



Specification

Provision of Franklin Covey – 7 Habits of Highly Effective People® Training Events

[Strategy Policy and Communications Directorate]

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1. Introduction

The Department for Transport (DfT) invites proposals for the following:

The provision of a service to deliver Franklin Covey – 7 Habits of Highly Effective People® Training Events

This contract will be subject to the Terms and Conditions as Specified in the DVLA Short Form 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).

Strategy Policy and Communications Directorate (SPCD) rests at the heart of the agency and is responsible for producing the agency's strategic plan. Ensuring all our policies are clear, transparent and deliverable and our customers and business activities are lawful and aligned to the agency's strategy and the government of the day's priorities. They advise ministers in an honest, impartial and objective way to allow them to make informed choices about DVLA's strategy. Have responsibility for delivering of communications throughout the agency, and deal with the media on behalf of the agency, supporting the agency's 5 strategic themes. In addition, the management and co-ordination of protective security across the whole of DVLA.

Since 2017, via various internal training programmes (at all grades), 38 colleagues have already taken part and benefited by participating in Franklin Covey's 7 habits of Highly Effective People® training. SPCD senior managers now support us continuing to develop the rest of the directorate using the 7 Habits of Highly Effective People® methodology.

This requirement is to provide DVLA's SPCD with Franklin Covey's 7 habits of Highly Effective People® training for 90 members of staff virtually.

The training must be supported and delivered via online methods.

3. Procurement Timetable

The timetable for this Procurement is set out in Invitation to Tender (ITT). This timetable may be changed at any time but any changes to the dates will be made in accordance with the Regulations (where applicable).

Potential tenderers will be informed if changes to this timetable are necessary.

Description	Date
Invitation to Tender	16 February 2022
Deadline for Supplier Questions	22 February 2022
Deadline for DVLA responses to questions	25 February 2022
Deadline for receipt of Tenders	2 March 2022
Evaluation for responses	4 March 2022
Bid clarification requested	9 March 2022
Bid clarification received	14 March 2022
Evaluation Report and Sign Off	21 March 2022
Award	23 March 2022
Contract Start Date	25 March 2022

4. Scope

The requirement is specifically for the procurement of Franklin Covey's 7 habits of Highly Effective People® training.

SPCD require a three-year contract commencing in March 2022 for 90 delegates to undertake and complete Franklin Covey's 7 habits of Highly Effective People® training with structured online learning delivered virtually.

This training must be delivered by registered/qualified/recognised experts.

5. Implementation and Deliverables

The requirement is to enable SPCD delegates to undertake Franklin Covey's 7 habits of Highly Effective People® training over a period of three years. Under current circumstances we require that the course be delivered virtually via MS Teams until such times that we can reinstate face to face learning, in line with DVLA's requirements.

The contract to start as near as possible to March 2022 with the first course to be agreed with the company once contract awarded. Contract milestones will be as set out in the procurement timetable, with the addition of course materials/kits to be delivered direct to DVLA at least 3 weeks prior to course start date using the normal mailing address for course materials.

Methods for virtual training delivery to be discussed at award of contract. Each virtual event/course to be delivered as 6 separate 2-hour slots that take place over a period of two weeks. Future dates will need to be flexible to consider SPCD's business needs, busy periods etc.

When Government guidance, permissions and approvals allow for courses to be run face-to-face within DVLA, we would expect the normal two-day course delivery to apply. See table below: -

Contract Year	Number of Delegates Virtual or Face-to-Face
YR 1 – March 2022 to Feb 2023	30
YR 2 – March 2023 to Feb 2024	30
YR 3 – March 2024 to Feb 2025	30
Total number of delegates over 3 years	90

On each course completion we would require the supplier to share anonymised evaluation findings. The agency will share anonymised internal evaluation information.

There is no requirement for a formal exit strategy as once the company has delivered the required number training events there would be no follow up action required. There is no requirement for any handover or break points. We would expect the expiry date to be no later than February 2025. This should ensure that we have the flexibility to make the arrangements for the last course at our convenience.

These learning events will be used as a conduit to behavioural change to support the directorates leadership values and to support a directorate wide learning and development strategy.

It should provide participants with the opportunity to learn the tools that will enable them to achieve their highest aspirations and overcome their greatest challenges.

6. Specifying Goods and / or Services

SPCD require these training events to allow SPCD delegates, to undertake virtual training via MS Teams as detailed above.

The supplier must be able to deliver all training stated above in a timely and consistent manner for all delegates within agreed timescales.

Personal details of any delegates are not to be passed to third party suppliers.

Individuals will be registered as a group/cohort/individually.

The following requirements are in relation to the delivery of Franklin Covey 7 habits:

- a) Training material to be delivered by licensed facilitators virtually and/or classroom based
- b) Support to be available during the lifecycle of the contract
- c) Training content to be made available to delegates
- d) Provide two learning events per year for next three years or from contract commencement
- e) The supplier to detail where appropriate the commencement date, milestones, completion of deliverables, exit strategies, handover points, break points and expiry date in agreement with the agency.
- f) Any materials, connectivity, etc. required to support the successful delivery of this training must be identified by the Supplier and notified to delegates in advance.

The course delivered should work alongside the version 4 kits (the price of which should be included in the overall price), It should focus on the principles of fairness, integrity, honesty and human dignity.

It should cover the 7 habits as specified: -

- Be Proactive ®
- Begin with the end in mind ®
- Put first things First ®
- Think Win Win ®
- Seek first to Understand®
- Synergise®
- Sharpen the Saw ®

The sessions should be interactive, and the agency would like the ability to deal directly with the supplier to arrange events to our mutual benefit.

SPCD will monitor progress and arrange any venues if required. We need the ability to change names at short notice, and with no penalties for doing so.

We will undertake our own evaluation as agreed by our senior management team involving the interaction with DVLA Customer Insight.

7. Quality Assurance Requirements

The provider must confirm their ability to provide the required training courses for the required period (3 years).

To ensure this service continues to provide value for money, SPCD require the ability to track learning and review throughout the lifecycle of the contract.

This will ensure that the methodology is imbedded into our directorate culture.

8. Other Requirements

Access to online training virtually should be via MS Teams.

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

Tenderers are required to acknowledge in their 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 UK Data Protection Legislation (including UK GDPR) and all applicable Law about the processing of personal data and privacy.

Please note that the successful tenderer, as part of the contract, agrees to comply with the processes of a Data Protection Impact Assessment (DPIA). Following identification of the preferred bidder, the DPIA must be completed satisfactorily and approved by DVLA's Data Protection Officer prior to formal contract award and before any processing of data commences in relation to this contract.

Schedule of Processing, Personal Data and Data

The processing of personal data has been identified as part of this requirement. and to reduce the amount of personal data that needs to be shared that DVLA will set up the event/meeting and invite the facilitator.

8.2 Cyber Security – Not applicable

8.3 Data Sharing

The Data Sharing Strategy & Compliance team (DSSC) are satisfied that this procurement does not involve DVLA data sharing so I can confirm there are no objections or requirements from a DSSC perspective.

8.4 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>

S.1 - The DVLA is committed to sustainability and as such the Supplier should consider this as part of their submission.

The DVLA requires the Supplier to:

- Comply with the DVLA's Environmental Policy (Appendix A):
<https://www.gov.uk/government/publications/dvlas-environmental-policy>
- Where appropriate, assist the DVLA in achieving its Greening Government Commitments as detailed on
<https://www.gov.uk/government/publications/greening-government-commitments-2016-to-2021> i.e. Reduce CO₂ emissions through energy consumption and travel, reduce water consumption and waste produced;
- 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 and;
- Where required, be able to provide data on carbon emissions related to the products / services being supplied to aid with scope 3 emission calculations.
- Provide the specified goods / services without the use of single use plastic in line with Government commitments.

S.2 - The Supplier shall provide their sustainability or environmental policy.

S.3 -The Supplier shall be able to meet and evidence conforming to the relevant [Government Buying Standards](#).

S.4 - The Supplier shall promote resource efficiency and waste avoidance, to reduce waste arising and consumption of natural resources. Any waste shall be disposed of correctly and accordance with the waste hierarchy and duty of care.

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 (INF119) (Appendix B).

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.

Should this switch over to face to face 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
- **Have a Covid-19 risk assessment with a copy made available to DVLA on request**
- **Have read and understood the latest DVLA Covid-19 risk assessment before entering the site**
- **Have completed a Covid-19 questionnaire at the pass office**
- **Although not mandatory, consider taking part in a lateral flow test**

To help prevent the spread of COVID-19 and reduce the potential risk of exposure, DVLA has a set of assessments that must be completed prior to attendance at any DVLA site. There are also a strict set of procedures that must be adhered to whilst on site. These apply to all staff and contractors and are kept up-to-date based on the latest Government guidance.

Any contractor required to attend/visit DVLA site, during the period of the contract, **must request and obtain a copy of the most recent DVLA Covid-19 Risk Assessment from the DVLA Contract Owner/Manager. They must also submit a copy of a Covid-19 Risk Assessment for their own organisation.** This ensures that DVLA contractors are not only adhering to Government guidelines whilst on site at DVLA but also in the capacity of performing their own business.

Prior to any visit, each individual Contractor may also be required to complete a "Covid-19 Contractor Questionnaire", which is a self-declaration to further minimise the risk of exposure. Copies of this Questionnaire, where required, will be available at DVLA Reception or from the member of staff escorting the Contractor (where required).

N.B. The processes and assessment should be fully understood, ahead of any attendance/visit, as they include the arrangements and control measures in place to keep the contractor and DVLA staff safe.

8.6 Estates

If the training alters from virtual (on-line) to face-to-face based training DVLA's Estate's Management Group will require prior consultation.

8.7 Diversity and Inclusion

Potential Suppliers should refer to the DVLA Diversity and Inclusion Policy (INF278) (Appendix C)

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

Potential suppliers should refer to the Counter Fraud Statement (Appendix E)

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 (Appendix D).

8.11 Welsh Language Scheme Requirements

Not Applicable

8.12 Delivery Instructions – Goods Inward (Optional – use only for contracts which will require the delivery of goods to DVLA)

8.12.1 Advance Delivery Booking Process

All deliveries **must** be pre-booked and confirmed **48hours** in advance. Please contact the Logistic and Storage Team Leads, 01792 783185 or email <mailto:stores.order.forms@dvla.gov.uk> ensuring the following information is included.

1. Driver's Name
2. Vehicle Make and Model
3. Vehicle Registration Number
4. Number/Volume of items to be delivered

You will be sent a notification email confirming the booking reference number and the time and date delivery is required.

Large volume deliveries will normally be allocated a morning delivery time. This helps ensure that the vehicle can be offloaded with minimum impact to the delivery driver and their onward transmission of additional deliveries.

If a scheduled delivery is delayed in transit (e.g., vehicle break down, significant traffic or tacho restrictions) please contact 01792 783185 immediately to provide information updates on progress and a revised estimated time of arrival.

Failure to notify a delay will result in an impact to the official acceptance of the delivery and the vehicle could be prevented from accessing the site by the DVLA Security team.

8.12.2 Packaging Requirements for DVLA Forms, Envelopes and Continuous Stationery

All deliveries should comply with the packaging requirements, below. If your goods fall outside the parameters set out in this document, then please contact the stores team above.



CON5_100913.pdf

8.12.3 Delivery Address/Locations

DVLA has three delivery locations as follows: -

D – Basement Morriston	C – Basement Morriston	Ty – Felin Stores & Output Areas
D-Block Stores, DVLA, Longview Road, Morriston, Swansea SA6 7JL 7am till 3pm	C-Block Stores, DVLA, Longview Road, Morriston, Swansea SA6 7JL 7am till 3pm	Ty-Felin DVLA Output Facility Felinfach Swansea West Industrial Park Fforestfach Swansea SA54AW 7am till 3pm

The delivery address will be included in the formal DVLA Purchase Order. It is your responsibility to ensure that the designated delivery vehicle is dispatched to the correct location.

8.12.4 Onsite equipment

All three locations have a combination of reach, counterbalance, and clamp forklift trucks along with electric powered pallet trucks and hand pallet trucks. The maximum loaded weight that can be safely managed using the existing equipment is 1.6 metric tonnes.

8.12.5 Site Etiquette

On arrival delivery drivers must make themselves known to the DVLA Security Team at the security sentry post/gatehouse. The DVLA Security Team will request details from the driver (i.e. driver's name, vehicle make/model, vehicle registration number etc.) to ensure a match with the information already provided to DVLA when the delivery was pre-booked. The DVLA Security team will process the vehicle and enable access to site accordingly.

On accessing the site the driver must make themselves known to the DVLA Stores and Logistics staff.

A 'goods in' notification bell is located at the loading bay entrances. Drivers are requested to ring the bell and await the arrival of the stores loading bay supervisor.

Assistance to offload the delivery will be arranged by the stores supervisor. Drivers must not reverse onto the loading bay without expressed permission. The stores supervisor will aid the driver when backing onto the loading bay. Stores and Logistics staff safety protocols must always be observed.

Drivers must not leave any items unattended or unsigned for at any loading bay entrances. This will trigger a security breach and items being quarantined until deemed safe to accept. This will delay the goods in process.

When the delivery has been offloaded, checked and approved the Stores Supervisor will sign and provide the relevant remittance slip to the driver (usually the delivery carrier's official delivery note).

8.12.6 Unsafe Load or Non-Compliant Delivery

If the loading bay supervisor deems the delivery unsafe or non-compliant the delivery will be rejected back to the Supplier to resolve and re-deliver.

8.12.7 Consignment Labelling

Labelling must conform to the standards outlined in the Packaging Requirements. Non-compliance will result in the delivery being rejected back to the Supplier to resolve and re-deliver.

8.12.8 Exceptional Circumstances

It is important that oversized or heavier goods are highlighted to DVLA in your tender so that an alternative delivery plan can be provided.

9. Management and Contract Administration

To support the ongoing management of this contract the successful supplier must provide a point of contact for DVLA.

The Lead Officer and Contract Owner will review the contract performance.

A Purchase Order Number for this requirement will be provided to the supplier. Invoices must be sent to DfT Shared Service Arvato and copied, with the relevant worksheets, to DVLA's Contract Owner with the specified Purchase Order number.

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

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

This requirement is for the provision of Franklin Covey's 7 habits of Highly Effective People® training for professional development.

There is no specific training/skills/knowledge transfer required for this training other than what has been outlined in the scope section.

11. Documentation

Franklin Covey's 7 habits of Highly Effective People® training materials to be provided in the agreed format deemed most suitable to achieve the outcome of the training courses.

The supplier will provide delegates with all necessary access to undertake the training virtually however, delegates will provide their own hardware and network access.

12. Arrangement for End of Contract

The Contractor shall fully cooperate with the agency to ensure a fair and transparent re-tendering process for this contract if required. This may require the Contractor to demonstrate separation between terms 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

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.

Mandatory Requirements (if applicable)

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:

$$\frac{\text{(Lowest Tendered Price)}}{\text{Maximum Score}} \times \text{Weighting}$$

Tender Price Submitted per Supplier) X 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 and Social Value Criteria (if applicable)	[60%
Financial / Price Criteria	[40]%
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 FOI Section [40 Personal Information]
	Tel	XXXXXX Redacted under FOI Section [40 Personal Information]
	e-mail	XXXXXX Redacted under FOI Section [40 Personal Information]
	Address	DVLA Longview Road Morriston Swansea SA6 7JL
Project Lead/Business Area Contact Strategy, Policy & Communications Directorate (SPCD)	Name	XXXXXX Redacted under FOI Section [40 Personal Information]
	Tel	XXXXXX Redacted under FOI Section [40 Personal Information]
	e-mail	XXXXXX Redacted under FOI 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
Delivery of Training	Confirmation that only Franklin Covey Licensed Trainers/Tutors are used	

Scored Quality Criteria

Primary Scored Criteria	Primary Scored Criteria Weighting (%)	Scored Sub-criteria Description	Individual Scored Sub - Criteria Weighting (%)
Meets Learning Requirements	30%	Potential suppliers to evidence how they will meet the requirements as outlined in Section 5: Implementation and Deliverables.	30%
Meets Learning Requirements	30%	Potential suppliers to evidence how they will meet the requirements for Franklin Covey – 7 Habits of Highly Effective People® Training Events as referenced in Section 6: Specifying Goods and/or Services.	30%
	Total = 60%		

Financial/Pricing Criteria

Primary Financial/Pricing Criteria	Financial/Pricing Weighting (%)	Description	Individual Scored Sub - Criteria Weighting (%)
Price/Cost	40%	Potential suppliers to complete pricing schedule to indicate the price/cost for the provision of Franklin Covey – 7 Habits of Highly Effective People® Training Events including licensed kits and/or associated course books etc for each delegate.	40%
	Total = 40%		