# Call-Off Schedule 20 (Call-Off Specification)

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyers under this Call-Off Contract

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# Attachment 3 - Statement of Requirements

# Contract Reference: K280022215

# Employee Benefits

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# INTRODUCTION

* 1. DVSA is an executive agency of the Department for Transport (DfT). DVSA’s primary aim is to improve road safety in Great Britain by setting standards for driving and motorcycling, and making sure drivers, vehicle operators and MOT garages understand and follow roadworthiness standards. DVSA also provides a range of licensing, testing, education and enforcement services.

DVSA employs approximately 4,881[[1]](#footnote-1) staff who work out of over 1,000 varied locations, including third party and remote sites across Great Britain. DVSA’s Head Office is at Berkeley House, Bristol, with other administrative offices across Great Britain.

More information about DVSA can be found here:

[Driver and Vehicle Standards Agency - GOV.UK (www.gov.uk)](https://www.gov.uk/government/organisations/driver-and-vehicle-standards-agency)

* 1. DVSA require a benefit supplier that can provide benefits to its employees via an online platform and App (requirements on platform and App are provided later).

The current contractual arrangements for the provision of this service are due to expire on 29 August 2025.

# BACKGROUND

* 1. DVSA have had a contract with an Employee Benefit supplier for a number of years. The contract is coming to an end and we want to procure an attractive service that can provide the best employee benefits package on offer and at the best price.
  2. The intended contract will be expected to start from 30 August 2025. The initial contract period will be three (3) years from the commencement date with an option to extend for a further one (1) year. DVSA shall have the right, at its sole discretion, to extend the term of the contract, this will be discussed in the contract meeting three (3) months prior to the end date and written notice will be given to the supplier within one (1) month of the expiry date.

# SCOPE OF REQUIREMENT

* 1. The supplier we appoint shall be capable of providing a fully managed service for employee benefits and services in line with the Crown Commercial Services (CCS) framework RM6273 Lot 1. DVSA is looking for an attractive benefits package which offers employees the best discounts and offers available. The services DVSA require are:

* + An online employee benefits platform and App
  + Employee discounts for stores and products, for example discount codes or buying supermarket vouchers at a discounted rate (with 100% discount going to the employee)
  + Reward and recognition such as awards for long service and recognition awards for great work
  + Cycle to work scheme
  + Discounted Gym memberships
  + Financial wellbeing scheme
  + Childcare vouchers scheme
  + Technology, smartphone scheme
  + Payroll giving scheme
  + Dental Insurance scheme
  1. Please see section 4 which provides a full overview of each service required.
  2. DVSA reserves the right to add and/or change services in line with RM6273 framework specification using the change control procedure outlined in section 24 of the RM6273 Core Terms.

# THE REQUIREMENT

* 1. **Overview**

DVSA requires a trusted supplier that can provide benefits to its employees via a user-friendly on-line platform and a supplementary App (requirements on Platform and App are provided later). The supplier should have sound knowledge, and experience of the Public Sector to better understand its expenditure challenges and be able to maximise savings to provide a fit for purpose Employer Value Proposition across the agency. Experience of working with government departments where staff are geographically dispersed and have a wide-ranging demographic would be desirable, to help with engagement challenges.

The benefits supplier will be an expert in their field of providing value adding benefits to staff that are relevant to the current economic climate and take consideration of the future changes, to ensure benefits remain relevant and attractive.

* 1. **Benefits Platform and App**

The benefits platform and App should both look identical to the user, be visually appealing, easy to navigate and use and offer identical benefits. The App should be both iOS and Android compatible to allow employees to access the services through their mobile devices. The benefits scheme should provide:

* a regular email programme and quarterly ‘targeted’ comms to engage users.
* regular flash sales and promotional events.
* a platform that comes with an enhanced cashback module, enabling employees to earn/save more each time they make a purchase with participating retailers.

The platform and App should be user-friendly and highly accessible for DVSA employees. It should be flexible and allow changes to be made to include additional benefits as they become available. It should be possible to personalise the platform and App to DVSA. This shall be at no additional cost.

The platform and App shall be compliant with all DVSA policies and comply with Industry Good Practice and compatible with our data and reporting requirements. The Supplier shall maintain and upgrade the Employee Benefits Platform, including full User testing.

Where a service requires DVSA employees to enter into a credit or loan agreement, DVSA shall inform its employees of this requirement prior to their use of the Employee Benefits Platform. To support DVSA in discharging this responsibility, the supplier must include information about the necessity of entering into a credit or loan agreement in a prominent position on the Employee Benefits Platform, including access to a draft of the agreement, ensuring that employees are aware of this before proceeding to request the service through the Employee Benefits Platform.

For the full range of responsibilities associated with this service, please see Section 3 of the RM6273 framework specification (*The Online Employee Benefits Platform*).

Please note that the following details relating to the Employee Benefits Platform will be confirmed by DVSA during the implementation of the contract :

* The approach to registering users (this is likely to take the form of a global opt-in, facilitated by DVSA sharing all staff details);
* DVSA systems which must interface with the Employee Benefits Platform;
* DVSA personnel who require permissions to access/edit user details;
* The policies which service users must comply with;
* The frequency of reports provided by DVSA to indicate which employees are permitted to access each benefit – and, when additional authorisation is required
  1. **Employee Discounts and Cashback:**

We require:

* staff to be able to obtain the maximum retail discounts available and to be advised by email of new discounts that have been obtained.
* the ability to add local schemes and discounts to the Platform and App.
* a supplier to provide a range of special offers, including seasonal discounts which are better value than the standard discount offered.

The supplier will record and manage any cashback that an employee has earned online in dedicated accounts for employees that enables employees to use the funds against purchases on the site or to transfer the funds into their own personal bank account at any time.

The service should provide meaningful discounts, representing both branded high street names and local offers. The Supplier shall be responsible for sourcing and providing discounts on an ongoing basis (including investigating requests for particular local or regional discounts from DVSA or its employees).

The full range of responsibilities associated with this service is outlined in section 4 of the RM6273 Framework Specification (Employee Discounts Scheme).

For example, the Supplier must:

* Provide its service through a fully automated system (including a web page enabling online ordering). Employees shall be able to pay for discounts using debit and credit cards, ApplePay and Android equivalent, and PayPal – and any transaction fees associated with credit card payments shall be clearly shown to the employee against each purchase prior to completion of the transaction;
* Ensure that the discounts offered are competitive compared with similar Employee Benefits Schemes in the market;
* Communicate with DVSA before removing any existing offer, or before including any new offers, allowing seven days for DVSA to veto the offering if they desire. Where necessary, this would be approved by the Contract Owner in the Colleague Experience Employee Relations & Reward Team in DVSA.
  1. **Recognition, Vouchers and E-cards:**

We require the ability to order both reward vouchers for our staff and Long Service Award vouchers. The reward vouchers would be up to a maximum value of £50 and the Long Service Awards would be up to a maximum value of £500. We would need to be able to easily distinguish reward vouchers from Long Service Awards both on the ordering platform and any invoices, reports.

As part of the voucher process, we require:

* the ability to set up (and remove) voucher order placers quickly.
* the facility to revoke vouchers that have been ordered in error.
* the facility to offer bespoke emails and add branding to any emails that are sent to the employee confirming the award of a voucher.
* the option to place bulk-orders for reward and recognition vouchers.

This should be at no additional cost.

The reward vouchers and gift cards shall be redeemable at a sufficiently wide range of retailers to appeal to the diverse employee base of DVSA. These retailers shall include branded high street names. All vouchers and gift cards must be available to employees in all formats provided by retailers (e.g. in physical form and as e-vouchers). It would be highly desirable if gift cards were available to be downloaded to Apple Wallet and an Android equivalent.

It would be highly desirable if employees could ’split’ rewards, redeeming them against multiple retailers rather than in a single transaction.

As well as issuing vouchers, we require a ‘peer to peer’ non-financial recognition e-card facility, whereby employees can thank or congratulate colleagues.

For the full range of responsibilities associated with this service, please see Section 5 of the RM6273 framework specification (Reward and Recognition Scheme).

* 1. **Cycle to work scheme:**

We require at least two (2) different providers so that our employees have a greater choice of bikes and cycling equipment under the scheme and require zero end of hire fees with no disposal fees at the end of the hire term.

The Cycle to Work Scheme shall be administered through deduction from employee’s earnings, known as a salary sacrifice. Administration of the Salary Sacrifice shall conform to paragraph 14.6 of the framework specification (Salary Sacrifice).

The Supplier shall have in place processes and checks to ensure compliance with National Minimum Wage/National Living Wage and Lower Earnings Levels. It would be advantageous for the Supplier to implement a tool onto their Employee Benefits Platform which would allow employees to view their entitlement to make a salary sacrifice (e.g. a calculator allowing them to enter their current salary).

For the full range of responsibilities associated with this service, please see Section 6 of the framework specification (*Cycle to Work Scheme*). For example, the Supplier must:

* Ensure that the scheme adheres to the [Department for Transport Cycle to Work policy;](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/845725/cycle-to-work-guidance.pdf)
* Ensure that all equipment complies with relevant safety standards and the equipment enables DVSA to meet its requirements under the Equalities Act 2010;
* Provide all administration, including the collation and processing of applications and orders to the scheme; the arrangement of delivery of equipment to employee homes and any potential collection of cycle equipment at the end of the scheme;
* Ensure they are aware of any new and current legislation on Salary Sacrifice and advise Buyers of its impact on the scheme.
  1. **Discounted Gym memberships:**

We require staff to be able to obtain discounts on memberships to join various gyms and leisure centres as well as exercise and fitness classes delivered through high street names, independent and local providers and online fitness platforms at no cost to DVSA.

For the full range of responsibilities associated with this service, please see Section 8 of the framework specification (*Wellbeing Products - Discounted Gym Membership Scheme*).

* 1. **Financial Wellbeing Scheme:**

We require staff to be able to access online financial education service and a range of products and services to improve employees’ financial well-being.

For the full range of responsibilities associated with this service, please see Section 9 of the framework specification (Financial Wellbeing Scheme). For example, the Supplier must:

* Provide financial education and signposting only. Financial advice is out of scope of this agreement.
* Ensure that DVSA do not underwrite or take any liability for any borrowing, savings or investment products provided under this contract. It will need to be clear to employees that DVSA shall not take any liability or responsibility for any guidance or products provided.
* Ensure that any provider of financial wellbeing products and services under this agreement is registered and regulated by the Financial Conduct Authority, as well as the Information Commissioner’s Office under the Data Protection Act.
  1. **Childcare Vouchers:**

We require staff who currently have access to childcare vouchers to be able to continue purchasing vouchers.

The Childcare Voucher Scheme allows employees to use Salary Sacrifice to vary their contract of employment, giving up part of their salary in return for childcare vouchers. The childcare vouchers can then be used to purchase childcare with approved childcare providers nationwide.

The Childcare Voucher Scheme closed to new entrants on 4 October 2018. The Supplier shall, however, provide continuity of the voucher scheme service to users registered under the current scheme (so long as they continue to be eligible – as outlined in paragraphs 10.1.4 – 10.1.8 of the framework specification).

The Supplier shall provide eligible users with childcare vouchers covering all types of childcare provision. It would be highly advantageous for employees to be provided with flexibility to vary the value of vouchers that they receive (and associated salary sacrifice deductions) on a monthly basis to accommodate changes in their childcare requirements.

The Supplier may be required to carry out earnings assessments for employees on the Childcare Voucher Scheme on a yearly and/or monthly basis to ensure that any minimum wage criteria are met. The frequency of these assessments shall be specified by DVSA during contract implementation.

The Supplier shall have in place processes and checks to ensure compliance with National Minimum Wage/National Living Wage and Lower Earnings Levels. It would be advantageous for the Supplier to implement a tool onto their Employee Benefits Platform which would allow employees to view their entitlement to make a salary sacrifice (e.g. a calculator allowing them to enter their current salary).

The Supplier shall answer queries from DVSA employees regarding any changes in circumstances that may affect scheme eligibility.

For the full range of responsibilities associated with this service, please refer to Section 10 of the framework specification (*Childcare Voucher Scheme*). For example, the Supplier must:

* Provide childcare vouchers to any eligible employees, including employees transferring from DVSA’s existing employee benefits contract;
* Provide an end-to-end processing system for issuing the vouchers, and take full responsibility for all stages of processing once in receipt of a request;
* Notify DVSA’s nominated payroll contacts by the agreed date each month, providing them with an alphabetical list by surname of new employees joining the scheme who have joined through a COSoP/TUPE, including pay numbers, employees’ first and last names, addresses, National Insurance numbers, the value of the Salary Sacrifices they are eligible for each month and the effective start dates.
* After receiving a request from an employee to withdraw from the scheme, make the necessary changes to enable exit and refund any monies quickly and efficiently (i.e. within a 2-month period of notification).
* Implement provisions for DVSA to regain uncashed overpayment when employees leave DVSA’s employment.
* Notify DVSA Contract Managers as soon as possible when any employee leaves the scheme. If an employee leaves the scheme to join the government tax-free childcare scheme, then the Supplier shall ensure that the employee can no longer select childcare vouchers as a benefit;

Ensure they are aware of any new and current legislation on Salary Sacrifice and advise DVSA of its impact on the scheme.

* 1. **Technology and Smartphone scheme:**

We require the ability for staff to purchase technology and other goods via a platform and then to pay for their purchases monthly through net pay deductions.

Employees should have access to a wide range of products at competitive prices. Retailers should not automatically add warranty and/or insurance to these purchases and are optional only.

For the full range of responsibilities associated with this service, please see Section 11 of the framework specification (*Technology and Smartphone Discount Scheme*).

* 1. **Payroll Giving Scheme**

We require staff to be able to access a HMRC approved Payroll giving Scheme to allow employees to give money to UK registered charities of their choice from their gross pay.

The Supplier will ensure that DVSA’s involvement in operating this service is minimised – interacting directly with DVSA’s employees to enable them to enrol and make donations using the service.

The Supplier shall provide monthly payment schedules and MI to DVSA’s payroll provider to enable any deductions or amendments to net pay to be made.

For the full range of responsibilities associated with this service, please refer to Section 12 of the framework specification (*Payroll Giving Scheme*). For example, the Supplier must:

* Manage the transition of service from any incumbent provider, should there be a change in the payroll-giving provider;
* Ensure that they and any provider act within HMRC guidelines;
* Ensure that all transactions are accurate (i.e. that only specified charities receive money – and that the monetary value matches what has been specified by employees of DVSA);

Receive payment from DVSA for all transactions in a single consolidated BACs payment per month on a date agreed with DVSA during service implementation.

* 1. **Dental Insurance Scheme:**

We require staff to be able to access a Dental insurance Scheme with existing employees having the option to sign up once a year during a set period, and new employees having the option to sign up within 30 days benefit account activation.

The Supplier shall provide employees with a choice between different levels of policy cover and shall include options to include partners and family members under an employee’s policy.

For the full range of responsibilities associated with this service, please see Section 13 of the RM6273 framework specification (*Reward and Recognition Scheme*).

# KEY MILESTONES AND DELIVERABLES

* 1. It is expected there will be an Implementation and Mobilisation period of three (3) months.
  2. A draft implementation plan should be provided by the Supplier as part of their tender submission. The implementation plan shall include, but need not be limited to:
     + Configuration of the Online Employee Benefits Platform (including branding, employee registration and log-on);
     + Testing the digital service with employees and iterating the service in line with employee needs;
     + Implementation plans for each of the benefits;
     + Data security requirements; - Customer on-boarding and transition (including engagement with the DVSA’s internal payroll, communications and security teams); and
     + launch and promotion of the service including Comms material.
  3. DVSA and the supplier will work collaboratively to ensure a smooth transition.
  4. The following Contract milestones/deliverables shall apply:

|  |  |
| --- | --- |
| **Title** | **Deliverables and Delivery Dates** |
| Implementation meeting | Initial implementation meeting to discuss contract arrangements and expectations within 1 week of contract award |
| Implementation and Mobilisation | The Supplier shall deliver the implementation plan during the mobilisation phase before Service Commencement which will be proposed as part of the Supplier’s tender response. Dates to be agreed between DVSA and the supplier |
| Contract Management Plan | Develop a contract management plan within 1 month of Contract Award |
| Service Commencement | The Supplier to commence service delivery on 30 August 2025 |

# MANAGEMENT INFORMATION/REPORTING

6.1 The Supplier shall provide Management Information (MI) to DVSA monthly. MI shall cover the benefits provided under DVSA’s Call-Off Contract.

6.2 It would be essential for a management information dashboard to be available online to track benefits and savings.

6.3 It shall be possible to download this MI from the Supplier’s platform in an Excel spreadsheet.

6.4 DVSA may, in addition, request MI updates on an ad-hoc basis. These updates may include requests to provide the MI that is commonly provided monthly but shall not be limited to these.

6.5 The table below summarises the MI that DVSA will require the Supplier to provide for each service. This list is not intended to be exhaustive and DVSA may request additional MI to be provided over the period of the Call-Off Contract.

|  |  |
| --- | --- |
| **Service** | **Required MI** |
| Service Management | Number of registered employees |
|  | Number of new registrations and date accessed |
|  | Number of logins to benefits portal |
|  | Number of hits to each scheme/benefit |
|  | Number of enquiries to Helpdesk |
| Employee Discounts | Number of orders placed |
|  | Value of orders placed |
|  | Top 10 most popular vendors used |
|  | Total value of savings by £ and % |
|  | Number of instances when employees have requested cash-back on a voucher, and the time to process each request |
| Reward and Recognition | Number of orders placed by employees including date order placed, order reference, voucher value, recipient name |
|  | Value of orders placed by employees |
|  | Number of bulk orders by the Buyer |
|  | Value of bulk orders by the Buyer  Number of vouchers due to expire including recipient name within 2 months of expiry |
|  | Number of expired rewards |
|  | Value of expired rewards |
| Cycle to Work Scheme | Number of orders placed including name and amount |
|  | Value of orders placed |
| Discounted Gym Memberships | Number of new memberships  Number of total memberships |
|  | Value of new memberships |
|  | Total value of savings by £ and % |
| Financial Wellbeing Scheme | Number of registered employees on the financial education site |
|  | Number of loans taken out |
|  | Total value of loans taken out |
|  | Number of saving and investment products taken out by type |
| Childcare Voucher Scheme | Number of employees |
|  | Number of vouchers issued |
|  | Value of vouchers issued |
|  | Payroll amendments, changes and refunds |
| Technology & Smartphone discounts | Number of orders placed by employees including name and amount |
|  | Value of orders placed by employees |
|  | Total value of savings by £ and % |
| Payroll Giving Scheme | Number of donors |
|  | Number of donations |
|  | Value of donations |
| Dental Insurance Scheme | Number of insurance policies taken out |
|  |  |

6.6 In addition to providing this regular MI, the Supplier shall ensure that the scheme is competitive in comparison with similar schemes on the market and provide comparison data to the Contract Manager on a quarterly basis. This data shall compare the discount rates offered by the Supplier with those offered by similar Employee Benefit schemes in the market.

6.7 The Supplier shall additionally inform DVSA via a quarterly report of all instances where childcare vouchers have been issued incorrectly for any reason, what the remedies were, how long it took to correct matters, and any consequences this had on the individual and DVSA.

6.8 The Supplier shall provide DVSA with a consolidated report per month, capturing details of any complaints and/or issues details. These reports shall include the date the complaint was received and resolved, complainant contact details, the nature of the complaint and actions agreed and taken to resolve the complaint and any changes to the Services and lessons learnt. The complaints shall be reviewed at the quarterly contract review meetings.

# VOLUMES

* 1. DVSA employs approximately 4,881 staff and all staff should have access to both the Platform and App. We would require the supplier to show the volumes of staff using the benefits and provide suggestions for improved engagement.
  2. Based on previous years we would require the supplier to be able to issue approximately 4,500 recognition vouchers a year and 50 Long Service Award vouchers.
  3. All volumes provided as part of the tender are estimated only. The volumes are included in attachment 4 – Pricing Schedule. The numbers may be higher or lower depending entirely on staff requirements and take up and are not guaranteed.

# CONTINUOUS IMPROVEMENT

* 1. The supplier must always be searching for new discount and benefit opportunities and share these at the monthly meetings.
  2. Further information can be found in Call-Off Schedule 3 (Continuous Improvement).

# QUALITY

* 1. We would expect the supplier to provide a professional, quality service at all times.
  2. The Supplier’s service must be fully compliant with the Public Sector Bodies Accessibility Regulations and the Supplier must have regard to the diverse employee base of DVSA when implementing and configuring the benefits.
  3. As per Section 14.13 of the RM6273 framework specification (Assurance Management Systems), the Supplier shall, throughout the term of this Call-Off Contract, have Assurance Management systems which comply with relevant standards (or successors of these standards) for the services offered. These include, but may not be limited to, the following service management standards:
* ISO 9001 Quality Management System; or EFQM Excellence Model criteria or equivalent. BS EN ISO 9001 Quality Management System or equivalent;
* ISO 10007 Quality Management Systems – Guidelines for Configuration Management or equivalent;
* BS25999-1:2006 Code of Practice for Business Continuity Management and, ISO/IEC 27031:2011, ISO 22301 and ISO/IEC 24762:2008 in the provision ITSC/DR plans;
* ISO 14001 Environmental Management System or equivalent. BS EN ISO 14001 Environmental Management System standard or equivalent; and
* ISO27001 Information Security, Cybersecurity and Privacy Protection or equivalent
  1. It would be desirable if the supplier is a member of both the:
* Childcare Voucher Provider Association (CVPA)
* Gift Card & Voucher Association (GCVA)

# PRICE

* 1. Prices are to be submitted via the Jaggaer e-Sourcing Suite Attachment 4 – Pricing Schedule excluding VAT and including all other expenses relating to Contract delivery. They should reflect what each bidder perceives to be their most attractive total offer for the core services outlined in this Statement of Requirements.

# STAFF AND CUSTOMER SERVICE

* 1. The Supplier should have experience of public sector benefits to better understand the public sector expenditure challenges and be able to maximise savings to provide a fit for purpose Employer Value Proposition across the agency.
  2. The Supplier’s staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.
  3. The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.

**Customer Service/Client Management**

* 1. We require:
* a supplier whose customer management team is dedicated to providing outstanding customer service while offering competitive and attractive benefits.
* an Account Manager who can proactively manage our account and participate in regular catch-up meetings (at least monthly) to discuss performance, benefit take up and any issues that are arising.
* an easily accessible Helpdesk facility (both on the Platform and the App) for our employees to contact the supplier by telephone, email and ‘live chat’. There is a requirement for a quick response time to any query/issue raised as outlined in Call-Off Schedule 14 (service levels).
* a separate support facility for DVSA’s HR and payroll teams including an email address and telephone helpline.
* an easily accessible reporting facility, whereby we can run and view reports on the number of users, employees logged on to the Platform, etc, an up-to-date dashboard of benefits and savings, a communications tool kit for launching new events and attendance from the benefit supplier at regular promotional webinars and actual attendance at large staff events.
* a platform which allows multiple users to be set up as administrators and/or order placers.
* the staff detail upload process to be quick and easy allowing DVSA administrators to be able to view and submit to a central and secure portal.
  1. Support to employees, HR and payroll teams should be available Monday to Friday 08:00 to 18:00 GMT excluding UK Bank Holidays. The helplines shall be a non-premium rate (0800) number and/or a 01, 02, 03 prefix telephone number. The helpline number shall be made visible to staff on the portal. Telephone messages shall be responded to within 24 hours.
  2. Emails shall be triaged and provided with a meaningful response within 24 hours and resolved within 5 working days.
  3. Section 14 of the framework specification (Mandatory Requirements) outlines the mandatory requirement expected from the delivery of the contract and client management.

# SERVICE LEVELS AND PERFORMANCE

* 1. The Authority will measure the quality of the supplier’s performance by monitoring Service Levels. These are included in Call-Off Schedule 14 (Services Levels).

# SECURITY AND CONFIDENTIALITY REQUIREMENTS

* 1. Performance of this Call-Off Contract will involve access to personal information relating to DVSA employees. As such, the Supplier shall fulfil its obligations under sections 14.7—14.12 of the RM6273 framework specification; Call-Off Schedule 9 (*Security– Part B Short Form Security Requirements)*; and Joint Schedule 11 (*Processing Data* ); as well as under the UK data protection regime. The paragraphs below summarise some of these obligations but are not intended to be exhaustive or to replace reference to these documents.
  2. The Supplier’s Personnel shall be subject to pre-employment checks in accordance with [HMG Baseline Personnel Security Standard](https://www.gov.uk/government/publications/government-baseline-personnel-security-standard).

**Data Protection**

* 1. Delivery of this contract will require the Supplier to process Personal Data (as defined in the GDPR) on DVSA’s behalf. The Supplier will process Personal Data only in accordance with DVSA’s documented instructions, as set out in Joint Schedule 11 (Processing Data).
  2. The Supplier shall ensure the adoption of appropriate technical and organisational measures to protect client data in their possession, including the adequate training of all staff responsible for handling personal information as part of their role.
  3. The supplier shall be able to fulfil all statutory responsibilities as laid out under the 'Processor' section (Article 28) of the UK GDPR and as represented in any resulting contractual documentation.
  4. The supplier shall furthermore ensure that they are able to demonstrate compliance with all other elements of the UK data protection regime, including but not limited to, the Data Protection Act 2018 and UK GDPR. The supplier shall, upon request from DVSA, work with us to document compliance and participate in any auditing activities involved.

**Offshoring**

* 1. The Supplier shall provide DVSA with a statement of the physical location where data will be stored, processed and managed. This includes the storage of data, back up of data and any IT support who may be able to access the data. The Supplier shall only be permitted to offshore elements where that aspect of the service is delivered from one of the following locations:
     + a country within the EEA;
     + a country where the United Kingdom has made a positive finding with regard to the adequacy of their regulatory Data Protection controls; or
     + or otherwise where appropriate safeguards are in place, such as a valid International Data Transfer Agreement, as per the requirements at Article 46 of UK GDPR.

# PAYMENT AND INVOICING

* 1. The Supplier shall ensure that each invoice provides a fully itemised breakdown of charges for each benefit that attracts a service charge, indicating what payment is for and the Purchase Order used. The content of invoices shall be formally agreed upon during service implementation
  2. Invoices are to be submitted monthly in arrears or at a frequency to be agreed with DVSA.
  3. Payment will be made by BACS no later than 30 (thirty) days of receipt of a valid invoice. We will aim to pay you within 10 (ten) days. All payments will be made in arrears after works have been approved and signed off by DVSA contract owner.
  4. A Purchase Order (PO) number for this requirement will be provided to the supplier. The supplier must quote the PO number on all invoices, and these must be submitted directly to:

[SSa.invoice@Ubusinessservices.co.uk](mailto:SSa.invoice@Ubusinessservices.co.uk)

* 1. Invoices received without the correct PO number will be returned and will delay receipt of payment. Invoices should be copied to DVSA’s contract owner and the supplier should include any information required to ensure efficient and effective receipting/invoice matching.

# CONTRACT MANAGEMENT

15.1 The Supplier shall appoint an Account Manager to ensure that the requirements of this Call-Off contract are met. The Account Manager shall have a minimum of two years’ relevant industry experience. The Account manager and their team will need to develop an understanding of DVSA, including its activities, culture and way of working.

15.2 The supplier and DVSA will set in place monthly contract review meetings to review key performance indicators / SLAs, monitor payment and invoices, discuss ideas for improvement. During the contract implementation meeting both parties will agree dates for the monthly contract review meetings and define the format data should be provided in. No reimbursement of costs will be provided if travel is required for these meetings.

# TENDER EVALUATION

* 1. We will evaluate tenders against the following criteria and weightings

Evaluation Criteria Weighting

Qualification Pass/Fail

Technical (Quality) 80%

Commercial (Price) 20%

You can find more details on our approach to quality and price evaluation in **Attachment 2 – How to Bid Including Evaluation Criteria.**

# SOCIAL VALUE PRIORITIES

* 1. The Social Value Act (2012) requires contracting authorities to consider social value when procuring services, by considering 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.
  2. 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.
  3. The social value theme for this requirement is set out below, which requires tenderers to demonstrate how, in the delivery of this contract, they can assist the Department in delivering the policy outcome; effective stewardship of the environment.
  4. Government’s [25 Year Environment Plan](https://www.gov.uk/government/publications/25-year-environment-plan) sets out goals for improving the environment within a generation and details how it will work with communities and businesses to do this. To meet the goals and targets it has set, government has identified key six areas in the plan through which it will focus action.

Activities in support of additional environmental improvements form the Model Award Criteria for this policy outcome. The Reporting Metrics are based around the reduction of three of the target areas in the [Greening Government Commitments](https://www.gov.uk/government/collections/greening-government-commitments): greenhouse gases, waste and water. In addition there are Reporting Metrics relating to protecting and improving the environment, and creating green spaces.

* 1. This will form part of the evaluation and will be part of the contract management meetings and reported on as part of key performance monitoring. The required social value criteria are detailed in **Attachment 2 – How to Bid including Evaluation Criteria.**

The successful supplier will demonstrate how they deliver social benefits that support key social outcomes that are highlighted in the table below.

|  |  |  |
| --- | --- | --- |
| **Theme** | **Policy Outcome** | **Delivery objective – What good looks like** |
| Theme 3: Fighting climate change | Effective stewardship of the environment | ● MAC 4.1 Deliver additional environmental benefits in the performance of the contract including working towards net zero greenhouse gas emissions.  Sub-Criteria for MAC 4.1: Additional environmental benefits Activities that demonstrate and describe the tenderer’s existing or planned:  ● Understanding of additional environmental benefits in the performance of the contract, including working towards net zero greenhouse gas emissions. Illustrative example: conducting pre-contract engagement activities with a diverse range of organisations in the market to support the delivery of additional environmental benefits in the performance of the contract.  ● Collaborative way of working with the supply chain to deliver additional environmental benefits in the performance of the contract, including working towards net zero greenhouse gas emissions.  ● Delivery of additional environmental benefits through the performance of the contract, including working towards net zero greenhouse gas emissions. Illustrative examples:  ○ Enhancing the natural environment such as habitat creation, increasing biodiversity such as increased numbers of pollinators.  ○ Green space creation in and around buildings in towns and cities, e.g. green walls, utilising roof tops for plants and pollinators. ○ Improving air quality |

# ARRANGEMENT FOR END OF CONTRACT

* 1. The supplier shall fully cooperate with DVSA to ensure a fair and transparent re-tendering process for this contract. This may require the supplier to demonstrate separation between teams occupied on the existing Contract and those involved in tendering for the replacement contract to prevent actual (or perceived) conflicts of interest arising.
  2. The Supplier shall comply with its responsibilities under Call-Off Schedule 10 of RM6273. As part of this, it shall, within three months of the Start Date of this Call-Off Contract, deliver to DVSA an Exit Plan meeting the requirements outlined in Call-Off Schedule 10 – and which is reasonably satisfactory to DVSA.

1. Headcount as of 31December 2024 [↑](#footnote-ref-1)