



Specification

Provision of RWEB and Reflection X Support & Maintenance

Driver and Vehicle Licensing Agency

Contract Reference: PS/21/12

Date: 02/03/21

Version: V1

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1. Introduction

In accordance with the terms and conditions of *Technology Products and Associated Services Framework RM6068 Lot 3*, the Department for Transport (DfT) invites proposals for the renewal of RWEB and Reflection X Licensing and Support.

2. Background to the Requirement

The Driver and Vehicle Licensing Agency (DVLA) **[The Authority]** 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).

The DVLA currently have a contract for the provision and support of RWEB and Reflection X software which expires 31/03/21.

This requirement is for a renewal contract for 12 months with the option for DVLA to extend by a further 12 month period.

RWEB is currently a necessary component of our infrastructure providing DVLA staff with access to Mainframe based services via their IE11 web browsers.

3. Procurement Timetable

Description	Date
Publication of Requirement via DfT Sourcing Portal	04/03/21
Clarification period starts	04/03/21
Clarification period closes (Clarification deadline)	08/03/21 @ 17:00hrs
Deadline for publication of responses to Clarification Questions	09/03/21 @ 17:00hrs
Deadline for submission of Tenders via DfT Sourcing Portal	11/03/21 @ 17:00hrs
Evaluation Period	12/03/21 – 15/03/21
Issue of "Intention to award/standstill" letter	16/03/21
Standstill period (10 days)	17/03/21 – 26/03/21
Issue Award Letter	29/03/21
Execution (signature) of Call-Off Contract	By 30/03/21
Commencement Date of Contract/Provision of service	01/04/21

4. Scope

The scope of the requirement extends to renewal of licences and support for 12 months with the option for DVLA to extend for a further 12 month period. Detailed in Section 6

5. Implementation and Deliverables

The contract must be in place to commence 01/04/21.

6. Specifying Goods and / or Services

Provision of the licences detailed in the below table including support and maintenance:

Name	Quantity	Support
Reflection for the Web Enterprise Edition Licensed Unit Special	1508	Yes - Standard Care
Reflection X Licences	7	Yes – Standard Care

During the term of the contract, the Authority will evaluate Micro Focus' alternative solutions to RWeb and, if appropriate, implement the upgrade.

The Authority may therefore require end vendor support/professional service days to assist with the evaluation, implementation etc. Should the Authority wish to upgrade during the term of the contract, the support contract will be varied to allow for this change.

Please provide a day rate where indicated on the Price Schedule (**Appendix A**) to form indicative costs. **NB this will not be evaluated**

DVLA have an associated Account Manager at Micro Focus who will be able to assist suppliers in pricing this requirement. His details are:

Name: **REDACTED**

Email: **REDACTED**

Mobile: **REDACTED**

7. Quality Assurance Requirements

Not Applicable

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 Contractor's 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 Contractors' 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.

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.

8.2 Sustainability

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

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

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

8.3 Health and Safety

DVLA has an Occupational Health and Safety Management System that is certificated to ISO45001. Further information on our Health & Safety Policy, is available on request from the Commercial Advisor. (See Section 14 for Points of Contact):

8.4 Business Continuity

Suppliers (including the supply chain) shall have robust Business Continuity and Disaster recovery Plans which align to a code of practice such as ISO22301. Suppliers may be asked to supply the contents of these plans to the Agency.

The successful supplier will test their business continuity arrangements no less than once per annum and shall inform the Agency when such tests or exercises are scheduled. Outcomes of these tests or exercises must be made available to the Agency in writing upon request.

Suppliers will notify DVLA in writing within twenty-four (24) hours of any activation of the business continuity plan, in relation to the services provided to DVLA.

8.5 Procurement Fraud

The DVLA adopts a zero tolerance approach to procurement fraud and bribery. Please read the DVLA Procurement Counter Fraud and Bribery Statement in **Appendix B**.

8.6 Use of DVLA Brands, Logos and Trademarks

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

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

8.7 Financial Due Diligence

As part of our financial due diligence process, the Authority will complete an Economic and Financial Standing report on the successful bidder. To facilitate the completion of said report, the Authority may conduct a Dunn and Bradstreet report on the successful bidder during the standstill period.

9. Management and Contract Administration

Invoicing Procedures

DVLA invoicing procedures are detailed in **Appendix C**.

Sub-contracting to Small and Medium Enterprises (SMEs):

DfT is committed to removing barriers to SME participation in its contracts, and would like to also actively encourage its larger suppliers to make their sub-contacts accessible to smaller companies and implement SME-friendly policies in their supply-chains (see the Gov.Uk [website](#) for further information).

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

10. Training / Skills / Knowledge Transfer

Not Applicable.

11. Documentation

Price Schedule Appendix A

Suppliers **must** complete **Appendix A – Price Schedule** in order to provide a full and transparent breakdown of costs associated with this contract.

Suppliers will be required to forward renewal/licence certificates to both the Commercial Advisor and Contract Owner (email addresses detailed in Section 14).

12. Arrangement for End of Contract

The successful supplier shall fully cooperate with the Authority to ensure a fair and transparent re-tendering process for this contract. This may require the successful 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.

13. Evaluation Criteria

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

Financial / Price Criteria Scoring Methodology:

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

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

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

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

Supplier A = $100\text{k}/100\text{k} \times 40 = 40\%$

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

Overall Weighting Allocation

Evaluation Criteria	Weighting
Financial / Price Criteria	100%
Total	100%

14. Points of Contact

Commercial Advisor	Name	REDACTED
	Tel	REDACTED
	e-mail	REDACTED
	Address	The Driver and Vehicle Licensing Agency (DVLA) Longview Road Swansea SA6 7JL
Contract Owner	Name	REDACTED
	e-mail	REDACTED

All queries/questions should be sent to the Commercial Advisor

15. Annexes:

Annex 1 – Evaluation Criteria:

Financial/Pricing Criteria

Primary Financial/Pricing Criteria	Financial/Pricing Weighting (%)	Description
Pricing Requirements	100%	Lowest priced bid receives full score.
	Total = 100%	