

## Clarification questions

- 1) Appendix B - Section 4 - states that the expectation is to train 50 delegates within the initial contract period of three years, but in Section 6 under Delivery Conditions it states that the expectation is to train 50 delegates in Year One. Can you please clarify the anticipated (approximate) number of delegates for the entire contract period, and how many are expected to be trained within Year One?

Answer: The requirement is for 50 delegates to be trained ideally within the first year of the initial contract. We are unable to provide further numbers for year two and three at this point.

- 2) With regard to the need for operatives to covertly deploy CCTV equipment - would the imagery be live monitored (therefore requiring staff to understand real-time surveillance logging guidance and best practice) or is it for subsequent recovery and review of recorded footage only?

Answer: Both options should be covered although in the main it would be for recovery and review.

- 3) Do DVSA surveillance operations require operatives to communicate using radio equipment during the deployment, in order to co-ordinate their activities and report observations to a log-keeper?

Answer: Not required.

- 4) Are DVSA surveillance activities conducted using CCTV for all observations, or is there a requirement for operatives to occupy static observation points and keep records of what they themselves witness?

Answer: various types of camera equipment will be used but also a possibility on occasion for static observation.

- 5) Can you please confirm that there is not a requirement to provide any form of training on the use of technical equipment. The training is only required to cover the set up and placement of such equipment?

Answer: Yes

- 6) Are you able to say who acts as the Authorising Officer RIPA?

Answer: Not relevant to name the individual but we do have one.

- 7) There is a requirement to cover RIPA Sections 26 and 48(2). Is the training to be limited to providing an understanding of these provisions or is there a requirement for more detail input including completing directed surveillance applications and covering the codes of practice?

Answer: Full coverage please

- 8) Will the personnel attending the training be the ones making RIPA applications?

Answer: Yes

- 9) Is there a requirement to cover RIPA (Scotland)?

Answer: Yes although virtually identical anyway.

10) Clarification question Is the allocated budget of £45k PER ANNUM or for the 3 years?

Answer: The £45k is the approx. value for the 3 years, however at this time we can only estimate that 50 delegates will require training in year 1. We are unable to provide figures beyond this.

11) The budget for the project is currently set at £45,000. Are accommodation/travel and subsistence costs to be included in this £45,000 or is this paid in addition to the £45,000 from a separate budget?

Answer: The costs for accommodation/travel and subsistence are included in the overall budget (£45k), there is no separate budget for these costs.

12) The subsistence and accommodation ceilings are listed as inclusive of VAT. Can you therefore confirm that we are looking at a c. £70/per night ceiling for accommodation when outside London?

Answer: This would depend on the VAT rate which could change. We would recommend that the supplier checks the cost including VAT with the accommodation provider, prior to booking. The supplier may claim up to a maximum of £90 (including VAT) per night for accommodation outside of London and up to £115 (including VAT) for accommodation in London.

13) What CCTV equipment is currently being utilised by the teams? Is any CCTV equipment to be provided by the DVLA or all provided by the Supplier? Are CCTV covert vans available?

Answer: All should be provided by the supplier for demonstration purposes only.

14) What are the working hours for face to face training? Can we assume working hours of 0900-1700 Monday to Friday? If not grateful for the hours of work in order to plan the programme. Late starts on a Monday and early finishes on a Friday, for example, will impact the time available and the length of the training?

Answer: Late starts on a Monday and early finish on a Friday please.

15) Can we assume that vehicles will be provided for the trainees to use during any face to face training?

Answer: Trainees will make their own way to the course each day at our cost.

16) What is the supervisory rank/structure for deployments for assessment and compliance purposes? Are there separate Tasking Managers dedicated to this role?

Answer: Normally HEO grade will deploy and take overall charge with the investigators carrying out the exercise.

17) Are the teams using covert radios currently? If so, are they using any specific glossary for use with the radios?

Answer: No.

18) In terms of locations/"tame premises" do you have any that we could utilise during the training?

Answer: On site only.

19) For any proposed e-learning package using SCORM 1.2 material, can the supplier expect learners to be able to carry out this training prior to any face-to-face training taking place?

Answer: Only for the RIPA aspects.

20) Is there a preferred e-learning authoring tool (e.g. Articulate, Gomo, Adobe Captivate) which the DVLA DVSA would prefer the supplier to utilise to create the SCORM 1.2 material to upload to the DVSA's Learning Management System?

Answer: DVSA currently use Articulate 360.

21) Will the operatives be deploying observation vehicles/vans or with it just be static OPs in buildings?

Answer: Both

22) We note that you already use SCORM 1.2 as a Training Platform for online delivery

We already have our own platform based upon THINKIFIC

[https://www.thinkific.com/start-now/?utm\\_source=google&utm\\_medium=cpc&utm\\_campaign=9787465898&utm\\_term=%2Bthinkific&gclid=Cj0KCQjw9\\_mDBhCGARIsAN3PaFNiC33jcQjY1QkyoY\\_hGMp6ypLuh-5l5iNxVvRDgkYxFKr0Q0ly4DQaAgfEEALw\\_wcB](https://www.thinkific.com/start-now/?utm_source=google&utm_medium=cpc&utm_campaign=9787465898&utm_term=%2Bthinkific&gclid=Cj0KCQjw9_mDBhCGARIsAN3PaFNiC33jcQjY1QkyoY_hGMp6ypLuh-5l5iNxVvRDgkYxFKr0Q0ly4DQaAgfEEALw_wcB)

This allows us to provide a secure environment where users can log in and work through coursework at their own pace. We can however monitor their work progress and the time they have committed to each module

When they are ready they book an examination online. This is invigilated by a member of staff on a 1 to 1 basis using Microsoft Teams. They are served a multiple choice paper using a system called CLASSMARKER

<https://www.classmarker.com/>

When they have finished the paper is marked instantly by the system and they are given 1 to 1 feedback by the invigilator on a 1 to 1 basis. If performance is below a set standard they are invited to book a resit on a different date with a different paper

If we were to bid for the tender using our own systems rather than SCORM would this be acceptable?

Answer: Depending on DPIA and GDPR requirements, it may be. These issues would need to be clarified, in terms of security levels, data collected and server location/s.

23) We note the Departments use of SCORM 1.2 as a Training Platform. If we were successful in bidding and were required to use SCORM, how does the Department envisage our access would be managed? Would we have to take out our own subscription or would we be given access via the Department?

Answer: Access in the short term could be discussed, as to what level would be needed. DVSA are in a position to support the supplier in terms of access and reporting, depending on the levels required.

24) The Documentation indicates that a blended approach to the training would be acceptable.

Would the Department accept a totally virtual approach eg where all of the 'academic' elements were trained via an online Portal and students brought together on say MS Teams for the practical elements?

**Answer: No we would prefer classroom face to face for the practical hands on elements.**

25) Does the Department have an existing range of related policies and procedures that we would be required to integrate into the training and into a final operating manual for use by staff eg:

- \* authorisation levels
- \* risk management

If not would we be required to produce drafts for your approval before integration into the training?

**Answer: Yes you can provide drafts for approval assuming at no extra costs.**

26) Can you give us any indication of the systems currently in use that staff will require training on:

Cameras

Video

Audio

Do you have or do you plan to use Drones?

**Answer: Cameras and video training only**

27) We believe from the Specification that the tender relates solely to SURVEILLANCE as defined in RIPA.

May we please confirm that the Training does not extend to the issue of Covert Human Intelligence Sources (CHIS) and their management?

**Answer: Covert Human Intelligence Sources (CHIS) is not required.**

28) We have seen the questions submitted by other companies. The nature of the tender offers some financial challenges in that:

- 1 the estimated number of students is 50
- 2 the aim is to train all those in Year 1
- 3 there will then be a further period of 2 years when we may be liable to deliver training for an unspecified number of students

How does the Department envisage the financial structure of the bid will cover this eg if we train 50 students in year 1 will we be paid the full contract price in that year?

**Answer: Payment will be made following the delivery of the training, so potentially if all 50 delegates are trained within the first year, then the contract will be paid in full. If additional delegates are identified in year two and three, DVSA would work with the winning supplier to agree numbers and any additional costs. This also allow flexibility if not all 50 delegates are trained within year one.**