

Specification

Provision of Browserstack Automate Desktop & Mobile

Contract Reference: PS/25/20

**Framework Title & Reference: Technology Products &
Associated Services 2**

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1. Introduction

In accordance with the terms and conditions of **Technology Products and Associated Services 2** the Driver and Vehicle Licensing Agency (DVLA) invites proposals for the provision of Browserstack Automate Desktop & Mobile.

2. Background to the Requirement

The DVLA is an Executive Agency of the Department for Transport (DfT), based in Swansea. The DVLA's primary aims are to facilitate road safety and general law enforcement by maintaining accurate registers of drivers and vehicle keepers and to collect Vehicle Excise Duty (VED).

DVLA currently have a contract for Provision of Browserstack Automate Desktop & Mobile Package which expires 27/05/2025.

The term of the contract will be for 12 months to cover period **28/05/2025 to 27/05/2026**

3. Procurement Timetable

The timetable for this procurement is set out in the table below. The timetable may be changed at any time but any changes to the dates will be made in accordance with the Regulations (where applicable). Suppliers will be informed if changes to the timetable are necessary.

The key dates for this procurement are currently anticipated to be as follows:

Event	Date
Issue of the ITT via DfT sourcing portal	03/04/2025
Clarification period starts	03/04/2025
Clarification period closes	09/04/2025 @17:00hrs
Deadline for publication of responses to Clarification Questions	10/04/2025 @17:00 hrs
Deadline for submission of Tenders via DfT Sourcing Portal	22/04/2025 @23:59 hrs
Evaluation Period	23/04/2025-06/05/2025
Issue Award Letter	07/05/2025
Execution (signature) of Call-Off Contract	By 13/05/2025
Commencement Date of Contract/Provision of the Service	28/05/2025

DVLA reserves the right to amend the Timetable. Any changes to the Timetable shall be notified to all suppliers as soon as practicable.

4. Scope

The scope of the requirement is for BrowserStack Automate Desktop and Mobile Package for 18 users and 10 Parallel Tests for a period of 1 year detailed in Section 6.

5. Implementation and Deliverables

The contract must be in place to commence from **28/05/25**.

6. Specifying Goods and / or Services

This requirement is for BrowserStack Automate Desktop and mobile Package for 18 users-10 parallel tests for a period of 12 months from 28/5/2025 as detailed in the table below.

Description of Software	Duration
Automate Desktop and Mobile (10 parallels)	12 months
Live Team Pro (18 users)	12 months

6.1 DVLA must be able to test against a combination of devices, including mobile. Also, must be able to run 10 Parallel Tests for 18 users

7. Quality Assurance Requirements

Not applicable.

8. Other Requirements

8.1 Information Assurance and Governance

Where the Supplier processes Government data, including but not limited to, personal data on behalf of the DVLA the following requirements shall apply, unless otherwise specified or agreed in writing.

Supplier Devices

- **Removable Media**

The Supplier shall not use removable media in the delivery of this contract without the prior written consent of the DVLA.

Governance

- **Organisational Structure**

The Supplier shall have a senior individual responsible for DVLA assets within your custody.

- **Return of Data / Information to DVLA**

The Supplier must be able to demonstrate they can supply a copy of all data or information on request or at termination of the service.

- **Destruction / Deletion of Data or Information**

The Supplier must be able to securely erase or destroy all DVLA-related data or information that it has been stored and processed for the service, upon DVLA request.

- **Incident Management**

The Supplier shall have policies in place which set out how information security incidents, and personal data breaches or data loss events (including breaches to the confidentiality, integrity, availability, and resilience of data) should be managed and who it should be escalated to, including notifying the DVLA immediately, or in any case within 24 hours, of becoming aware of the incident/s and/or breach/es.

This policy shall also include:

- a) individual responsibilities for identifying and reporting security incidents and information security breaches;
- b) a reporting matrix including escalation points;
- c) an up to date list of relevant internal and external contact points; and
- d) a timeline detailing at which point the policy should be implemented.

Personal Data

- **Processing Personal Data**

The Supplier as part of the contract agrees to comply with all applicable UK law relating to the processing of personal data and privacy, including but not limited to the UK GDPR and the Data Protection Act 2018, and the EU GDPR where applicable to the processing.

- **DVLA Written Processing Instructions**

The Supplier shall comply with DVLA's written instructions, as outlined in **Joint Schedule 11 (Processing Data) Annex 1 Processing Personal Data**.

Personnel

- **Security Clearance**

- **Level 1**

- The Supplier is required to acknowledge in their response that any supplier staff that will have access to the DVLA site for meetings and similar (but have no access to the DVLA systems), must be supervised at all times by DVLA staff.

Use of Artificial Intelligence for delivery of the requirement

The Buyer wishes to understand and approve any proposed use of any Artificial Intelligence (AI) tools/solutions to carry out activities in delivery of this contract.

Suppliers must state any plans to use such tools/solutions in their proposals.

Any proposed AI tools/solutions or extensive processing of data would need to be discussed and agreed with the Buyer before delivery as part of the contracted work so that the department can carry out the necessary impact assessments to ensure that the proposal is compliant with relevant laws and government policy.

Are AI or machine learning technologies used as part of the products/services you intend to provide?

Yes ☐

No ☐

If Yes: Please describe how AI technologies are integrated into your service offerings.

Should the successful Supplier wish to introduce AI tools/solutions at any point throughout the life of the contract, then a proposal should be submitted to the Buyer's Contract Manager who will consider the proposal and either confirm or decline the usage of AI tools/solutions.

8.2 Sustainability

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

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

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

8.4 Health and Safety

DVLA has an Occupational Health and Safety Management System that is certificated to ISO45001. Further information on our Health & Safety Policy, is available on request.

8.5 Diversity and Inclusion

The Public Sector Equality Duty (PSED) is a legal requirement under the Equality Act 2010. The Equality Duty ensures that all public bodies play their part in making society fairer by tackling discrimination and providing equality of opportunity for all. It ensures that public bodies consider the needs of all individuals in their day-to-day work – in shaping policy, in delivering services, and in relation to their own employees. DVLA is committed to encouraging equality, diversity and inclusion within our workforce and against unlawful discrimination of employees, customers and the public. We promote dignity and respect for all and will not tolerate bullying, harassment or discrimination by staff, customers or partners we work with. Everyone working for us and with us, as partners in delivering our services, has a personal responsibility for implementing and promoting these policy principles in their day- to-day transactions with customers and our staff.

A full copy of our Equality, Diversity and Inclusion Policy available on request from the DVLA.

8.7 Business Continuity

The Supplier shall have business continuity and disaster recovery plans in place to maintain or quickly resume any services provided to DVLA and shall maintain compliance with relevant legislation.

8.8 Procurement Fraud

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

8.9 Use of DVLA Brands, Logos and Trademarks

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

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

9. Management and Contract Administration

Invoicing Procedures

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

Subcontracting to Small and Medium Enterprises (SMEs):

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

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

10. Training / Skills / Knowledge Transfer

Not applicable

11. Documentation

Pricing Schedule Appendix A

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

12. Arrangement for End of Contract

The Supplier shall fully cooperate with the DVLA 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.

13. Response Evaluation

The evaluation will comprise of the following elements:

- 1) an evaluation of mandatory requirements, if applicable. These will be assessed on a pass/fail basis. Responses that fail any of the mandatory requirements may be disqualified from further consideration
- 2) an evaluation of the prices submitted

Mandatory Requirements

Annex 1 provides details of any elements/criteria considered as critical to the requirement. These are criteria, which will be evaluated on a pass/fail basis. A fail may result in the response being excluded from further evaluation.

Financial / Price Criteria

Evaluation of the prices submitted will be performed separately by a Commercial Finance Accountant and details will not be made available to the Quality Evaluation Panel. This is to ensure fairness and avoid any subconscious influence of a lower price on the quality scoring. The overall percentage weighting allocated for the Financial/Price Criteria is outlined in the table “Overall Weighting Allocation”.

Financial / Price Criteria Scoring Methodology:

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

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

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

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

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

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

Overall Weighting Allocation

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

Annex 1

Evaluation Criteria

Mandatory Criteria	Mandatory Criteria Description	Pass/Fail
Framework Core Terms and Schedules	<p>Crown Commercial Service (CCS) Public Sector Contract and it's associated Core Terms and Schedules will apply to any resultant contract awarded under this Invitation to Tender. Bidders are asked to review the Core Terms in addition to the Call Off and Joint Schedules identified as being applicable to this tender process. These are referenced in the draft Call Off Order Form (Schedule 6).</p> <p>The successful bidder will be expected to contract on the basis of the above terms. Therefore, with the exception of populating the highlighted areas in the published Call Off and Joint Schedules, the Authority will not accept any amendments, revisions, or additions to these schedules.</p> <p>Bidders who are unable to contract on the terms as drafted will deemed non-compliant and their bid will be rejected.</p> <p>Please provide a YES/NO response to this question</p>	

Financial/Pricing Criteria

Primary Financial/Pricing Criteria	Financial/Pricing Weighting (%)	Description
Pricing Requirements	100%	Refer to the Appendix A - Pricing Schedule
	Total = 100%	