



# **Specification**

## **Provision of Bsafe Support & Maintenance**

**Contract Reference: PS/19/144**

**Framework Agreement Reference: RM3733 – Technology Products 2**

**Date: 16/8/2019**

**Version: 1.0**

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## 1. Introduction

In accordance with the terms and conditions of Technology Products 2 (RM3733) the Department for Transport (DfT) invites proposals for support and maintenance for RSA BSafe as specified in section 6 of the specification.

## 2. Background to the Requirement

DVLA currently holds RSA BSafe Licences, support for which will expire on 17<sup>th</sup> September 2019. This procurement is to retender the support and maintenance for a period of one (1) year.

## 3. Procurement Timetable

| Description   | Date              |
|---|-------------------|
| Publication of Requirement via E Sourcing suite             | 16/08//2019       |
| Clarification Period Starts                                 | 16/08//2019       |
| Clarification Period Closes<br>(Clarification Deadline)     | 23/08//2019       |
| Deadline for Submissions of Tenders<br>via e Sourcing suite | 30/08//2019       |
| Evaluation Process  | 02/09/19-04/09/19 |
| Issue of Award Letter                                       | 04/09/19          |
| Commencement date of Contract                               | 17/09/2019        |

This timetable is not binding and may be changed if circumstances dictate and suppliers will be notified as soon as practicable of any changes to avoid adverse impact on their costs.

## 4. Scope

See section 6.

## 5. Implementation and Deliverables

Support and maintenance for DVLA's existing BSafe licences must be in place by 17<sup>th</sup> September 2019. Please see section 6 for requirement.

## 6. Specifying Goods and / or Services

- 12 months basic support for:
- RSA Bsafe Cert-J Maintenance, Part number BCEJBIA010001M

- Commencement date of 17<sup>th</sup> September 2019

## 7. Quality Assurance Requirements

Not applicable.

## 8. Other Requirements

Should the customer wish to transition away from BSafe, the customer will notify the supplier of any transition activities.

The Supplier is expected to work with and support the customer. In addition, the supplier should ensure no disruption to DVLA services impacted by Bsafe during any transition activities.

The supplier will provide for the transfer of any data belonging to the customer 30 days after the contract end date.

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

### Information Assurance

Include outcomes from the Information Assurance Assessment.

### Cyber Security

Include outcomes from the Cyber Security Assessment.

**The following wording must be included if Cyber Security applies to this requirement**

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

It will be mandatory for new Central Government contracts, which feature characteristics involving the handling of personal data and ICT systems designed to store or process data at the OFFICIAL level of the Government Security Classifications scheme (link below), to comply with Cyber Essentials.

<https://www.gov.uk/government/publications/government-security-classifications>

All potential tenderers for Central Government contracts, featuring the above characteristics, should make themselves aware of Cyber Essentials and the

requirements for the appropriate level of certification. The link below to the Gov.uk website provides further information:

<https://www.gov.uk/government/publications/cyber-essentials-scheme-overview>

As this requirement features the above characteristics, you are required to demonstrate in your tender response that:

- Your organisation has [Cyber Essentials] or [Cyber Essentials Plus] certification; **or**
- Your organisation will be able to secure [Cyber Essentials] or [Cyber Essentials Plus] certification prior to contract award; **or**
- Your organisation has other evidence to support that you have appropriate technical and organisational measures to mitigate the risk from common internet based threats in respect to the following five technical areas:
  - Boundary firewalls and internet gateways
  - Secure configuration
  - Access control
  - Malware protection
  - Patch management

The successful tenderer will be required to provide evidence of [Cyber Essentials] or [Cyber Essentials Plus] certification 'or equivalent' (i.e. demonstrate they meet the five technical areas the Cyber Essentials Scheme covers) prior to contract award. This will be through the completion of the Statement of Assurance Questionnaire.

The successful tenderer will be required to secure and provide evidence of [Cyber Essentials] or [Cyber Essentials Plus] re-certification 'or equivalent' (i.e. demonstrate they meet the five technical areas) on an annual basis.

Details of certification bodies are available at:

<https://www.cyberstreetwise.com/cyberessentials>

## **Data Sharing**

Include outcomes from the Data Sharing Clearance Process.

## **Sustainability**

Include outcomes from Sustainability Risk Assessment and any applicable Government Buying Standards requirements.

Consider attaching as appendices if appropriate:

- Government Policy on Timber Procurement
- Environmental Policy

## Health and Safety

Include outcomes from the Health and Safety Assessment.

Consider attaching as an appendix if appropriate:

- Health and Safety Policy (INF119)

### **The following wording must be considered if relevant to the requirement**

The DVLA requires its contractors to fully comply with its Health and Safety Policy and follow all applicable UK and EU Health and Safety Legislation, Acts, Orders, Regulations and Approved Codes of Practices, at all times.

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.

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**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.

**Procurement Fraud**

Include outcomes from the Procurement Fraud Assessment and include Procurement Counter Fraud Statement as an appendix to the specification.

**9. Price and Payment Procedures**

Suppliers are requested to complete the Pricing schedule in order to provide a full and transparent breakdown of all costs associated with the contract.

Prices are to be submitted via the e-Sourcing Suite, excluding VAT.

In line with the terms and Conditions of RM3733 Technology Products 2, all prices must remain valid and firm for a period of thirty (30) days following the bid submission.

**Payment**

DVLA Invoicing Procedures are detailed in **Appendix E - DVLA Invoicing Procedures**. Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.

**10. Staff and Customer service**

Not applicable.

**11. Arrangement for End of Contract**

Should the customer wish to transition away from BSafe, the customer will notify the supplier of any transition activities.

The Supplier is expected to work with and support the customer. In addition, the supplier should ensure no disruption to DVLA services impacted by Bsafe during any transition activities.

*The supplier will provide for the transfer of any data belonging to the customer 30 days after the contract end date.*

**12. Evaluation Criteria**

This tender will be evaluated using the following weightings to obtain the optimal balance for Quality and Cost:

| <b>Evaluation criteria</b> | <b>Score</b> |
|----------------------------|--------------|
| Quality Factors            | 10%          |
| Financial / Price Factors  | 90%          |

**Quality Factors:**

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.

This tender will be evaluated using the weightings set out at **Annex 1**

### Quality Factors Scoring Methodology

| Points Awarded | Description   |
|----------------|---|
| 3              | The tenderer demonstrates fully that they can meet the requirement as detailed in the Specification |
| 2              | Minor concerns/issues that the requirement can be met   |
| 1              | Major concerns/issues that the requirement can be met   |
| 0              | Does not meet the requirement, not addressed or no evidence provided                                |

### 13. Financial / Price Factors Scoring Methodology:

Prices submitted by Potential Providers in the Price Schedule for the tender will be recorded and evaluated in accordance with the following process.

Potential Providers are required to submit a price for each field of the Price Schedule (Appendix A).

Prices offered will be evaluated against a range of prices submitted by all Potential Providers for that item.

The Potential Provider with the lowest price for the contract shall be awarded the Maximum Score Available. The remaining Potential Providers shall be awarded a percentage of the Maximum Score Available equal to their price, relative to the lowest price submitted.

The calculation used is the following

$$= \frac{\text{Lowest Price tendered}}{\text{Tender Price Submitted per Potential Provider}} \times \text{Maximum Score Available (90)\%}$$

### 14. Points of Contact

| Procurement Contact | Name    | Alun Davies                          |
|---------------------|---------|--------------------------------------|
|                     | Tel     | 01792 782025                         |
|                     | e-mail  | Alun.john.davies@dvla.gov.uk         |
|                     | Address | DVLA, Longview Road, Swansea, Sa67JL |



|                       |        |                           |
|-----------------------|--------|---------------------------|
| <b>Contract Owner</b> | Name   | Ian Henderson             |
|                       | Tel    | 01792 786726              |
|                       | e-mail | Ian.Henderson@dvla.gov.uk |

All queries/ questions should be sent to the procurement contact.

## Annex 1 – Evaluation Criteria

| <b>MANDATORY QUESTION</b>  |               |
|--|---------------|
| <p>Please confirm that within two working days of award you will detail your escalation procedures, the different levels of escalation and names that will apply to this contract. Please ensure you will provide all parties involved in the supply chain. To articulate this we mean your internal escalation and any external escalations the distributors, supplier(s) you/we will be dealing with and also the vendor if they will provide this information.</p> <p>Not able to = Non-compliant</p> | <b>Yes/No</b> |

| <b>TECHNICAL / QUALITY</b>   |  |  |               | <b>Weighting – 10%</b>  |  |
|--|--|--|---------------|-------------------------|--|
| <b>All Potential Providers MUST answer ALL the following questions</b> |  |  |               |                         |  |
| Question Number  | Question   | Individual Sub -Criteria Weighting (%) | Minimum Score | Maximum Available Score |  |
| 1  | Please outline your account management approach and how it would apply within the context of this contract.                        | 5%                                     | 1             | 3                       |  |
| 2  | Please confirm how you have verified the information to meet the requirements detailed in this procurement, including any MI used. | 5%                                     | 1             | 3                       |  |

## APPENDICES

Appendix A - Environmental Policy



Appendix A - Environmental Policy.

## Appendix B – Health and Safety Policy



Health and Safety  
Policy (INF119).pdf



Health and  
Safety.pdf

## Appendix C – Diversity and Inclusion Policy



Diversity and  
Inclusion Policy.pdf

## Appendix D – Procurement Counter Fraud and Bribery Statement



Appendix D -  
Procurement Fraud Si

## Appendix E – Invoicing Procedures



Invoicing  
Procedures..pdf

## **FYI**

Armed Forces Covenant



Armed Forces  
Covenant.pdf