



## **Contract Specification**

PPE, Corporate Clothing, and associated services

CCS Framework Agreement Reference: RM6157, Lot 7

DVSA Reference: K280022019

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## 1. Introduction

- 1.1 The Driver and Vehicle Standards Agency (DVSA) is an executive agency, sponsored by 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.
- 1.2 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.
- 1.3 DVSA employs around 4,600 staff in Great Britain in a variety of operational and administrative roles. DVSA's Head Office is at Berkeley House, Croydon Street, Bristol with other administrative offices and operational sites across Great Britain.
- 1.4 DVSA is committed to support and protect staff in their working environment and to ensure that staff work in a safe environment and return home safely at the end of their working day.
- 1.5 DVSA is committed to considering equality, diversity, and inclusion in all aspects of its work and will continue to drive for a diverse workforce representative of the community it serves.
- 1.6 All DVSA staff are provided with the necessary PPE to enable them to safely do their jobs. They may also be provided with or offered corporate clothing. Typically these are our front-line delivery staff, of which there are approximately:
 

700	Roadside Enforcement (Traffic and Vehicle)
300	Stopping Officers (Uniformed)
600	Vehicle Assessors (HGVs)
1850	Driving Examiners (Practical Driving Test)
- 1.7 Non-frontline DVSA staff (Admin staff) are provided with appropriate PPE on an ad-hoc basis based on the duties undertaken and the risk assessment for the location or task.
- 1.8 DVSA invites proposals for the supply of PPE, Corporate Workwear, and associated goods and services.
- 1.9 The requirement will be competed as a further competition under the terms of the CCS framework RM6157 Lot 7 and will be subject to award under that agreement.
- 1.10 The Further Competition Invitation document contains the information and instructions the Potential Provider needs to submit a Tender. DVSA recommends bidders review all ITT documents prior to starting a submission.

## 2. Background to the Requirement

- 2.1 DVSA currently provide PPE and corporate clothing to its frontline staff via an existing contract awarded under the CCS framework RM3763. The current contract is due to expire on the 2<sup>nd</sup> December 2023.
- 2.2 Front-line staff consists of Roadside Enforcement, Stopping Officers, Vehicle Assessors, Driving Examiners and Post Collision Examiners. For more details on clothing item volumes, refer to Annex 3 – Volumes. DVSA is unable to confirm or guarantee any volume of business during the life of this agreement.
- 2.3 DVSA intends to award a contract to the most economically advantageous tender (MEAT); in accordance with the criteria and weightings in Section 9 (Evaluation Criteria) of this document. However, DVSA is not bound to accept the lowest tender, or any tender received, and reserves the right to call for new tenders should it consider this desirable.
- 2.4 The right is further reserved by DVSA to accept or reject any part of the services offered through this process.
- 2.5 DVSA will in no case be responsible or liable for any costs incurred by tenderers in the preparation, clarification or negotiation of their tenders regardless of the outcome of the tendering process.

## 3. Contract Duration & Procurement Timetable

- 3.1 DVSA are seeking to re-procure the requirement under the CCS framework RM6157 Lot 7.
- 3.2 The proposed agreement period will initially run from the 3<sup>rd</sup> December 2023 for a period of up to **three years (until the 2nd December 2026)**, subject to DVSA's requirements and the suppliers' performances.
- 3.3 The contract will be formed of an initial 3-year period followed by an optional extension period. Therefore, the contract duration will be constructed as follows:
  - 3.3.1 Initial period 3<sup>rd</sup> December 2023 to 2<sup>nd</sup> December 2026
  - 3.3.2 Optional extension 1 3<sup>rd</sup> December 2026 to 2<sup>nd</sup> December 2027
  - 3.3.3 Optional extension 2 3<sup>rd</sup> December 2027 to 3<sup>rd</sup> December 2028
- 3.4 Any decision on an extension will be communicated to the awarded supplier in-line with the Terms and Conditions of the Framework Agreement.
- 3.5 No further extensions will be available after 3<sup>rd</sup> December 2028.
- 3.6 The proposed Procurement timetable is as follows

Description	Date
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Publish invitation to tender	21/07/2023
Tenders' submission deadline	21/08/2023
Evaluation and shortlisting of supplier	11/09/2023
Due diligence - Contract Pre-Award – Start Standstill period	02/10/2023
Standstill Period Ends – Contract Signing	17/10/2023
Start of Implementation	24/10/2023
Start date of supply of PPE and corporate clothing to DVSA - Incumbent contract ends 02/12/23	03/12/2023

## 4. Implementation and Deliverables

4.1 The following Contract milestones/deliverables shall apply:

<b>Milestone/ Deliverable</b>	<b>Description</b>	<b>Timeframe or Delivery Date</b>
1	Contract Start Meeting with the Agency	Within week 1 of Contract Award
2	Begin implementation period, such as training users on new portal	Within week 2 of Contract Award
3	An Exit Management Plan to be submitted to the Agency	Within 30 days of Contract Award
4	A Business Continuity Plan to be submitted to the Agency	Within 20 days of Contract Award
5	Security Management plan to be submitted to the Agency	Within 20 days of Contract Award
6	Supplier to complete a Modern Slavery Assessment Tool, and provide a supply chain map	Within 2 months of Contract Award and then reviewed/updated annually thereafter

7	Supplier to provide monthly and cumulative reporting to the Agency as detailed in section 7.6	10th of every month.
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## 5. Contract Scope

- 5.1 DVSA is seeking to award a contract to a single supplier for the full requirement.
- 5.2. The requirement is limited to DVSA only.
- 5.3. The requirement will be for the items specified under Annex 2 of this document but is open to variation during the life of the agreement to cover the addition of items within the full scope of goods/services available under RM6157 Lot 7.
- 5.4. The winning Supplier will be required to work with DVSA as a 'subject matter expert' for PPE and corporate clothing to promote product innovation to achieve the following goals:
- 5.4.1. Ensure staff have the right PPE and clothing appropriate for their activity.
  - 5.4.2. Rationalise, where appropriate, the range.
  - 5.4.3. Deliver value for money.
- 5.5. The winning Supplier must be able to provide the following main requirements:
- 5.5.1. Supply PPE, corporate clothing and accessories including bespoke and semi bespoke items (see Annex 2).
  - 5.5.2. Provide a tailoring and branding service for fast turnaround of adjustments to standard range e.g., longer/shorter length trousers.
  - 5.5.3. Delivery of items GB wide including highlands and islands.
  - 5.5.4. Availability of items in line with SLA including ringfenced stock levels on key items as set out in K280022019 Schedule 10 (Service Levels).
  - 5.5.5. Provide an on-line ordering platform for DVSA staff to order their requirements limited to item and volume allocations.
  - 5.5.6. Provide a circular service for the life of the PPE and corporate workwear sold under the contract following the waste hierarchy of reduce, re-use, recycle, including clothes supplied by the incumbent supplier.
  - 5.5.7. Provide a high level of service including named account management.
  - 5.5.8. Work with named DVSA stakeholders on ad-hoc requirements for one-off/ low volume specialist items such as but not limited to maternity wear, non-standard sizes of PPE/corporate clothing.
  - 5.5.9. Combustible Gas Leak Detectors, including the 6-month calibrations.

- 5.5.10. Work with DVSA and lead where appropriate on continuous improvement activity.
- 5.6. Please see separately attached Annex 3 document for annual volumes for the current contract over the past 4 years. Please note items used solely during COVID have been removed from the item list and items where the usage increased should be noted based on year 4 volumes and will be highlighted as such in the document.
- 5.7. Should a similar incident present we would expect the successful supplier to be able to respond quickly.
- 5.8. DVSA is unable to confirm or guarantee any volume of business during the life of this agreement.

## **6. Service Requirement**

This section provides details of the mandatory requirements that the supplier shall be expected to fulfil in their entirety in order to meet the service requirements of CCS Framework Agreement RM6157.

It is important that contractors take time to fully understand this important part of the service delivery requirements, as all mandatory requirements as listed below shall be required to commence from the implementation of the Call-Off Agreements with DVSA.

All terms and conditions applicable to this contract should similarly cover any sub-contractors appointed to work on the contract on your behalf.

Please include a glossary of all abbreviations and technical terms used throughout your tender.

### **6.1 Specifying Goods and/or Services**

- 6.1.1 The Supplier must provide the following goods and services:
- 6.1.2 Supply of PPE, Corporate workwear, and accessories that adhere to the following principles to minimise the discomfort of the wearer during inclement weather conditions:
- a) Quick drying properties
  - b) Offer UV protection, where appropriate
  - c) Provide cooling or warming features to allow comfortable wear in seasonal weather conditions
- 6.1.3 Supply the full range of items under Annex 2 ensuring the items supplied meet the quality requirements as a minimum.
- 6.1.4 Inclusion of DVSA-branded corporate identity and/or HMRC tax 'tag' to all items as specified in Annex 2.

- 6.1.5 All clothing to be supplied with a no-cost replacement warranty, as below, whichever is first reached:
  - 6.1.5.1 Corporate clothing: 1 year or 50 washes
  - 6.1.5.2 Hi Visibility clothing: 1 year or 25 washes
  - 6.1.5.3 Footwear: 6 months
- 6.1.6 Items supplied must meet at least the standards stated within Annex 2 or the latest applicable industry standards where these offer a greater level of protection. Any variation must be formally agreed with the contract manager in writing.
- 6.1.7 The supplier should additionally be able to offer clothing in ladies sizes, specifically to fit a feminine body shape. Additional weighting will be applied to tenders where this requirement can be evidenced within that suppliers' bid.
- 6.1.8 DVSA requires a number of bespoke lines/garments, which may include DVSA-specific items, or garments which are unavailable 'off the shelf', or may need alteration.
- 6.1.9 The Supplier is expected to match the current range within their bid with the option to offer alternate items/specification where the Supplier can identify a benefit to DVSA in doing so. Alternate items offered will be considered during evaluation and across the life of the contract.
- 6.1.10 Where distinctive design features are incorporated into the clothing, the specification shown in Annex 2 is the minimum acceptable and cannot be deviated from without clear and specific agreement from DVSA.

## **6.2 Roles using the Clothing Catalogue**

### **6.2.1 Vehicle Testing**

A range of roles from inspecting vehicles for defaults and general road worthiness to line-management duties.

Vehicle inspections can involve officers working in 'maintenance pits' and/or crawling around vehicles on a variety of surfaces. Clothing needs to allow for a wide range of movement without becoming untucked whilst providing some protection from oil-based and water-based fluids. Some clothing also needs to be waterproof to allow officers to be able to work outside.

As an active role, officers can be expected to be working on their feet for extended periods of time; therefore, footwear must be comfortable to wear whilst providing sufficient safety protection where required. Vehicle inspections often involve officers kneeling down and putting pressure on



the soles and toe caps of safety footwear when being bent in excess of regular use would expect. Items supplied should be manufactured to provide long-lasting wear, especially on the soles.

Officers also need a range of office-wear to allow them to comfortably work in offices, attend meetings, and project a professional image to internal and external customers when they are not performing vehicle inspection duties.

#### 6.2.2 **Driver Services**

A range of roles from providing driving tests for drivers and riders to line-management duties.

Driving tests are generally conducted from vehicles but will always contain an element of the test which is conducted outside of the vehicle. Therefore, outer clothing needs to provide protection from the weather in all seasons, be easily removed/put-on, and be breathable.

Officers will wear a range of office-wear under any outer-wear to allow them to comfortably work in offices, attend meetings, and project a professional image to internal and external customers.

#### 6.2.3 **Enforcement – Stopping Officers**

See Highway Code, Rule 107

Driver and Vehicle Standards Agency officers have the power to stop vehicles on all roads, including motorways and trunk roads. Their uniform is defined in the Highway Code and must be available to order **at all times**.

#### 6.2.4 **Enforcement – Other Roles**

A range of roles from inspecting vehicles for defaults and general road worthiness to line-management duties.

Vehicle inspections can involve officers working in 'maintenance pits' and/or crawling around vehicles on a variety of surfaces. Clothing needs to be sufficiently robust to withstand regular contact with and movement along uneven ground, whilst providing some protection from oil-based and water-based fluids. Some clothing also needs to be waterproof to allow officers to be able to work outside.

As an active role, officers can be expected to be working on their feet for extended periods of time; therefore, footwear must be comfortable to wear whilst providing sufficient safety protection where required. Vehicle inspections often involve officers kneeling down and putting pressure on the soles and toe caps of safety footwear when being bent in excess of regular use would expect. Items supplied should be manufactured to provide long-lasting wear, especially on the soles.

Officers also need a range of office-wear to allow them to comfortably work in offices, attend meetings, and project a professional image to internal and external customers when they are not performing vehicle inspection duties.

This role may require suppliers to be particularly responsive in adapting or adding new items to the catalogue in order to carry out inspection of vehicles.

### 6.3 Clothing Size Guides

6.3.1 Below you will find the body measurements that DVSA use for sizing.

6.3.2 DVSA understands that the fit of a garment may vary depending on the cut, style and fabric, but requires the supplier to assist with supplying clothing of the right size to accommodate differences in manufacturer sizing.

6.3.3 For example, if a customer orders a size 10 garment based on a waist measurement of 70cm, all items supplied should have a waist measurement of 70cm regardless of the 'size' specified on the manufacturer's label/packaging.

6.3.4 **Womenswear**

6.3.5 **General Clothing**

Size	Bust		Waist		Hip	
	inches	cm	inches	cm	inches	cm
<b>A</b>	30¾	78	24	61	33¾	86
<b>B</b>	32¾	82	25½	65	35½	90
<b>C</b>	34¾	87	27½	70	37½	95
<b>D</b>	36¾	92	29½	75	39½	100
<b>E</b>	38	97	31¾	80.5	41½	105
<b>F</b>	40¾	102.5	34	86	43¾	110
<b>G</b>	42½	108	36¾	92	45¾	115
<b>H</b>	45	114	38½	98	47½	121
<b>I</b>	47¾	120	41	104	50	127
<b>J</b>	49½	126	43¾	110	52½	133
<b>K</b>	52	132	45¾	116	54¾	139
<b>L</b>	54¾	138	48	122	57	145

6.3.6

6.3.7 **Skirt Lengths**

	<b>One Length</b>	<b>Regular</b>	<b>Long</b>
inches	24	24	27
cm	61	61	69

### 6.3.8 Shirt Lengths

	<b>Short</b>	<b>Regular</b>	<b>Long</b>
inches	34	36	38
cm	87	92	97

6.3.9 Where 'Longer' sizes are requested, these shall be 2" (5cm) longer than standard in both the body length and the sleeve length.

### 6.3.10 Polo Shirt Lengths

	<b>Short</b>	<b>Regular</b>	<b>Long</b>
inches	29	31	33
cm	75	80	85

### 6.3.11 Trouser Leg lengths

	<b>XS</b>	<b>Short</b>	<b>Regular</b>	<b>Long</b>	<b>XL</b>
inches	27	29	31	33	<b>35</b>
cm	69	74	79	84	89

6.3.12 **Menswear**6.3.13 **General Clothing**

Size	Collar		Sleeve		Chest		Waist	
	inches	cm	inches	cm	inches	cm	inches	cm
<b>M</b>	13½	35	33½	86	32-34	81-86	28	71-75
<b>N</b>	14	36	34	87				
<b>O</b>	14½	37	34½	88	35-37	87-94	30-32	76-81
<b>P</b>	15	38	35	89	38-40	97-102	33-35	84-89
<b>Q</b>	15½	39-40	35½	90				
<b>R</b>	16	41	36	91	41-43	104-109	36-38	91-97
<b>S</b>	16½	42	36½	92	44-46	112-117	39-41	99-104
<b>T</b>	17	43	36½	93				
<b>U</b>	17½	44-45	37	94	47-49	119-125	42-44	107-112
<b>V</b>	18	46	37½	95	50-52	126-132	45-47	114-119
<b>W</b>	18½	47	37½	95				
<b>X</b>	19	48	38	96	53-55	137	48-50	122-127
<b>Y</b>	19½	49-50	38	96	56-58	142-147	51-53	130-135
<b>Z</b>	20	51	38½	98				
<b>AA</b>	20½	52	38½	98	59-61	152	54-56	137-142
<b>BB</b>	21	53	39	99	62	157	57	145-150

6.3.14 **Trouser Leg Lengths**

	<b>XS</b>	<b>Short</b>	<b>Regular</b>	<b>Long</b>	<b>XL</b>
inches	27	29	31	33	<b>35</b>
cm	69	74	79	84	89

6.3.15 **Shirt Lengths**

	<b>Short</b>	<b>Regular</b>	<b>Long</b>
inches	34	36	38
cm	87	92	97

6.3.16 Where 'Longer' sizes are requested, these shall be 2" (5cm) longer than standard in both the body length and the sleeve length.

6.3.17 **Polo Shirt Lengths**

	Short	Regular	Long
inches	29	31	33
cm	75	80	85

### 6.3.18 Footwear

Size	Length	Ladies Fit			Mens Fit	
		Standard Width (D)	Wide Fit (E)	X-Wide (EE)	Standard Width (G)	Wide Fit (H)
	mm	cm	cm	cm	cm	cm
1	204	7.7	8.5	9.5		
1½	208	7.8	8.7	9.7		
2	212	8.0	8.9	9.8		
2½	216	8.1	9.0	10.0		
3	221	8.3	9.2	10.1		
3½	225	8.4	9.4	10.3		
4	229	8.6	9.5	10.5		
4½	233	8.7	9.7	10.6		
5	237	8.9	9.9	10.8	8.7	9.2
5½	241	9.0	10.0	11.0	8.9	9.4
6	246	9.2	10.1	11.1	9.0	9.5
6½	251	9.4	10.3	11.3	9.2	9.7
7	254	9.5	10.5	11.4	9.4	9.8
7½	258	9.7	10.6	11.6	9.5	10.0
8	262	9.9	10.8	11.8	9.7	10.2
8½	267	10.0	11.0	11.9	9.8	10.3
9	272	10.1	11.1	12.1	10.0	10.5
9½	276				10.2	10.6
10	280				10.3	10.8
10½	285				10.5	11.0
11	289				10.6	11.1
11½	293				10.8	11.3
12	298				11.0	11.4
12½	302				11.1	11.6
13	306				11.3	11.7
13½	310				11.4	11.9
14	314				11.6	12.1
14½	318				11.7	12.2
15	322				11.9	12.4

6.3.19 All safety footwear must conform to **EN ISO 20345:2022 SR**, and either S3(L) or S5(L) standards, as appropriate. EN ISO 20345:2018 SRC standards are acceptable where footwear has not yet been tested against 2022 standards.

6.3.20 Some footwear will also need to meet **EN 5032-1:2018 Class 4** standards (Footwear for electrical protection) to protect staff when working with electric vehicles.

6.3.21 Suppliers must offer half sizes in all of their footwear ranges.

6.3.22 Suppliers must offer wide fitting availability in:

6.3.22.1 At least 2 of their shoe and/or trainer ranges

6.3.22.2 At least 1 of their boot ranges

### 6.3.23 **Specialist Bespoke Footwear**

6.3.24 In addition to the size ranges above and the items contained in Annex 3, DVSA occasionally has requirements for bespoke footwear to support staff with identified issues. The supplier should ensure that they have an on-going commercial relationship with a specialist footwear supplier that can supply high quality bespoke footwear, and any measuring services that are required to produce/manufacture such items.

### 6.3.25 **Gas Detectors**

6.3.26 The supplier should note that Gas Detectors (see Catalogue Item PPE30) require calibrating every six months during their useful life. The supplier must be able to provide calibration services for these items (through in-house or outsourced services), which is included as catalogue item PPE30a.

6.3.26.1 Where Gas Detector calibration services are requested, the supplier should arrange to deliver a calibrated Gas Detector from stock to the requestor and make arrangements for the 'in-use' Gas Detector to be returned to the supplier (or calibration provider) for re-calibration. Once re-calibrated, that Gas Detector should be returned to stock for future use.

6.3.26.2 At no point should a requestor be left without a usable Gas Detector.

6.3.27 The supplier should note that Gas Detectors (see Catalogue Item PPE30) may, from time to time require repairs. The supplier must be able to provide repair services for these items (through in-house or outsourced services).

6.3.28 Costs for repair services can be invoiced as 'pass-through' costs, as these will be unknown. Costs for calibration should be fixed as an item in the catalogue.

6.3.29 The supplier must ensure that it has a sufficient number of Gas Detectors held in stock to accommodate any re-calibration and/or repair requests, including the time taken to despatch, return, re-calibrate or repair the units, and return them to stock.

## **6.4 Service Conditions and Environmental Factors**

6.4.1 Potential Providers must be aware that clothing is worn in office-type environments, but clothing and PPE will also be worn, as part of DVSA Testing and Enforcement duties, at the roadside in all weathers, for carrying out practical Driving Tests and Goods Vehicle inspection and testing in workshops.

6.4.2 As such, some clothing and Hi-Vis will become contaminated with road grime, grease, and oil. When inspecting vehicles, outer layers need to be resistant to abrasion from road surfaces and machinery.

## **6.5 Web-based online ordering system**

6.5.1 DVSA requires provision of a web-based ordering system to assist with the management of clothing orders and reporting. The supplied system must be capable of handling concurrent users accessing the system on a 24/7 basis from DVSA premises (400+) and remote locations throughout mainland UK as a minimum.

6.5.2 The system must provide clothing measurement sizes in both metric (centimetres) and imperial (inches) scales.

6.5.3 DVSA requires the supplier to identify any element of the service which will require data to be handled outside the UK, including details of what data is handled and the physical location of any handlers (e.g. the system may be UK based but support is outside of the UK).

6.5.4 System Management

a) DVSA requires that supplier Systems are kept up to date. DVSA has a duty to ensure that through the appropriate security measures the integrity and confidentiality of the data is ensured by linking this requirement to the [HMG Security Framework](https://www.gov.uk/government/publications/security-policy-framework/hmg-security-policy-framework)<sup>1</sup>.

b) An appropriate and auditable patching policy must be in place requiring all hardware and software, supporting the processing of DVSA data, to be patched to the most recent patch. Should the supplier look to not apply a patch, an exception notification must be raised with DVSA to agree to manage within the DVSA risk

<sup>1</sup> <https://www.gov.uk/government/publications/security-policy-framework/hmg-security-policy-framework>

management process and in consultation with the DVSA Information Assurance team.

#### 6.5.5 Incident Management

- a) DVSA requires formal notification within 72 calendar hours of any breach of security being identified regardless of whether this has a direct impact on DVSA data. Such notification must be provided to DVSA's Information Incident Control Centre, to be advised after contract award.
- b) DVSA reserves the right to audit the system on an annual basis or immediately (without notice) and where a breach or suspected breach of the Data Protection Act has occurred.
- c) DVSA requires the supplier to comply with a documented route for reporting incidents which affect, or may affect, the confidentiality, integrity, or availability of DVSA data.
- d) Suppliers are asked to note this needs to be provided before the Security Management Plan is agreed.

#### 6.5.6 Data Management

- a) DVSA requires that the integrity and accuracy of data stored within the system is maintained at all times. The supplier should ensure that the amount of data stored isn't excessive and represents the minimum to enable the supplier to complete the work. DVSA has a privacy notice drafted for this which explains the extent of allowable personal data usage and retention. Please refer to Annex 4.
- b) The system should allow authorised personnel to correct/remove any invalid data discovered, or to flag the data for attention. Authorisation to correct or flag data is to be granted on the basis of assigned role-based permissions.
- c) DVSA requires the system to enforce specified retention periods on all stored data, either through automatic deletion or automated reporting on expired data. Please refer to K280022019 Schedule 20 (Processing Data).
- d) The Supplier is required to produce a document within 20 working days of the start of the contract that defines how they guarantee the destruction of all data relating to DVSA once the appropriate time has lapsed. A destruction certificate will be required from the supplier to confirm that data has been destroyed in line with the documented process.
- e) These elements should be documented, and accessible by DVSA upon request.

#### 6.5.7 Login Requirements

- a) Users must be able to connect to the system over a secure channel (e.g. secure internet connection [HTTPS] or VPN) where each user is uniquely identified through application of a two-factor authentication process based on unique username and minimum password length,



and possible use of multi-factor authentication for privileged or system administrator functions.

- b) The Supplier must state which of the encryption standards (TLS 1.2+ or AES-256) is used on their system.
- c) DVSA requires that the system provides structured levels for access based on user-based roles and operational granularity of the solution, i.e. User, Supervisor, Administrator, etc.
- d) All users must be pre-authorised by a member of the DVSA Commercial Category Team and based on business need. Authorised requests will be passed on to the Supplier for processing.

#### 6.5.8 Data Backup

- a) DVSA requires that the system should be backed up on a regular basis to minimise the impact of data loss. The supplier shall provide documentation for their full backup and restore procedure, including frequency of backup and locations of any remote (off-site) secondary data storage facilities.
- b) In cases where data loss is identified, restoration of data from the most recent back up should take place within 8 working hours.
- c) The supplier should be able to identify and document how the backup elements are deleted in line with the overarching retention agreement.

#### 6.5.9 Audit

- a) The Supplier shall permit:
  - (i) the Buyer, or a third-party auditor acting under the Buyer's direction, to conduct, at the Buyer's cost, data privacy and security audits, assessments and inspections concerning the Supplier's data security and privacy procedures relating to Personal Data, its compliance with this Contract and the Data Protection Legislation; and/or
  - (ii) the Buyer, or a third-party auditor acting under the Buyer's direction, access to premises at which the Personal Data is accessible or at which it is able to inspect any relevant records, including the record maintained under Article 30 GDPR by the Supplier so far as relevant to the Contract, and procedures, including premises under the control of any third party appointed by the Supplier to assist in the provision of the Services.
- b) The Buyer may, in its sole discretion, require the Supplier to provide evidence of the Supplier's compliance with Clause 6.5.9 Audit (above) in lieu of conducting such an audit, assessment or inspection.

#### 6.5.10 Technology

- a) DVSA currently uses laptops and tablets with the Microsoft Windows 10 Operating systems. The system must be compatible with potential DVSA upgrades to enable use with future Windows OS releases.
- b) DVSA also has mobile phones and tablets which run on the IOS operating system. The suppliers system should be optimised for use on mobile phones and tablets which use the IOS operating system.
- c) DVSA supports the use of several web browsers but the system should be capable of running on Edge or Chrome, and also be compatible with the browsers on Apple and Android handheld devices.

#### 6.5.11 System Availability

- a) The Supplier must notify DVSA of any planned maintenance.

6.5.12 The system must allow for the member of staff to choose their delivery address and recipient (when ordering for another member of staff). Including allowing the DVSA user to enter a delivery address anywhere in the GB.

6.5.13 During the mobilisation period the Supplier will provide any training and guidance, including supporting documents, required to enable them to use the ordering system effectively; including how to effectively escalate IT issues.

6.5.14 All costs and assumptions associated with this system are to be included in your Pricing Submission for this requirement.

## 6.6 Deliveries and Returns

### 6.6.1 Delivery

6.6.2 DVSA requires delivery of items to customers to be made efficiently whilst maintaining an acceptable speed of service. It is recognised that bespoke items may take longer to despatch than non-bespoke items, but that despatch of PPE items should take priority over collating bespoke and non-bespoke items together in a single shipment.

6.6.3 DVSA requires free delivery of:

- a) PPE items within 2 working days of online order;
- b) Non-bespoke items within 10 working days of online order;
- c) Bespoke items within 20 working days of online order.

6.6.4 DVSA requires flexible delivery options (to minimise failed deliveries) for signed delivery. Delivery must include delivery to

- a) DVSA sites;
- b) An address input by the user

6.6.5 If the package cannot be delivered, there needs to be available an option of drop-off to a local collection point.

- 6.6.6 Despatch of part orders is acceptable, but care should be taken to minimise the number of deliveries required to fulfil orders.
- 6.6.7 DVSA is keen to work with the supplier to understand how to maximise the efficiency and speed of their delivery service, whilst minimising the number of deliveries made, the effective 'cost per item delivered', and the environmental impact of deliveries.
- 6.6.8 **Returns**
- 6.6.9 DVSA requires the supplier to provide a free 'Returns' service for items that (list is not exhaustive):
  - a) do not meet the agreed quality standards (returned under warranty), or
  - b) have been ordered in error, or
  - c) have been incorrectly delivered.
- 6.6.10 DVSA requires flexible collection options. Collections must include collection from
  - a) DVSA sites;
  - b) An address input by the user
- 6.6.11 There should be available an option of drop-off to a local collection point.
- 6.6.12 Returned items must be re-stocked and credited.
- 6.6.13 DVSA is keen to work with the supplier to develop cost and time efficient solution options for their returns service.
- 6.6.14 If 10% or more of one item is returned faulty/ 'sub-standard', it is expected that the supplier will suggest an alternative replacement, with no additional cost.

## 6.7 Packaging

- 6.7.1 DVSA expects the supplier to minimise the quantity of packaging used, and also minimise the use of single-use plastics and non-recyclable materials in its packaging, enabling DVSA to recycle more and send less packaging waste to landfill.

## 6.8 Disposal

- 6.8.1 DVSA requires a Clothing (inc. PPE) secure and professional re-use/recycling/waste processing service, for disposal of end-of-life clothing and PPE, whilst ensuring that the DVSA identity cannot be re-used, or misused.

## 7. Management Requirements

This section provides details of the management requirements that the supplier shall be expected to fulfil in their entirety in order to meet the service requirements of CCS Framework Agreement RM6157.

It is important that contractors take time to fully understand this important part of the service delivery requirements, as all requirements as listed below shall be required to commence from the implementation of the Call-Off Agreements with DVSA.

All terms and conditions applicable to this contract should similarly cover any sub-contractors appointed to work on the contract on your behalf.

Please include a glossary of all abbreviations and technical terms used throughout your tender.

### 7.1 Account Management

7.1.1 DVSA requires the supplier to provide an account management service to DVSA.

7.1.2 The supplier should recognise that DVSA is a multi-faceted organisation with many different operational parts. An effective and efficient service is particularly necessary where staff are delivering a front-line service to the public.

7.1.3 It is particularly important that the supplier is able to provide an appropriate staffing complement to effectively manage any and all peaks and troughs of demand – both in the sense of demand generated by DVSA activity and demand generated by the supplier's activities - placed upon the supplier in managing the DVSA account.

7.1.4 DVSA requires a high quality and consistent service and implementation through the provision of Account Management services.

7.1.5 The supplier will be required to:

7.1.5.1 provide DVSA with an Organisation Chart, showing all departments, responsibilities and reporting lines relevant to the contract.

7.1.5.2 nominate a dedicated Account Manager within the company, and a suitably qualified deputy to act in their absence, as a single point of contact for DVSA's Contract Manager.

7.1.5.3 provide details of all personnel with responsibility for the contract, including the amount of their working time that is expected to be given to the management of the DVSA contract.

- 7.1.5.4 Have a rigorous approach to customer service and a clearly defined complaints-handling procedure, a copy of which must be provided to DVSA.
- 7.1.5.5 be proactive in monitoring its performance against the agreement and immediately report to DVSA's Contract Manager any areas where it is having or may have difficulties in fulfilling the terms of the agreement. Performance of the supplier will be measured against the Service Levels and Key Performance Indicators as set out in K280022019 Schedule 10 (Service Levels).
- 7.1.5.6 agree changes to processes with DVSA as part of the variation process, prior to implementation.
- 7.1.5.7 provide management information to DVSA; the content and format of which is to be agreed between the parties.
- 7.1.6 DVSA would require regular meetings (usually no less than quarterly, although more regular meetings would be expected within the first 6-12 months of the contract award) with their dedicated account manager. It is expected that these meetings will be held via Microsoft Teams, unless by mutual agreement at one of the parties' premises. Travel shall be at their parties own expense.
- 7.1.7 During the mobilisation period, there will be weekly meetings held between the Supplier and DVSA, and will continue as required until the service is deemed to be operating normally by DVSA.
- 7.1.8 Contract Review Meetings (CRMs) will be held on a quarterly basis. Terms of Reference and Agenda for meetings will be agreed between DVSA and the Supplier, and the agenda will include minutes and actions of the previous meetings. Minutes will be completed by a DVSA employee and agreed with the Supplier.
- 7.1.9 CRMs should focus on the following areas (list not exhaustive):
  - 1. Contract performance against agreed KPIs/SLAs
  - 2. Sustainability performance
  - 3. Complaints received & resolved
  - 4. Actual vs budgeted costs
  - 5. Potential future developments and Continuous Improvement opportunities
  - 6. Review of risks and current/future issues
  - 7. Business development opportunities
- 7.1.10 Other meetings will be scheduled as required. The Supplier is expected to make a representative available with reasonable notice for any additional ad-hoc meetings which may be requested by DVSA.
- 7.1.11 **Customer Support Services**

7.1.12 DVSA requires customer services to be available (as a minimum) from 09:00 to 17:00 Monday to Friday (except Bank Holidays). Please specify if you are offering services outside of these hours.

7.1.13 Customer Support Services should always aim to resolve the issue at the first point of contact, thus ensuring that repeat calls to the Support Services facility are minimised.

## **7.2 Contract Risk Management**

7.2.1 Both Parties shall pro-actively manage risks attributed to them under the terms of this Contract.

7.2.2 The Supplier shall develop, operate, maintain, and amend, as agreed with the Buyer, processes for:

7.2.2.1 the identification and management of risks;

7.2.2.2 the identification and management of issues; and

7.2.2.3 monitoring and controlling project plans.

7.2.3 These are reviewed at the quarterly Contract Review Meetings with the Supplier.

## **7.3 Complaints Management**

7.3.1 In the first instance, disagreements between DVSA and the Supplier will be managed through the appointed Contract Managers. A formal Dispute is triggered through email correspondence between the two parties.

7.3.2 All complaints received must be recorded and categorised by the supplier and reported for the attention of the DVSA Contract Manager. Each complaint should be allocated a unique identifier so that the complaint can be tracked through to resolution. The unique identifier should be used in all communication regarding the issue.

7.3.3 The supplier should provide details of escalation points and procedures and nominated personnel who will work to seek a resolution if initial complaints procedures fail to resolve.

7.3.4 For reporting purposes, working hours should be classed as Monday to Friday, 09:00 to 17:00 inclusive, excluding statutory Public and Bank Holidays (England).

7.3.5 DVSA's Contract Manager will be responsible for monitoring the performance of this agreement.

## **7.4 Customer Satisfaction**

- 7.4.1 In order to assess the levels of performance across the contract, the supplier will undertake Satisfaction Surveys in respect of their provision of the Goods and/or Services. The results of the surveys will inform the level of customer satisfaction to be reported through the KPIs associated with this contract.
- 7.4.2 The supplier should develop the Satisfaction Surveys in association with DVSA to enable the capture of satisfaction levels across the range of services supplied during the reporting period. It is likely that two separate Surveys will need to be developed to capture views from:
  - 7.4.2.1 End users (who have had a service provided by the supplier within the reporting period)
  - 7.4.2.2 Administration staff (who have an on-going relationship with the supplier)
- 7.4.3 Surveys should give the option to be reported anonymously, unless the respondent requests further information in which case the facility to provide contact details should be given.
- 7.4.4 DVSA shall be entitled to notify the supplier of any aspects of their performance of the provision of the Goods and/or Services which the responses to the Satisfaction Surveys reasonably suggest are not in accordance with this Contract.
- 7.4.5 All other suggestions for improvements to the provision of Goods and/or Services shall be dealt with as part of the continuous improvement programme as set out in K280022019 Schedule 11 (Continuous Improvement).
- 7.4.6 All data received and stored through the Satisfaction Surveys must adhere to current General Data Protection Regulation (GDPR) legislation.

## **7.5 Consolidated Invoicing**

- 7.5.1 The supplier must be able to provide DVSA with a separate, single consolidated invoice on a monthly basis for all services provided. The invoice should be split between service types (to be agreed with DVSA Contract Manager) to assist DVSA with invoice reconciliation. The invoice will also require further splitting to account for the VAT treatment of different chargeable items.
- 7.5.2 Items charged on each monthly invoice should be representative of the goods/ services provided during the reporting period preceding that in which the invoice is being submitted (i.e. the invoice received in May 2024

should be representative of all services provided during April 2024). This is to ensure that DVSA does not have to accrue unnecessarily payments on their finance system and so that service credits, where they apply, are calculated on the full value of the service charges.

- 7.5.3 Where charges relating to items that attract service credits do not appear on the correct invoice (e.g. where sub-contracted costs have not been passed through to the supplier in time to meet the correct billing period), DVSA shall be liable to claim the appropriate proportion of credit from those charges when they are invoiced.
- 7.5.4 The invoice should be reconcilable against the MI reports produced (specified in paragraph 7.6.2) as appropriate and received electronically by Commercial Category Team by the tenth (10<sup>th</sup>) working day of the month following the month in which the services were received by DVSA.
- 7.5.5 Prior to any invoice payment DVSA shall ensure that the appropriate goods and/or services have been delivered to the required standard [a three-way purchase-to-pay matching process shall be undertaken to ensure compliance with internal processes].
- 7.5.6 The following outlines the contract invoice payment processes:
  - 7.5.6.1 The supplier, if not already, will be required to register in the Government eMarketplace and trade electronically with the Agency, including receiving electronic purchase orders, transmitting electronic invoices and where appropriate creating and maintaining an electronic catalogue of the goods and/or services that will be provided.
  - 7.5.6.2 The supplier should not start work until they have received an authorised, system-generated purchase order or, as a minimum, having been given the purchase order number
  - 7.5.6.3 The supplier must not supply any goods or services other than that outlined on purchase orders. Any new or extra work agreed during the term of the agreement will need a new or revised purchase order and the supplier must make sure they have this before starting work.
  - 7.5.6.4 It is important that all invoices contain the correct information, or they will be returned. Sufficient data must be included on every invoice to assist with reconciliation against MI reports.
- 7.5.7 Typically, invoices will be checked fully prior to payment release authorisation.
- 7.5.8 In instances of dispute, DVSA team members may contact the supplier to confirm and resolve queries. Unresolved queries should be escalated to the respective Contract Managers.



7.5.9 If any errors are identified and agreed with the Contract Managers, the supplier shall raise a full credit as part of the next months' invoice (ensuring that a debit balance is maintained against the service line being credited).

7.5.10 If an invoice needs to be withdrawn for any reason you will need to send a credit note quoting the original invoice and purchase order numbers.

7.5.11 Payment will be made by BACS no later than 30 days after receipt of a valid invoice. DVSA aims to pay valid invoices within 5 working days.

## 7.6 **Management Information**

7.6.1 The supplier is required to provide a range of management information as required, in line with the reporting schedule agreed between the contracting parties.

7.6.2 To include, but not limited to:

<b>Frequency</b>	<b>Received by Date</b>	<b>Report Title</b>	<b>Purpose of Report</b>
Weekly	2pm on the first working day of each week	Supply Issues	To advise of any items/deliveries that are currently outside of the expected delivery lead-times
Monthly	5th working day of the month following the end of the period being reported	Item returns	To advise of all item returns received and processed in the preceding month
		Paid-For Stock Holding	To advise the current level of stock held by the supplier where Ownership Title has passed to DVSA [in lieu of Ownership Title certificate]
		Consolidated Invoice Supporting Data	To allow 100% reconciliation of the monthly Consolidated Invoice
Quarterly	5th working day of the month	KPI Report	Supplier assessment of performance against KPIs

	following the end of the period being reported	Catalogue Order/sales review	Review of all sales/returns during the previous period
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**7.6.3 All these reports should be encrypted/protected for data protection reasons**

7.6.4 DVSA also requires the reports to be available to be produced on an ad-hoc basis, either through a user demand requests system or by request to the supplier directly.

7.6.5 DVSA accepts that where this data can be viewed through the supplier's Order Management System, there will be no requirement to provide an additional report. The data must meet the purpose of the requested report without the need for a significant amount of manipulation by the end user to derive the required report.

7.6.6 The appointed Contract Manager and Deputy Contract Manager will be responsible for ensuring that performance is delivered to the required standards.

7.6.7 Where performance falls below the required standard, service credits shall apply. Where service credits apply these shall be calculated in accordance with the Service Level/KPI metrics as set out in K280022019 Schedule 10 (Service Levels).

## **7.7 Performance Measurement & Management**

### **7.7.1 Contract Performance**

7.7.2 Contract Performance will be managed through the Contract Review Meetings and reported to the Contract Owner on a quarterly basis. Where performance falls below the required standard, DVSA will work with the supplier to rectify the service failure. Where this process has been exhausted and fails to provide a solution, service credits shall apply.

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

7.7.4 Contract performance will be managed by a set of Service Level Agreements (SLAs) as set out in K280022019 Schedule 10 (Service Levels).

**7.7.5 Please note these SLAs and KPIs are subject to review and amendment throughout the life of the contract.**

7.7.6 Contract success will partly be defined by the supplier successfully meeting all SLA measures on a consistent basis; therefore, SLAs will form

the basis of a contract dashboard report, which will be developed during the first year of the contract.

#### **7.7.7 Performance Reporting and Service Credits**

7.7.8 The Contract Manager and Deputy Contract Manager will be responsible for ensuring that that performance is delivered to the required standards. Within the timescales defined within this document, the supplier will provide a performance monitoring report to DVSA containing details of the actual performance achieved over the period in accordance with the contract performance monitoring system with a summary of any issues identified by such monitoring, including any occurrences of service failures having the effect of taking the service levels below the required level, and the actions taken to address those failures.

7.7.9 Where performance falls below the required standard, service credits shall apply, as set out in K280022019 Schedule 10 (Service Levels).

### **7.8 Skills and Apprenticeships**

7.8.1 No obligation for the creation of apprenticeships with this requirement however the supplier should inform DVSA if the requirement will create or support apprenticeships.

## **8. Supply Chain Management**

- 8.1 The supplier shall nominate its primary (key) sub-contractors for this contract and will be responsible for all aspects of their work and conduct under this contract. This may include, for example, the supplier's chosen service and repair network that are responsible for the maintenance work performed under this contract. Wherever possible the supplier should aim to ensure that DVSA Terms and Conditions are mirrored in the first line of sub-contracting.
- 8.2 The supplier must provide assurances of any sub-contractors appointed to work under the terms of this contract. The supplier is required to advise DVSA Contract Managers in writing of any change of sub-supplier throughout the life of the contract, ensuring that the same assurances are provided.
- 8.3 As part of the pre-procurement process, a Modern Slavery assessment highlighted that there was a high risk within the supply chain. As such, this contract requires the winning supplier to complete a Modern Slavery Assessment Tool within 2 months of Contract Award and then reviewed/updated annually thereafter.

## **8.4. Sub-contracting to Small and Medium Enterprises (SMEs)**

- 8.4.1 DfT and therefore DVSA 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 DfT [website](#)<sup>2</sup> for further information).
- 8.4.2 To help DVSA measure the volume of business it does with SMEs, the Form of Tender document asks about the size of your own organisation and those in your supply chain.
- 8.4.3 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 on our website.

## **8.5. Sustainable Procurement**

- 8.5.1 Potential Providers must ensure that their supply chain has established ethical standards of production and logistics, where:
  - Working conditions are safe;
  - Good health is promoted;
  - Employment is freely chosen;
  - Working hours are not excessive;
  - Wages meet at least national legal standards;
  - Training is provided;
  - No discrimination is practised;
  - Diversity and good workforce practices are encouraged;
  - Child labour is eliminated;
  - No inhumane treatment is allowed;
  - Animal welfare in the manufacture of textiles;
  - Hold an independently audited and internationally-recognised standard relevant to the product.

## **8.6. Best Practice Buying Standards**

- 8.6.1 The supplier shall only work with materials that meet the Mandatory Criteria in the Government Buying Standards – Textile Standards V2.0 (January 2010).

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<sup>2</sup> <http://www.dft.gov.uk/about/doing-business-with-us>

- 8.6.2 The supplier should be able to provide, upon demand, evidence to verify the requirements in the Award Criteria of the Government Buying Standards – Textile Standards V2.0 (January 2010).
- 8.6.3 The supplier should report on progress made towards meeting the Best Practice Criteria of the Government Buying Standards – Textile Standards V2.0 (January 2010) at least annually.
- 8.6.4 The Government Buying Standards – Textile Standards V2.0 (January 2010) can be found at Annex 5

## 9. Social Value

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](#) – taking account of social value in the award of central government contracts applies to this procurement.

As part of the assessment of the most economically advantageous tender, there are menus of Model Award Criteria (MAC) and Sub-Criteria for each of the policy outcomes in the Social Value Model ('the Model'). From these, DVSA has selected a theme and MAC relevant and proportionate to the subject matter of this contract. A weighting of 10% of the overall score for this requirement is dedicated to social value criteria.

The Social Value criteria is set in line [Social Value Model](#). Please see SV [Quick Reference Guide](#) for details of the model award criteria, the evaluation guidance and reporting metrics for the theme.

To allow the contracting authority to objectively evaluate the tender against the Model Award Criteria, the Model also includes Model Response Guidance for tenderers relating to each Model Evaluation Question. The Model Response Guidance:

- tells tenderers what the contracting authority is looking for in tender responses,
- assists the contracting authority in assessing the quality of the tender,
- provides a basis for fair and transparent scoring and
- can help shape the specification and develop key performance indicators.

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(s) of Fighting Climate Change:

Theme	Policy Outcome	Model Award Criteria (MAC)
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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.  Please see the sub-criteria for MAC 4.1 within the <a href="#">Quick Reference Guide</a> which will be used to evaluate the response
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The successful supplier will demonstrate how they deliver social benefits that support key social outcomes that are highlighted in the table above. This will also be supported by KPIs, in accordance with K280022019 Schedule 10 (Service Levels).

Then, once the contracting authority has awarded the contract, the parties to it will use the Model Award Criteria and Reporting Metrics set out in the procurement documentation and in the tenderer's proposals to establish social value key performance indicators (SV KPIs). Such SV KPIs will always comprise a combination of a deliverable and a numeric element, by which performance of that deliverable is to be measured.

It is by collecting, recording and monitoring these SV KPIs throughout the contract lifespan that the contracting authority and the contractor will determine whether the contract is achieving its social value objectives. Please see [Guide to using Social Value Model<sup>3</sup>](#) for example of a SV KPI in use (page 20).

All terms and conditions applicable to this contract should similarly cover any sub-contractors appointed to work on the contract on your behalf.

Please include a glossary of all abbreviations and technical terms used throughout your tender.

## 10. Security

- 10.1 The Supplier must ensure confidentiality of commercial information and prevent theft of DVSA property.
- 10.2 The Supplier must ensure that it can demonstrate steps taken to ensure the security of DVSA-branded garments, from production to delivery to the order/wearer.
- 10.3 The Supplier must mitigate any risk of DVSA-branded items being obtained and mis-used by unauthorised persons.
- 10.4 A Security Management plan must be submitted 20 days after the Start Date in accordance with K280022019 Schedule 16 (Security).

<sup>3</sup>

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/940827/Guide-to-using-the-Social-Value-Model-Edn-1.1-3-Dec-20.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/940827/Guide-to-using-the-Social-Value-Model-Edn-1.1-3-Dec-20.pdf)

## **11. Data Protection**

- 11.1 The supplier will be required to comply with all applicable requirements of the General Data Protection Legislation in accordance with K280022019 Schedule 20 (Processing Data).
- 11.2 Delivery of this contract will require the supplier to process Personal Data (as defined in the GDPR) on the DfT's behalf. The DfT will be the Data Controller and the supplier will act as the Data Processor. The supplier will process Personal Data only on the DfT's documented instructions, as set out in K280022019 Schedule 20 (Processing Data).

## **12. Training / Skills / Knowledge Transfer**

- 12.1 During implementation, and as part of the Implementation Plan, the Supplier will train a selection of DVSA staff as to how to use the web-based online ordering system, and how to escalate issues throughout the ordering–supply process.
- 12.2 During implementation, this is expected to be completed via training sessions, videos, and documents. After implementation and during the life of the contract, this can be completed via up-to-date training documents.
- 12.3 The Supplier is expected to pass on knowledge gained through working with DVSA within their organisation.

## **13. Documentation**

- 13.1 The following are not an exhaustive list of document requirements and may be added to or amended throughout the life of the agreement during formal contract management without variation to the agreement.

### **13.1.1 Management information**

Including but not limited to cumulative usage and spend reports over the life of the contract to aid reporting and reviewing of trends. The information must be broken down by month including Supplier reference, DVSA reference, item name, item description, unit of sale, unit price ex VAT, unit price incl. VAT.

### **13.1.2 Item Catalogue**

The supplier must be able to provide an exhaustive list of the items on each DVSA catalogue, including but not limited to, item name, picture of item, sizing, material, allocation, web-based online ordering system reference. If out of stock, there must be an estimated date of restock.

### **13.1.3 User guidance**

The supplier must provide manuals or user guides so that DVSA can distribute to the user community as appropriate.

#### **13.1.4 Sizing Guide**

The Supplier must provide a guide that reflects the measurement range as per your sizing.

#### **13.1.5 Item - quality assurance**

Each item must have documentation evidencing the quality assurance.

#### **13.1.6 Bespoke item manufacture specification/ drawings**

DVSA may, at any time, require specification/drawings of bespoke items.

### **14. Arrangement for End of Contract**

- 14.1 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.
- 14.2 An Exit Plan shall be developed and provided to DVSA within three (3) months of the Start Date, in accordance with the requirement of K280022019 Schedule 30 (Exit Management).

### **15. Pricing**

- 15.1 All pricing submitted must be in British GBP £ excluding VAT unless a price including VAT is expressly requested.
- 15.2 All business costs related to meeting the requirements as stated within this document (Specification) must be included within the unit price supplied for the items within the pricing schedule. To include (not exhaustive):
- Online Ordering System costs
  - Storage/warehousing costs
  - Picking & Packing Costs
  - Delivery Costs
  - Profit margin
- 15.3 To comply with Transparency requirements, the supplier must provide the information above to DVSA on request.



## Annex 1 – Jargon Buster – Key

Words and Phrases	Meaning within the specification document
Authority	Driver and Vehicle Standards Agency, Berkeley House, Croydon Street, Bristol, BS5 0DA.
Bespoke	Items designed and manufactured to DVSA specific requirements.
Semi Bespoke	Standard items adapted for DVSA requirements e.g., addition of pockets/ straps to a jacket or the addition of corporate branding.
CCS	Crown Commercial Service.
Contract	has the meaning set out in K280022019 – Contract Award Form
DVSA	Driver and Vehicle Standards Agency (the agency with whom the service will be provided to)
Further Competition	the process used to establish a Contract that facilitates the provision of Personal Protective Equipment and Clothing;
Further Competition Invitation	this document and all related documents published by the Authority in relation to this Further Competition.
Implementation	The mobilisation period.
Items	The Goods or Services delivered under the contract by the Supplier or their Subcontracts.
Marking Scheme	the range of marks that may be given to a Potential Provider depending on the quality of its response to a question which is located in the boxes below the applicable question.
Minimum Total Score	the minimum score that the Potential Provider must obtain in order to be awarded the Contract.
Potential Provider	a company that submits a Tender in response to the Further Competition Invitation
Supplier	the Potential Provider with whom the Authority has concluded the Contract.
Tender	the Potential Provider's formal offer in response to the Invitation to Tender.

## **Annex 2 – Product list and specification**

See separately attached document – K280022019 – Tender Catalogue

### Annex 3 – Volumes

Item Reference	Item Description	Annual Quantity
<b>Hi Vis Catalogue</b>		
HiVis1	High Visibility Winter Storm Coat, "Powers To Stop "	225
HiVis2	High Visibility Summer Weight Long Sleeved Jacket	1,880
HiVis3	High Visibility Summer Weight Long Sleeved Jacket, "Powers To Stop"	489
HiVis4	High Visibility Waterproof Overtrousers	344
HiVis5	High Visibility Coveralls	198
HiVis6	High Visibility Bomber Jacket	181
HiVis7	High Visibility Bomber Jacket With Longer Sleeves	62
HiVis8	High Visibility Summer Jacket	257
HiVis9	7-In-1 Winter Jacket	679
HiVis10	High Visibility 7-in-1 unlined coat 'outer' separate (component of 7-in-1 Winter Jacket)	13
HiVis11	High Visibility 7-in-1 'inner' reversible body warmer (component of 7-in-1 Winter Jacket)	74
HiVis12	High Visibility 7-in-1 'inner' reversible body warmer replacement sleeves	76
HiVis13	Hi-Vis Wet Weather Coverall	168
HiVis14	Hi-Vis S/S Polo	410
HiVis15	Hi-Vis S/S Ladies Fit (not Unisex) Polo	27
HiVis16	MENS HI VIS TROUSER (BAU)	45
HiVis17	Ladies Fit (not Unisex) HIVIS TROUSER (BAU)	3
HiVis18	Hi Vis Motorcyle Jerkin	69
HiVis19	DVSA Hi Vis VEST +CAMERA LOOP	491
HiVis20	Klickfast Radio Dock for Hi Vis Jackets	74
HiVis21	Fire Marshall Waistcoats	4
<b>Total Hi Vis Catalogue</b>		

<b>Corporate Clothing Catalogue</b>		
Corp1	Long Sleeve Work Shirt Female	210
Corp2	Short Sleeve Work Shirt Female	472
Corp3	NGT Long Sleeve Blouse	8
Corp4	NGT Short Sleeve Blouse	6
Corp5	Ladies Fit (not Unisex) Stopper's Bonnet	4
Corp6	Ladies Fit (not Unisex) Clip-on Cravat Black	2
Corp7	Ladies Fit (not Unisex) Clip-on Cravat Navy	86
Corp8	Ladies Fit (not Unisex) Clip-on Cravat NGT	4
Corp9	Formal Trousers Female	203
Corp10	Ladies Fit (not Unisex) Formal Skirt	1
Corp11	Female Polo Shirt	639
Corp12	Ladies Fit (not Unisex) Polo Shirt	108
Corp13	NGT Ladies Fit (not Unisex) Polo Shirt	13
Corp14	Long Sleeve Work Shirt Male	1,289
Corp15	Short Sleeve Work Shirt Male	2,354
Corp16	NGT Long Sleeve Shirt	73

Corp17	NGT Short Sleeve Shirt	136
Corp18	Mens' Stopper's cap	23
Corp19	Mens Clip on Tie Black	478
Corp20	Mens Clip on Tie Navy	74
Corp21	Mens Clip on Tie NGT	134
Corp22	Formal Trouser Male	1,297
Corp65	Formal Shorts	New
Corp23	ID-Embossed Epaulettes	65
Corp24	DVSA Woven Epaulettes	35
Corp25	Unisex Polo Shirt	4,087
Corp26	NGT Polo Shirt	1,457
Corp27	D.E. Polo Shirt	537
Corp28	NGT Leather Belt	234
Corp29	Sweat Shirt	1,698
Corp30	V-Neck style Pullover	1
Corp31	NGT Jumper	1
Corp32	NGT Sweatshirt	442
Corp33	Bodywarmer	87
Corp34	Soft-Shell Showerproof Jacket (Unisex)	1,028
Corp35	Ladies Fit (not Unisex) Soft-Shell Showerproof Jacket	107
Corp36	NGT Work Jacket	15
Corp37	D.E. 3-in-1 Coat	477
Corp38	Inspection Coat	24
Corp39	Inspection Coat	2
Corp40	Coveralls	107
Corp41	NGT Coveralls	249
Corp42	DE Coveralls	3
Corp43	Work Trouser "Cargo Pant"	2,592
Corp44	Ladies Fit (not Unisex) Work Trouser "Cargo Pant"	339
Corp45	Enforcement Stopping Officer Cargo Trousers	53
Corp46	Enforcement Stopping Officer Ladies Fit (not Unisex) Cargo Trousers	1
Corp47	Shower-proof Overtrousers	327
Corp48	Mens Long Sleeved Thermal Vest	651
Corp49	Mens Short Sleeved Thermal Vest	795
Corp50	Mens Thermal Under Trousers ("Long Johns")	689
Corp51	Ladies Fit (not Unisex) Long Sleeved Thermal Vest	70
Corp52	Ladies Fit (not Unisex) Short Sleeved Thermal Vest	51
Corp53	Ladies Fit (not Unisex) Thermal Under Trousers ("Long Janes")	56
Corp54	Mens Leather Gloves For "Powers To Stop" Staff	283
Corp55	Womens Leather Gloves For "Powers To Stop" Staff	113
Corp56	Windproof Gloves	563
Corp57	Fingerless Mittens	824
Corp58	Watch Cap	660
Corp59	Baseball Cap	338
Corp60	D.E. Foul Weather Cap	114
Corp61	NGT Watch Cap	205
Corp62	Roll Neck Tube Style Scarf	1

Corp63	NGT Snood	226
Corp64	Kit Bag/Holdall (DVSA)	355
<b>Total General Clothing Catalogue</b>		

<b>Footwear Catalogue</b>		
Foot1	Unisex Redwood Safety Boot	192
Foot2	Unisex Wide-Fit Safety Shoe	194
Foot3	Unisex Gibson Shoe	80
Foot4	Mens Leather Safety Brogue Composite	432
Foot5	Black Laces	390
Foot6	Doc Marten Style Shoe	1
Foot7	Combat-Style Boot With Side Zip	292
Foot8	Stitch-Top Shoe	1
Foot9	Waterproof Rigger Boot	104
Foot10	Hiker-Style Safety Boot	598
Foot11	Magnum Precision Safety Boot	199
Foot12	Ladies Fit (not Unisex) Topaz Slip-on Shoe	1
Foot13	Ladies Fit (not Unisex) Gibson lace-up Shoe	12
Foot14	Ladies Fit (not Unisex) Safety Trainer	193
Foot15	Safety Wellington Boot	91
Foot16	D.E. Safety Chukka Boot	39
Foot17	D.E. Waterproof Safety Boot	281
Foot18	Bespoke safety boot/shoe	37
Foot19	Air Cushioned Safety Shoe	1
Foot20	Mesh Comp Safety Trainer	127
Foot21	Composite Leather Free Safety Trainer – Baton	193
Foot22	Composite Hartford Boot	20
Foot23	Bridgeport Safety Trainers	1
Foot24	Wellington Boot	50
<b>Total Footwear Catalogue</b>		

<b>PPE Catalogue</b>		
PPE1	Chemical Suit With Hood	2
PPE2	Hooded Coverall	12
PPE3	Tyvek Suit	22
PPE4	Disposable Coverall	1
PPE5	Overshoes	1
PPE6	Hazardous waste bag	4
PPE7	Safety Helmet	82
PPE8	Bump Cap	5
PPE9	Safety Baseball Cap – Reduced Peak	288
PPE10	Safety Baseball Cap – Extended Peak	651
PPE11	Ear Defenders on Headband (SVA)	1
PPE12	Ear Defenders on Headband (General)	153
PPE13	Ear Defenders on Headband (IVA)	1
PPE14	Ear Defenders (General)	1
PPE15	Ear Plugs on Band EAR Flexicap	473

PPE16	Replacement Ear Pods	363
PPE17	Ear Plug Dispenser	1
PPE18	Ear Plug Refills	1
PPE19	Face Shield Browguard with clear Visor	5
PPE20	Safety Spectacles	296
PPE21	Cover Spectacles	555
PPE22	Adjustable Cover Spectacles	75
PPE23	Adjustable Eye Defenders	75
PPE24	Cover Spectacles	31
PPE25	Glasses Case	242
PPE26	Anti Slip Knee Pad	73
PPE27	Ultimate Gel Knee Pads	1
PPE28	Slot-In Knee Pads	361
PPE29	TPI 725L Combustible Gas Leak Detector	446
PPE30	GasAlertMicro Clip XL Multi-Gas Detector	20
PPE30a	Gas Leak Detector – Calibration Service	40
PPE31	Dust Mask with Valve	1
PPE32	Heavy Rigger Glove	243
PPE33	Heat Resistant Glove	286
PPE34	Anti Syringe Gloves	1
PPE35	Pit Gloves	2578
PPE36	Flock Lines Gloves	11
PPE37	Nitrile Gloves Box of 99	1,380
PPE38	Heavy Duty Wipes Tub	409
PPE39	Hand Cleanser + Dispenser	2
PPE40	Hand Sanitiser	1,500
PPE41	Sun Block Factor 50	851
PPE42	Barrier Cream	321
PPE43	First Aid Kit – Lone Worker	283
PPE44	Resusiate Mask	84
PPE45	Eye Wash Viles	94
PPE46	Blood Spillage Kit	46
PPE47	Antidote Gel	1
PPE48	Face Coverings	1
PPE49	Face Covering – Mask extender	1
PPE50	Accident Investigation Wipes	1
PPE51	Universal Wipes	1
PPE52	Device Wipes	1
PPE53	Travel Size Device Wipes	1
Total PPE Catalogue		

## **Annex 4 – Privacy notice for a DVSA service**

### **1. About this service**

The Driver and Vehicle Standards Agency (DVSA) provides this service to facilitate the effective management of its vehicles and efficient service for its drivers and riders.

DVSA is an executive agency of the Department for Transport (DfT).

We carry out vehicle leasing and a wide range of fleet management services through a contracted third-party supplier.

This service lets you access the services you require to keep you and the DVSA vehicle that you use legal and roadworthy in the conduct of your DVSA role.

The data controller for DVSA is DfT – a data controller determines the reasons and how personal data is processed. For more information, see the Information Commissioner's Office (ICO) [Data Protection Public Register](#). DfT's registration number is Z7122992.

### **2. What data we need**

The personal data we collect from you will include:

- Staff Name
- Telephone Number
- Home Address
- Email Address

The legal basis for processing this data is for our own or a third party's legitimate interests - but only where the personal data is going to be used in ways that are reasonably expected and are not intrusive, or where there are compelling reasons to process it.

### **3. Why we need it**

We need the personal data we collect from you to:

- Contact you in order to arrange delivery or collection of a clothing order

### **4. What we do with it**

We collect, use and store the data you give us for the reasons set out in this policy.

The DfT will be the Data Controller and the supplier will act as the Data Processor in respect of personal data handled through this contract.

We will not:

- sell or rent your data to third parties

- share your data with third parties for marketing purposes

We will share your data if required to do so by law – for example, by court order, or to prevent fraud or other crime.

## **5. How long we keep your data**

We'll only keep your personal data for as long as it is needed for the reasons set out in this policy or as long as is required by law.

We will hold your personal data for:

- no longer than four full fiscal years after the expiry date of the contract, to enable full reporting of liabilities.

## **6. Where it might go**

Our IT infrastructure and technology has been checked to make sure it's safe and secure.

Data stored by the supplier is done so under the terms of the CCS RM3157 Framework.

This framework sets out the minimum requirements that suppliers must meet before they are accepted as suppliers under that framework.

This includes the suppliers holding CyberSecurity Essentials certification for the duration of their time on the framework, and for the period of any contracts awarded through the framework that exceed the Framework duration.

The Framework also includes a requirement that all data held by the supplier is held within UK territorial limits.

## **7. Protecting your data and your rights**

The [DVSA personal information charter](#) sets out what steps are taken to protect your data, and the rights you have over your data.

## **8. Changes to this notice**

We may change this privacy notice at its discretion at any time.

When we change this notice, the date on the page will be updated. Any changes to this privacy notice will be applied to you and your data as of the revision date.

We encourage you to periodically review this privacy notice to be informed about how your data is protected.



## **9. How to contact us**

If you have any questions about anything in this document or if you consider that your personal data has been misused or mishandled you can contact the DVSA data protection manager.

DVSA data protection manager  
Data Protection Manager  
Driver and Vehicle Standards Agency  
Unity Square  
Queensbridge Road  
Nottingham  
NG2 1AY

Email [information.handling@dvsa.gov.uk](mailto:information.handling@dvsa.gov.uk)

Contact DVSA customer services if you have a query that is not about how your personal data is used.

You may also make a complaint to the Information Commissioner, who is an independent regulator.

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)

Contact form: <https://ico.org.uk/global/contact-us/email/>

Telephone: 0303 123 1113

Text phone: 01625 545 86

## **Annex 5 – Government Buying Standards - Textiles**

See separately attached document K280022019 – Annex 5 – Government Buying Standards (Textiles)