This contract is awarded for the supply of recruitment services supporting the attraction and recruitment of prospective staff supporting DVLA’s ability to recruit into key posts. |
| Duration of the processing | For the duration of all recruitment campaigns, estimated to be up to 24 months depending on time taken to advertise, sift and interview and volume of applicants. |
| Nature and purposes of the processing | Recruitment exercise using the services of a recruitment and selection contractor, the specific activities are given below.  The process will flow as follows:   * The Authority will discuss requirements with the Contractor in respect of specific recruitment campaigns i.e., role, person specification, etc * The Authority will provide the Contractor with the Role Profile and advert, this will also go out through the normal Department Resource Group process * The Authority will liaise with the Contractor so that the contractor can produce an advert which will direct applicants to a contact in the Contractor to apply. * The Contractor will liaise with the Authority so that the advert can be placed on the Civil Service Jobs [CS Jobs] website. * The Contractor will communicate with the candidates and undertake an initial sift against the criteria the Authority have provided * The Authority will perform the final ‘blind’ sift of all applications provided by the Contractor. * The Contractor will issue the sift results to all candidates and invite those successful at sift to an interview (virtual interview are being used at this time) * The Contractor will send the Authority the contact information of sifted candidates for interview * The Authority will undertake an interview * The Authority will select successful candidate and advise the Contractor to contact the applicants to inform them of the interview outcome, the successful applicant will be offered the role (subject to the Authorities recruitment checks), at this point they will complete forms etc. via the Authorities recruitment system. * The Contractor then invoices us for service in line with agreed fees. |
| Type of Personal Data being Processed | The personal information that will be processed is as follows:   * Name * Email address * Recruitment Information (e.g., CV, certificates, performance assessments, reference letters etc.) * Job function/occupation, professional history/employer details/institutional affiliation * Education * Phone number/s * Address * DoB * Marital Status * Gender * Ethnicity, Diversity Data (may be optional but included) * Nationality * Images (Part of the Right to work in the UK checks for successful candidates) * Criminal Activity (part of background checks for the successful candidate) * National Insurance Number * Pay * Health Status/Health Records (part of the background checks) * Recruitment audit trail) |
| Categories of Data Subject | * Personnel/Staff * Candidates |
| Plan for return and destruction of the data once the processing is complete  UNLESS requirement under union or member state law to preserve that type of data | At the written direction of the Controller, The Contractor shall delete or return Personal Data (and any copies of it) collected and processed in accordance with this contract, to the Controller on termination of the Agreement unless the Processor is required by Law to retain the Personal Data. |

### Annex 9 – Statement of Assurance Questionnaire (to be completed and returned by successful bidder)

### Annex 10 – Corporate Environment Policy (for information)

### Annex 11 – Information to be provided by Bidders (for information)