**Appendix 2 (Specification)**

Specification

Provision of Annual Appraisals for DVLA Doctors

Drivers Medical Group

**Contract Reference: PS/24/159**

**Date: 17/02/25**

**Version: 1.0**

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## 1. Introduction

The Driver and Vehicle Licensing Agency (**DVLA**) invites proposals for the following provision of Medical Appraisal Services. This contract will be subject to the DVLA’s Mid-Tier Terms and Conditions of Contract and associated schedules.

## 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).

Drivers Medical Group currently employs 33 DVLA Doctors, that will require this service. All DVLA Doctors are fully registered medical practitioners registered with the General Medical Council (GMC) UK.

As a group they are responsible for interpreting and applying the medical fitness standards for driver licensing in Great Britain, representing the Secretary of State at appeals and advising the medical profession on medical aspects of fitness to drive.

All GMC registered/ licensed doctors are required to have an annual appraisal based on the GMC’s (General Medical Council) Good Medical Practice Framework. Medical appraisal is a process of facilitated self-review supported by information gathered from the full scope of the doctor’s work. The appraisal forms a mandatory requirement of the GMC’s five-year license revalidation cycle (to maintain the licence to practice medicine in the UK). Please note, one appraiser is only able to conduct a maximum of two appraisals for the same doctor within one of their GMC’s revalidation cycle.

DVLA require the services of qualified Medical Appraisers to facilitate the DVLA Doctors annual appraisal as outlined in Section 6 of this document.

## 3. Procurement Timetable

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

|  |  |
| --- | --- |
| **Event** | **Date** |
| Issue of the ITQ to all potential suppliers | 19th Feb 2025 |
| Deadline for receipt of clarifications  | 5th Mar 2025 @ 13:00 |
| Deadline for the publication of responses to ITQ clarification questions  | 12th Mar 2025 |
| Deadline for receipt of responses  | 12th Apr 2025 @ 13:00 |
| Evaluation of responses (end) | 26th Apr 2025 |
| Notification of contract award decision | 28th Apr 2025 |
| "Standstill" period  | 29th Apr 2025 |
| Confirmation of contract award  | 8th May 2025 |
| Contract start date [and start of mobilisation period] | 9th May 2025 |
| Target service commencement date | 14th July 2025 |

Suppliers will be informed if changes to the timetable are necessary.

## 4. Scope

The Supplier must arrange, undertake and record approximately 33 quality-assured Medical appraisals with DVLA Doctors within a 12-month timescale. One appraiser is only able to conduct a maximum of two appraisals for the same doctor within one of their GMC’s revalidation cycle.

Drivers Medical Group within DVLA currently has 33 DVLA Doctors requiring this service but cannot guarantee minimum or maximum volumes.

The Supplier’s qualified appraiser workforce must be sufficient to provide the number of appraisals needed each year, these will take place over the year and an indication of the timetable will be discussed at the initial meeting.

All appraisal interviews need to be conducted at DVLA Swansea or virtually via Microsoft Teams. DVLA Doctors are situated across England, Wales, Scotland and Northern Ireland.

Notifications must be sent by email and must contain no personal data. Any correspondence containing personal data must be via the secure online platform (MARS).

## 5. Implementation and Deliverables

The proposed agreement period will run for 2 years from 14/07/2025 to 13/07/2027 with the two options to extend for a further 12 months (2+1+1) at the discretion of the Authority.

The Supplier is requested to provide an implementation plan which can be used to schedule relevant activities.

## 6. Specifying Goods and / or Services

**6.1 Administration**

The Supplier must provide the Authority with a single point of contact for the administration elements of the appraisal service, specifically, when setting up appointments for the appraisal discussion and as a point of contact for progress updates.

The Supplier shall ensure that all Appraisers are kept up to date with any changes stipulated by the GMC in regard to the revalidation and appraisal process and these changes are communicated to the Authority.

The Authority will require the supplier to send a monthly return containing the names of the Doctors that have completed their appraisal plus a total number by secure email to the address(s) provided by the Authority on the first working day of the month for the previous month. i.e., on the 1st of June for the 1-31st May.

**6.2 The Appraiser**

The appraiser must;

* Be appropriately trained and qualified by a suitable body
* Comply to all points in the Appraiser Role Expectation document included at Annex 7 [map-annex-k.pdf (england.nhs.uk)](https://www.england.nhs.uk/revalidation/wp-content/uploads/sites/10/2015/05/map-annex-k.pdf)
* Understand the professional obligations placed on doctors by the GMC - <http://www.gmc-uk.org/guidance/good_medical_practice.asp>
* Understand the importance of appraisal for the doctor’s professional development and promoting quality improvements in practice
* Follow the appraisals guidelines set out in [NHS England » Medical appraisal guide (MAG)](https://www.england.nhs.uk/professional-standards/medical-revalidation/appraisers/med-app-guide/)
* Be registered with GMC UK
* Ensure they only to conduct two appraisals within GMC’s five-year license revalidation cycle.

**6.3 The Appraisal Process**

There are three stages in the medical appraisal process.

The following outlines what the Authority requires from the Supplier at each stage, this represents the baseline mandatory requirements the Authority expect from the appraisal process.

**Stage 1 - Inputs to Appraisal**

* The DVLA Doctor will use the MARS platform to complete and provide their appraisal documentation.

**Stage 2 - The confidential appraisal discussion**

* A date and time shall be agreed between the Contractor and DVLA Doctor for the appraisal discussion to take place at DVLA Swansea or virtually via Microsoft Teams.
* The appraiser shall support, guide and challenge the doctor constructively, having reviewed the supporting information and commentary provided.
* The appraiser shall consider any accessibility requirements and discuss and agree any reasonable adjustments with the Doctor if required.
* The appraiser shall use their experience and training to facilitate the appraisal discussion in order to achieve the appropriate balance between the following four appraisal purposes-
1. To enable the DVLA Doctor to discuss their performance with their appraiser in order to demonstrate that they continue to meet the principles and values set out in [Good Medical Practice (GMC, 2013)](http://www.gmc-uk.org/guidance/good_medical_practice.asp) and thus to inform the responsible officer’s revalidation recommendation to the GMC;
2. To enable the DVLA Doctor to maintain and/or enhance the quality of their professional work by planning their professional development.
3. To enable the DVLA Doctor to consider their own needs in planning their professional development.
4. To enable the DVLA Doctor to ensure that they are working productively and in line with the priorities and requirements of the organisation.

**Stage 3 - Outputs of appraisal**

The following output from the appraisal discussion shall be completed, documented on the MARS platform, and the appraiser shall request the DVLA Doctor to consider and approve the draft document

* **A Personal Development Plan (PDP)**

A new personal development plan shall be agreed at the end of the appraisal. This should include an itemised list of personal objectives with timescales and evaluation criteria, there shall be a clear distinction made between elements required for revalidation and elements required for other purposes.

* **A Summary of the appraisal discussion**

The DVLA Doctor and appraiser shall agree the content of a written summary via the MARS platform of the appraisal discussion. At the very least this shall cover the supporting information, the DVLA Doctor’s accompanying commentary and key elements of the appraisal discussion itself.

* **Appraiser’s statements**

The appraiser shall make a series of statements to the Responsible Officer (DVLA Senior Doctor) that will inform the Responsible Officer’s revalidation recommendation to the GMC.

The appraiser’s statements shall confirm that:

1. An appraisal has taken place in line with the [Good Medical Practice (GMC, 2013)](http://www.gmc-uk.org/guidance/good_medical_practice.asp);

2. Appropriate supporting information has been presented in line with the [Good Medical Practice Framework (GMC 2013)](http://www.gmc-uk.org/The_Good_medical_practice_framework_for_appraisal_and_revalidation___DC5707.pdf_56235089.pdf);

3. A review of last year’s personal development plan has taken place.

* **Timescales**

On receipt of the supporting evidence, stages 2 and 3 above must be completed within 30 working days. The supplier must complete stages 2 and 3 within the month the appraisal is due.

**6.4 Data Transmission**

Notifications of the appraisal arrangements or updates regarding the MARS system must be sent by email and must contain no personal data. Any correspondence containing personal data must be via the secure online platform (MARS). Should any personal data need to be sent by email this must be done by a secure means.

**6.5 Appraisal Methods**

DVLA require the supplier to deliver both virtual appraisals or face to face appraisals at DVLA Swansea. Whilst the majority of appraisals are expected to be virtual the price for face to face (if different) should be provided in the pricing schedule for information purposes. The price quoted must be inclusive of any travel and accommodation costs.

Appraisal meetings are to be confidential between the appraisee and the appraiser with the exception of the summary of the appraisal to be shared with the Responsible Officer.

**6.6 Service Level Agreement (SLA) and Key Performance Indicators (KPIs)**

The details of the SLA and KPIs applicable to this requirement are outlined in Schedule 10 (Service Levels).

## 7. Quality Assurance Requirements

The supplier must meet the standards set out in **‘Quality Assurance of Medical Appraisers Engagement, training and assurance of medical appraisers in England’**. These standards can be found at the following link. <https://www.england.nhs.uk/medical-revalidation/appraisers/qa-guidance-notes/>

## 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:

1. individual responsibilities for identifying and reporting security incidents and information security breaches;
2. a reporting matrix including escalation points;
3. an up to date list of relevant internal and external contact points; and
4. 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.

**Processing of Sensitive Information (not Personal Data)**

* **Security Classification of Information**

If the provision of the services requires the Supplier to process DVLA data which is classified as OFFICIAL:SENSITIVE or higher, the Supplier shall implement such additional measures as agreed with the DVLA in order to enhance the safeguarding of such information. A copy of the Government Security Classification scheme can be found at: <https://www.gov.uk/government/publications/government-security-classifications>

**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.

* **Level 2**

The Supplier is required to confirm that Baseline Personnel Security Standard clearance (BPSS) is held for any Supplier Staff that will have:

* access to or will process DVLA (customer or staff) data or information.
* access to the DVLA site to provide routine maintenance.
* access to the DVLA site and DVLA systems.

The BPSS comprises verification of the following four main elements:

1. Identity;

2. Employment History (past 3 years);

3. Nationality and Immigration Status;

4. Criminal Record Check (unspent convictions only).

The aim of the BPSS verification process is to provide an appropriate level of assurance as to the trustworthiness, integrity and proper reliability of prospective staff.The Supplier is required to provide evidence of relevant Supplier Staff clearance in their response.

**Data Sharing**

DVLA’s Contract Owner will work with the successful tenderer to implement any information sharing or data sharing procedures and associated DVLA requirements that may be needed at any point during the lifecycle of the contract.

Information or data sharing procedures will need to be formally assessed and approved by DVLA through the Data Sharing Clearance Process, managed by the Information Assurance & Governance Team.

The Supplier will submit any requirements for information / data sharing via the Contract Owner to the DVLA who will consider the changes through this Data Sharing Clearance process.  Any proposals shall be considered and if approved an implementation plan will be formally offered to and accepted by both the DVLA and the Supplier before commencement.

This approvals process is designed to assess and identify additional measures and safeguards that may be required to protect data to those already stated in this specification document.

**Use of Artificial Intelligence for delivery of the requirement**

The Buyer wishes to understand any proposed use of any Artificial Intelligence (AI) tools that will be used in the delivery of this contract. Tenderers must state any plans to use such tools in their proposals. Any proposed AI tools or extensive processing of data would need to be discussed and agreed with the Buyer before delivery as part of the contracted work.

Where machine learning technologies are used as part of the products/services you intend to provide, please describe how these technologies are integrated into your service offerings.

In addition, 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 Authorised Representative who will consider the proposal and either confirm or decline the usage of AI tools/solutions.

**8.2 Cyber Security**

The Government has developed Cyber Essentials, in consultation with industry, to mitigate the risk from common internet-based threats.

Whilst Cyber Essentials is not mandatory for this contract, preference will be given to organisations who hold the certification or similar.

**8.3 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>

The Supplier shall comply with this policy.

**NOTE:** Further details of DVLA’s Sustainability requirements and applicable contract terms are outlined below:

Where appropriate, the Supplier shall assist DVLA in achieving its Greening Government Commitments, current iteration detailed on [Greening Government Commitments 2021 to 2025 - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/greening-government-commitments-2021-to-2025) i.e. Reduce CO₂ emissions through energy consumption and travel, reduce water consumption and waste produced.

In line with Government commitments, the Supplier shall provide the specified products and / or services without the use of single use plastic, including packaging.

The Supplier shall ensure that its own supply chain does not have negative environmental or social impacts.

The Supplier shall continually aim to travel sustainably whilst conducting DVLA business or attending a DVLA site.

**8.4 Health and Safety**

The DVLA requires proactive management of health, safety, and environmental practices across all Services in accordance with and adherence to required health and safety and environmental legislation, compliance, and governance.

The Supplier shall maintain industry best practice health, safety and environmental management systems and record keeping repositories, actively managing associated risks and incidents. The Supplier shall support the DVLA in promoting health, safety, and environmental good practice as a business improvement tool and not just to satisfy the requirement for regulatory compliance.

The Supplier shall provide regular reviews and updates to ensure health, safety and environmental management systems and document repositories remain current and in line with any revisions to and/or amendment of statutory instruments. This information shall be readily available when requested.

8.4.1.     The following Standards and Requirements apply to this Service.

8.4.2.     The Supplier shall prepare and as appropriate, revise a written safety policy, risk assessment and method statement identifying any safety implications that its activities may have and how they will be managed.  The Supplier Managing Director or appropriate senior manager must sign this safety policy.

8.4.3. The Supplier shall have documented, appropriate risk assessments and method statements, covering all significant activities and deliveries of services. Copies shall be made available to DVLA on request.

8.4.4.      The Supplier shall ensure:

8.4.5.   Its safety policy statement aligns with the requirements of the DVLA.

8.4.6.   They have suitable organisational and arrangements in place to implement its safety policy throughout the Contract period; and

8.4.7.   Its safety policy aligns with all regulations and any Public Health England / Wales (PHE/W) and Department of Health and Social Care (DHSC) guidelines, in addition to any further measures set out in the health and safety executive guidelines and/or agreed with the DVLA. The Supplier shall recognise the regulations may vary between regions and across Devolved Administrations. The Supplier shall ensure that where required, it adopts and complies with any applicable regulations as appropriate wherever necessary.

8.4.8.   The safety policy and safety management plan shall be readily available and accessible to all its employees and anyone, including the DVLA, who may require sight of it.

8.4.9.   Details of its Safety Management plan shall be reviewed and revised accordingly to take account of legislation and other factors that may affect its effectiveness.

8.4.10.   They have appropriate number of first aid and CPR trained staff deployed to successfully meet its own requirements in accordance with the Health and Safety (First Aid Regulations) 1981.

8.4.11 Have an accident reporting and recording process for all near miss, accidents/incidents, or violent and aggressive behaviours such that any incident on DVLA sites should be reported immediately to the DVLA’s Health & Safety Team.

8.4.12 Indemnify DVLA against all losses where any failure of the company’s product/service and/or its acts or omissions, with regards to health and safety, results in economic penalty, time delay, issue, accident/incident or claim against the DVLA.

8.4.13.      The Supplier where required shall provide a health and safety expert who is either a member of the Institution of Occupational Safety and Health (IOSH) or hold an equivalent qualification that is issued by a recognised organisation.

8.4.14.     The Supplier shall be responsible for recording and investigating all accidents, incidents, dangerous occurrences and near misses involving its staff, A written report, must be provided including recommendations to prevent any repeat to the DVLA.

8.4.15.      The Supplier shall be responsible for ensuring that all RIDDOR related incidents are reported in accordance with HSE legislation. The Supplier shall be responsible for ensuring that the DVLA is notified of any such incidents immediately and followed up in writing**.**

**8.5 Estates**

Not Applicable

**8.6 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 is included at **Annex 2**

**8.7 Business Continuity**

Not Applicable

**8.8 Procurement Fraud**

Please see the procurement fraud and bribery statement **Annex 1**

**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

A Supplier representative shall be available to provide support to the DVLA on operational and financial queries during DVLA’s working hours 09:00 – 17:00 Monday – Friday (excluding Bank Holidays). The DVLA may make ad hoc requests for management information and support for Freedom of Information (FOI) requests, Parliamentary Questions or Ministerial responses, all of which shall be provided at no additional cost. The contractor shall note that such responses FOI’s, Parliamentary Questions and Ministerial responses will be required within 24 hours.

Any issues or queries raised by DVLA will be logged and resolved within two working days. Anything that cannot be resolved within this timeframe will be escalated via the Contract Governance route detailed.

The Supplier’s Contract Account Manager tasks shall include, but not be limited to:

* Acting as an escalation point for queries, advice and issues;
* Provide a clear route of escalation should an issue fail to be resolved within two working days.
* Identification of opportunities for improvements;
* Informing the Contracting Authority of new risks;
* Trend analysis;
* Preparation for Contract review meetings;
* Fulfilling requests for information from the Contracting Authority;
* Preparation of proposals;
* Information security.

The Suppliers Contract Account Manager shall also be responsible for liaison with the DVLA key Operational Management team, the Contract Manager and the Commercial Advisor. In addition, they shall attend implementation meetings, as requested by the Agency.

After Contract commencement the Supplier shall attend performance meetings at DVLA or participate remotely via teleconferences to review the progress of the agreement, to discuss the management information and to review any problems that may have arisen in the preceding period. The frequency of these meetings is to be confirmed and organised by the supplier and should be at least every **year**. These Contract performance review meetings will be conducted to an agreed agenda; the following elements are likely to be included:

* Performance analysis
* Contractual/Operational Issues
* Compliance and satisfaction levels
* Business Continuity issues and updates
* Proposals for improvements on any area of the contract
* Review of market conditions / intelligence
* Financial stability
* Review of risk assessment
* Provide updates on any new security threats identified
* Any future relevant legislation changes.

The Supplier and the DVLA are to provide each other with Notice Addresses to which formal communications will be sent.

The Supplier should note that payment of all charges will be made monthly in arrears following receipt of a valid invoice.

Please also note invoices should not be submitted before they are due. As an example, if an invoice is for the period 1 – 31 May 2021 it should not be submitted before 1 June 2021.

Details of DVLA’s Invoicing Procedures are included in the Award Letter provided to the successful tenderer.

The supplier will be required to attend regular bi-annual supplier review meetings throughout the life of the contract to discuss performance issues. If there are significant performance issues additional review meetings may be required. Face to face meetings may be required on the request of the buyer.

## 10. 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.

## 11. Tender Evaluation

This will comprise of the following elements:

1. an assessment of the Selection Questionnaire (**Appendix 4 (Selection**))
2. an evaluation of mandatory requirements, if applicable. These will be assessed on a pass/fail basis and may include an assessment of the Economic and Financial Standing (EFS) of Tenderers. Tenders that fail any of the mandatory requirements may be disqualified from further consideration
3. an evaluation of the tender based on the quality criteria and social value criteria (if applicable)
4. an evaluation of the prices tendered

Your tender will be evaluated using the weightings **and** criteria weightings set out within the ITT, **Appendix 5 (Pricing)** and **Appendix 6 (Quality)**.

## Annex 1 – Procurement & Fraud Statement

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## Annex 2 – Diversity & Inclusion Policy

## Annex 3 – Environmental Policy

## Annex 4 – Health and Safety Policy

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