



Schedule 2 – Requirements Specification

1. Requirement Overview

DVSA is looking to procure the services of a supplier to deliver Digital and Calibration Tachograph Training for approximately 35 delegates in year one. Delegates will be Traffic Examiner staff. DVSA does not guarantee the numbers provided, these are estimated numbers only with no minimum or maximum.

DVSA regulate the tachograph calibration centres and require Traffic Examiner staff, who conduct the site approvals, to understand the process of calibrating tachographs, as part of the approval process of the Approved Tachograph Centres (ATC).

The staff involved in the approval and monitoring of the ATC are geographically spread across the UK and undertake regular inspections of the sites and operations. To do this effectively requires them to be able to understand and experience the actual process of installing a tachograph and calibrating it to a vehicle in order to meet regulations.

The regulations for tachograph are as follows:

- The European Community Tachograph Regulations (EC Reg 3821/85, as amended and Annex 1B to EC Reg 3821/85 published as EC Reg 1360/2002) requires European Member States to approve workshops and fitters who install, inspect and repair the recording equipment, known as tachographs, defined within these Regulations.
- In the UK national legislation (Road vehicle (Construction & Use) Regulations 1986, Regulation 36 (as amended)) provides powers to the Secretary of State for Transport to do this.

The ATC manual sets out the conditions of approval and the requirements for correct operation of the ATC. It also explains what is required of all nominated technicians working in ATCs who undertake the tasks and responsibilities associated with the installation, inspection and calibration of recording equipment and whose duties are described in the pages of the manual.

The ATC manual can be found [here](#).

The training provided should ensure Traffic Examiner staff are able to conduct consistent and informed site approvals of ATC.



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It is anticipated the intended contract will commence in November 2021. The initial contract period will be four (4) years from the Commencement Date.

The scope is to deliver Digital and Calibration Tachograph Training to approximately 35 delegates in year 1. All delegates certified in year 1 will likely require refresh training in year 4. There will be potentially 5 new entrants per year which will also require training from year 2 onwards.

The numbers provided are estimated numbers only with no minimum or maximum guaranteed.

The supplier should deliver Digital and Calibration Tachograph Training to DVSA staff to provide them with the relevant skills and tools to conduct site approvals of ATC.

The Digital and Calibration Tachograph training courses delivered to DVSA must include the DVSA approved course delivered to nominated technicians to ensure the same level of understanding

The supplier must ensure delegate progress is reported back to the DVSA Contract Manager to ensure any issues that arise are resolved between the delegates and their line managers.

The training provided will cover theoretical and practical elements. The theoretical elements must be delivered virtually as per the delivery conditions below.

The supplier will be required to supply delegates with suitable detailed reference material at the conclusion of the training to support them in conducting site approvals of ATC. This will be in the form of a hard copy manual. Both hard and electronic copies of the training manual will also need to be provided to the DVSA coordinating manager.

Content of Training

The content must contain the modules covered in the Digital and Calibration Tachograph Training delivered to nominated technicians in the ATC as detailed below.

Modules:

Analogue Tachograph Training

- Be able to install Analogue Tachograph equipment to all types of in-scope vehicles.
- Be able to calibrate, test and seal all types of Analogue Tachograph systems.
- Be able to understand the EU regulations & DVSA requirements with regard to both the Installation and operation of analogue tachographs.
- An understanding of the limited range of repairs Nominated Technicians are able to be carried out on analogue tachographs.



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Digital Tachograph Training

- The Digital Tachograph the function, installation, activation, calibration, sealing and downloading of Digital Tachograph recording equipment.
- Be able to install digital tachograph systems to all type of in-scope vehicles.
- Be able to activate, calibrate, test and seal digital tachograph systems.
- Understand the EU regulations & DVSA requirements about both the Installation and operation of digital tachographs.
- Be able to download and archive the data from faulty digital tachograph units.

Refresh Training

Refresh training to be delivered 3 years after the delegates have achieved the certificate of competence. This will be the same DVSA pre-approved refresh training delivered to nominated technicians.

Refresh training must include information updates on all the common tachograph calibration programmes and equipment currently in use with the UK Tachograph Scheme.

The supplier shall provide ongoing support to DVSA Traffic Examiners to ensure that they are informed of changes to regulations in a timely manner throughout the duration of the contract. All training content needs to be fully up to date and in line with current regulations. This will be delivered by appropriate communications and be in a number of formats.

Assessment of Learning

The candidates will be subject to a final examination and must be able to achieve the 80% pass mark currently required. The examination will cover both practical and written tests. This will result in a certificate of competence issued to the successful candidates. Within five (5) working days of the completion of each course, the Supplier will be required to provide DVSA's training team with the delegate attendance figures and names, the date and location (if applicable) and the pass/fail outcome for all delegates per course.

Any initial failures will need to undertake further training and resit the assessments. The extent of any further training will be discussed and agreed between the supplier and DVSA. The assessments will take place on the supplier's premises.

2. Quality Assurance Requirements

The supplier will be required to have quality assurance processes in place as part of their delivery of the services.

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DVSA will have the option to review the course material to quality assess before service commencement. DVSA will also have the option to conduct random quality assurance checks on the delivery of the training.

The standard course and refresh course for nominated technicians, must be approved by DVSA team prior to service commencement as per the dates outlined in section 4 above.

3. Information Assurance

Security

The supplier will ensure that all data processed in relation to the contract is held securely.

Data Protection

Delivery of this contract will require the supplier to process Personal Data (as defined in the GDPR) on the Buyers behalf. The Buyer will be the Data Controller and the supplier will act as the Data Processor. The supplier will process Personal Data only on the Buyers documented instructions, as set out in Schedule 8 of the Tender (Authorised Processing Template).

4. Service Delivery Conditions

Booking Procedure

The supplier will be expected to deliver the training to an optimum number of delegates per course, however DVSA will be unable to release more than 8 –10 delegates at a time due to business needs. The supplier will work with DVSA on providing dates and DVSA will provide the invitations to delegates.

The supplier will be required to provide DVSA's training team with the delegate attendance figures and names, the date and location (if applicable).

Delivery conditions

The theoretical training should be delivered as a closed course via virtual platforms with a live trainer where required to allow for Traffic Examiners to ask questions and explore topics not suitable for discussion with nominated technicians. The duration of the course will be proposed by the supplier and the overall number of courses will be proposed by the supplier, based on the optimum number of delegates from a



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commercial and logistical perspective, ensuring delegates are able to gain the maximum learning benefit from the course.

The training should be available from November 2021 onwards. The expectation is to deliver training to approximately 35 delegates in year 1. These are not guaranteed figures but should be considered when creating a delivery plan. There is no need to create a delivery plan for year 2 onwards, as numbers are not yet known.

For virtual delivery, the supplier will need to ensure that any software is compatible with DVSA systems. The use of Microsoft Office suite including Teams is acceptable. The Supplier will need confirmation from DVSA if they are to use a system that is not part of the Microsoft Office suite.

For the face-to-face delivery of the practical element, the supplier must use their own venue. The supplier will need to ensure safety procedures are in place in relation to COVID-19. All PPE can be provided to delegates by DVSA. As the training is delivered on the supplier's premises, travel and subsistence will not apply to this contract.

In the event face to face training requires DVSA staff to stay away in hotels the cost of this will be covered by DVSA directly with staff via DVSA's Travel & Subsistence policy.

Cancellation

If the supplier cancels an agreed course for any reason, they shall meet all claims for costs incurred by DVSA or its delegates in the cancelling and rebooking of an alternative training course.

DVSA may cancel agreed training dates with the supplier up to and including seven working days prior to that date without incurring costs. Any costs incurred by the supplier due to a cancellation by DVSA within seven working days of the training date will be paid in full by DVSA.

DVSA would reserve the right to substitute delegates at short notice if the needs of DVSA's business change.

5. Management and Contract Administration

Account Management

The supplier shall within five (5) days of signing the intended contract send to DVSA's Contract Manager, the name and contact details (including email address and telephone number) of the Account Manager responsible for managing the intended contract and arrange a contract implementation meeting.



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The supplier and DSVSA will set in place contract review meetings and agree the frequency appropriate to the length, value and complexity of the contract. The supplier will agree with DVSA's Contract manager at the contract implementation meeting what will be reviewed and measured at these meetings, and define the format data should be provided in. No reimbursement of costs will be provided if travel is required for these meetings.

Payment and Invoicing

Unless we specify otherwise, 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 the DVSA Contract Owner.

A Purchase Order 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@sharedservicesarvato.co.uk

Invoices received without the correct PO number will be returned and will delay receipt of payment. Invoices should be copied to the DVSA Contract Owner and the Contractor should include any information required to ensure efficient and effective receipting / invoice matching. For example provision of timesheets or an annotated progress report.

Further information on invoicing and payment procedures are contained within our Instructions to Tenderers document.

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 our [website](#) for further information).

To help us measure the volume of business we do with SMEs, our Form of Tender document asks about the size of your own organisation and those in your supply chain.

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.

6. Skills

Trainers should provide evidence of their relevant skills and experience.

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7. Documentation

The supplier shall provide any documentation required as part of the delivery of the training and include these in their overall costs. DVSA is unable to accept USB sticks, but materials can be either hard copies or sent through email if required.

8. Arrangement for End of Contract

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