



Specification

Customer Service Excellence Standard UX Research and Design Unit

Contract Reference: PS/20/256

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1. Introduction

The Department for Transport (DfT) invites proposals for the following services, formal accreditation to the Customer Service Excellence standard

<https://www.customerserviceexcellence.uk.com/about-the-standard/customer-service-excellence-standard/> . This contract will be subject to the Terms and Conditions of Contract.

2. Background to the Requirement

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

The Government wants services for all that are efficient, effective, excellent, equitable and empowering – with the citizen always and everywhere at the heart of service provision. Customer Service Excellence ® was developed to offer services a practical tool for driving customer-focused change within their organisation.

The foundation of this tool is the Customer Service Excellence ® standard which tests in great depth those areas that research has indicated are a priority for customers, with particular focus on delivery, timeliness, information, professionalism and staff attitude. There is also emphasis placed on developing customer insight, understanding the user's experience and robust measurement of service satisfaction.

DVLA successfully reached the standard for Customer Service Excellence and were certified as a holder in March 2021.

DVLA would like to retain accreditation and require a licensed Certification body to reassess our organisation.

The Customer Service Excellence (CSE) Standard is a Rolling Programme assessment process which is made up of 5 criteria with 57 elements in total.

DVLA are assessed on 19 different elements each year and must produce documented evidence against each element.

The assessment is carried out by an Independent authorised assessor followed by an annual onsite visit or remotely via Microsoft Teams lasting four days depending on their requirement.

All documentation is assessed together with any observations, the assessor then speaks to our customers, staff and partners to review the Agency's attitudes and working practices along with details of their customer focussed initiatives and performance.

The assessor will then determine if the Agency based on the evidence provided has demonstrated maintained compliance, continuously improved and has taken remedial

action against any partial compliance. Once all 57 elements have been assessed the cycle begins again (year 1 – 3).

To be assessed against the CSE standard elements, detailed within the attached PDF.



CSE_Standard.pdf

3. Procurement Timetable

Description	Date
Request for Proposal Issued	26/04/2021
Bid Clarification Commences	27/04/2021
Bid Clarification Closes	02/05/2021
Deadline for DVLA response to clarification questions	9/05/2021
Deadline for receipt of Tenders	01/06/2021 12:00 HRS
Evaluation of Responses	14 Days
Intention to Award	21/06/2021
Award/Commencement Date	05/07/2021

4. Scope

This document details the Service requirements for DVLA to achieve the Customer Service Excellence Standard. This will be assessed over a rolling 2-year period with the option to extend for a further year.

This will allow DVLA to seek formal accreditation, demonstrate competence, identify key areas for improvement and celebrate success.

5. Implementation and Deliverables

The DVLA requirement is to be accredited in February 2022 against year 1 and again in February 2023 against year 2 of the new programme as detailed in the Customer Service Excellence Standard.

The target date for contract commencement will be 1 July 2021 for a period of 2 (two) years, with the option to extend for a further year.

The supplier is requested to provide an Implementation plan to evidence how they will meet the requirements of this tender and support DVLA in achieving the Standard.

6. Specifying Services

- To support DVLA and provide guidance on how to achieve the Standard set out by Customer Service Excellence
- Annual visit onsite or remotely using Microsoft Teams lasting four days depending on the requirement.
- Delivery of evidence needs to be conducted electronically.
- All documentation is assessed together with any observations, the assessor then speaks to our customers, staff and partners to review the agencies attitudes and working practises along with details of their customer focused initiatives and performance.
- The assessor with then determine if the agency based on the evidence provided has demonstrated maintained compliance, continuously improved and has taken remedial action against any partial compliance.
- The assessor to provide a full formal written report detailing the outcome of the assessment.
- To provide recommendations on continuous improvement and partial compliances.
- Provide support and advice throughout each contractual year to inform us what is needed in order to achieve the CSE standard.

6.1 Social Value Considerations

Not Applicable

6.2 Modern Slavery Considerations

Not Applicable

7. Quality Assurance Requirements

We require the supplier to be an accredited assessor or assessment body of CSE.

8. Other Requirements

Assessments need to either take place on site or remotely via Microsoft Teams, which is DVLA's preferred platform.

8.1 Information Assurance

Removable Media

Tenderers should note that removable media is not permitted in the delivery of this Contract. Where there is a requirement for Contractor's Staff to take data off site in electronic format, the DVLA will consider if it is appropriate to supply an encrypted hard drive.

Security Clearance

Level 1

Tenders are required to acknowledge in their tender response that any Contractors' Staff that will have access to the DVLA site for meetings and similar (but have no access to the DVLA systems), must be supervised at all times by DVLA staff.

Processing Personal Data

Please note that the successful tenderer as part of the contract agrees to comply with all applicable requirements of the Data Protection Legislation (including the General Data Protection Regulation ((EU) 2016/679), the Law Enforcement Directive (Directive (EU) 2016/680), Data Protection Act 2018 and all applicable Law about the processing of personal data and privacy).

Information Supply Chain

Tenderers are required to confirm how DVLA Data will be securely managed at each stage of the Information Supply Chain. This applies to both Contractors and Sub-Contractors. Retention schedules will need to be defined and agreed prior to award of contract.

Offshoring of Government Data

Any request to offshore must receive clearance and approval from DVLA prior to the commencement of any data processing activity.

The Supplier shall not, and shall ensure that none of its Sub-contractors shall not, transfer DVLA Data outside the EEA without the prior written consent of the DVLA and the Supplier shall not change where it or any of its Sub-contractors process DVLA Data without the DVLA's prior written consent which may be subject to conditions.

8.2 Cyber Security

Not Applicable

8.3 Data Sharing

Not Applicable

8.4 Sustainability

The DVLA is committed to reducing any negative impacts produced by our activities, products and services. This aligns to the Greening Government 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>

The Supplier must:

- Be able to evidence continual environmental improvements in their own organisation (ideally through an accredited EMS, i.e. ISO 14001, Green Dragon etc)
- Ensure its own supply chain does not have negative environmental or social impact
- Where required, be able to provide data on carbon emissions related to the services being supplied to aid with scope 3 emission calculations.
- Provide their sustainability or environmental policy.

8.5 Health and Safety

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

All contractors working in the Agency on any of our premises must fully comply with relevant health and safety legislation, together with health, safety and welfare policy and management arrangements applied by the Agency. If appropriate, these issues must be addressed at or before the award of the contract and may form part of the procurement process. Where requested, Contractors will be required to provide copies of their health and safety policy statement, risk assessments and method statements, clearly identifying any safety implications that their activities may have

and how these will be managed. Contract management staff are responsible for checking health and safety information provided by contractors and passing relevant information to local line management and staff. Contractors' safety performance will be monitored and checked as part of normal contract management.

Tenderers should:

- Have an appointed competent person responsible for H&S, details to be made available to DVLA on request
- Have emergency arrangements and plans for their goods/product/service, and observe DVLA's arrangements whilst on site, or through the course of the business or contract
- Have adequate provision for your own first aid when on site
- Have an accident reporting and recording process for all near miss, accidents/incidents, or violent and aggressive behaviours. Any incident on DVLA site should be reported immediately to the DVLA's Health and Safety Team
- Communicate with DVLA on any health and safety matter or issue in relation to the contract/product/supply of goods or service, notifying DVLA of any Health

and Safety hazard, which may arise in connection with its supply of goods, products, or services

- Indemnify DVLA in the instance where failure of the company's product/service, acts or omissions, with regards to health and safety, results in an economic penalty, time delay, issue, accident/incident or claim against the Agency
- Have suitable and sufficient insurance cover for all business/products/services supplied/that are provided to DVLA
- Have documented, suitable and sufficient, risk assessments and method statements, covering all significant activities and deliveries of products, goods and services. Copies to be made available to DVLA on request
- Provide suitable and sufficient health and safety training, information and instruction for all its employees/contractors/subcontractor. Records to be made available on request
- Engage with DVLA's Security/Estates Management Group to arrange access to all DVLA premises/buildings
- Comply with all vehicle and driver legal requirements and DVLA policies whilst driving on premises or conducting business for DVLA

8.6 Estates

Not Applicable

8.7 Diversity and Inclusion

Not Applicable

8.8 Business Continuity

Suppliers shall provide a statement regarding the scope of their Business Continuity and Disaster Recovery Plans to protect the Agency from the consequences of business interruptions.

8.9 Procurement Fraud

DVLA's full Fraud Policy is available on the Intranet at the following page:

<http://dvl-net:81/procurement%20fraud%20statement>

8.10 Use of DVLA Brands, Logos and Trademarks

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

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

9. Management and Contract Administration

Following award of contract DVLA will nominate a Contract Owner. Purchases will be made via telephone quoting a purchase order number followed by email confirmation. The supplier should also confirm receipt of all orders received by telephone and email.

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

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

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.

10. Training / Skills / Knowledge Transfer

Not Applicable

11. Documentation

We need to be provided with up to date copies of the CSE assessment criteria.

We also require a formal written report detailing the outcome of the assessment. The report needs to be provided in PDF format.

Invoicing Procedures

Any prices quoted during the procurement process, or the duration of the contract, must be an all-inclusive firm price including any travel and accommodation, excluding VAT. The Department's Invoicing Procedures, included in the ITT as an Appendix, will apply.

All invoices submitted for payment must:

- state the relevant Business Unit (e.g. DVLA) the services or goods were supplied to
- quote **Purchase Order Number**
- use the units of measure, pricing units and description as stated in the Purchase Order
- be submitted in a timely manner after the despatch of goods or provision of services (and not accumulated).

Travel and accommodation costs must not exceed rates as outlined in Appendix H, the agency will only pay actual costs if they are less than our rates. A breakdown of services will be required including copies of receipts which are to be sent to the Contract Owner.

12. Arrangement for End of Contract

The Contractor shall fully cooperate with the Authority 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.

13. Evaluation Criteria

Tender Evaluation

This will comprise of the following elements:

- 1) an evaluation of mandatory requirements, **(Mandatory Requirements)**. These will be assessed on a pass/fail basis. Tenders that fail any of the mandatory requirements may be disqualified from further consideration
- 2) an evaluation of the tender based on the quality criteria and social value criteria **(Quality Criteria)**
- 3) an evaluation of the prices tendered **(Financial / Price Criteria)**.

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

Your tender will be evaluated using the following weightings **and** the criteria weightings set out at Annex 1, to obtain the optimal balance of quality and cost.

NOTE: Only those tenders achieving a minimum overall quality score of [60] will be considered.

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 tender being excluded from further evaluation.

Quality Criteria:

Annex 1 provides details of the quality criteria on which tenders will be evaluated. This will list the primary criteria along with the allocated percentage weighting and a description of the specific requirement. The overall percentage allocated for the Quality Criteria is outlined in the Table **“Overall Weighting Allocation”** and the method used to allocate scores is outlined below.

Quality Criteria Scoring Methodology:

The scoring methodology used to assess and allocate scores to each criteria are included in the table below

Points awarded	Description
100	Fully meets/evidence provided that demonstrates the requirement can be met
60	Minor concerns/issues that the requirement can be met
30	Major concerns/issues that the requirement can be met
0	Does not meet the requirement, not addressed or no evidence provided

Based on the allocated score, a percentage will be calculated against each element using on the following calculation:

$$\frac{(\text{Allocated Score})}{(\text{Maximum Score})} \times \text{Weighting}$$

For example, "Quality Element 1" can be allocated a score between 0 and 100 but carries a weighting of 10%. Supplier A is given a score of 60 for this element so receives a score of $(60/100 \times 10) = 6\%$. The scores for each element will then be added together to calculate the overall Quality Criteria score.

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

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

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

Supplier A = $100k/100k \times 40 = 40\%$

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

Overall Weighting Allocation

Evaluation Criteria	Weighting
Quality Criteria	70%
Financial / Price Criteria	30%
Total	100%

Calculation of Overall Score:

The allocated score for the Quality and Social Value Criteria (where applicable) will be added to the Financial/Price Factor score to calculate the overall score for each tender (out of a max available 100%). The tender with the highest overall score will be deemed as successful.

14. Points of Contact

Commercial Advisor	Name	XXXXXX “redacted under FOIA section [40 Personal Information]”
	Tel	XXXXXX “redacted under FOIA section [40 Personal Information]”
	e-mail	XXXXXX “redacted under FOIA section [40 Personal Information]”
	Address	XXXXXX “redacted under FOIA section [40 Personal Information]”
Project Lead/Business Area Contact [SMO, OCSD]	Name	XXXXXX “redacted under FOIA section [40 Personal Information]”
	Tel	XXXXXX “redacted under FOIA section [40 Personal Information]”
	e-mail	XXXXXX “redacted under FOIA section [40 Personal Information]”

All queries/questions should be sent to the Commercial Advisor

15. Annexes:

Annex 1 – Evaluation Criteria:

Mandatory Criteria:

Mandatory Criteria	Mandatory Criteria Description	Pass/Fail
Service Delivery	DVLA operates its business across several sites. Suppliers must confirm they will conduct the audit (s) across multiple sites & could conduct the assessment via Microsoft Teams if required. [Yes/No]	Pass/Fail
Certification Requirement	All suppliers must evidence that they are licensed certification bodies for Customer Service Excellence. [Yes/No]	Pass/Fail
Time Scale Requirement	The supplier must evidence that they are able to conduct our assessment within the specified timescales as outlined in section 5 [Yes/No]	Pass/Fail

Scored Quality Criteria:

Primary Scored Criteria	Primary Scored Criteria Weighting (%)	Scored Sub-criteria Description	Individual Scored Sub - Criteria Weighting (%)
Technical solution proposed and competence	30%	Supplier must produce evidence on how they will meet the accreditation as outlined in section 6.	21%
Resources and capabilities	70%	Supplier should evidence what electronic service they will provide to store data and how they will support any technical difficulties	9.8%
		Supplier must evidence how they will conduct our assessment within the specified timescales	9.8%
		Supplier should show experience of certifying businesses of equal size and intricacy to DVLA	9.8%
		To provide CSE certification and supporting documentation	4.9%
		Supplier to evidence how they will provide support and guidance in achieving the customer service standard.	14.7%
	Total = 100%		

Financial/Pricing Criteria

Primary Financial/Pricing Criteria	Financial/Pricing Weighting (%)	Description
Pricing Requirements	100%	Please See Pricing Schedule (Annex 2) for full details and further instruction
	Total = 100%	

Annex 2 – Pricing Schedule:



Pricing Schedule
Final.xlsx