

Schedule 2 – Requirements Specification

1. Requirement Overview

The DVSA Board (the Board) carries out an annual self-assessment of its effectiveness and capabilities as a group against a number of key indicators specified in Annex A “NAO Board Effectiveness Questionnaire”. It now seeks an independent, external assessment in order to validate the conclusions of those exercises, to assess its maturity against a wider set of measures, to benchmark the Board against others and to identify recommendations that will enhance its effectiveness.

Scope

This document details the requirements for the supplier to assess the Board in a number of areas and to identify recommendations that will enhance its effectiveness.

This will be reported at the end of the programme and is to be completed within the current financial year. This will allow the Board to demonstrate competence, identify key areas for improvement and celebrate success.

DVSA reserve the right to select all, some or none of the Assessment Categories stated in section 6 below. The supplier should present a price menu for each assessment category in the Appendix 1 - Pricing Schedule 4.

Implementation and Deliverables

The target date for the requirement is to begin in early May 2022 and observing the Board on the 4th May 2022 and be completed by the 30th June 2022 with presenting the Board Assessment to the Board on the 22nd June 2022.

The supplier is requested to provide an implementation plan to evidence how they will meet the requirements of this tender and support DVSA in achieving the end goal.



Department for Transport

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Specifying Services

Approach

The tasks listed below are likely to be via a remote working format. The assessment exercise should include requirements gathering, pre and post report meetings with the Chair, along with observing and interviewing board members/staff as follows: -

Task Description	Meetings
Requirement gathering and pre report meeting with the Chair	1
Post report meeting with the Chair	1
Direct observation at a Board meeting	1
Present report to Board	1
One to one interviews with:-	
1. Each Board Member:	11
2. DfT Sponsor (Standing Board Attendee)	1
3. Corporate Secretary	1
4. Staff who regularly interact with the Board as a group or individually	8

Assessment Categories

The Performance of the Board and Directors

- 1 x Chairman
- 1 x Chief Executive Officer
- 6 x Executive Directors
- 1 x DfT Sponsor
- 3 x Non-Executive Directors

Board Support and the role of the Corporate Secretary,

Decision Making,

Board Composition and Succession Planning,

Evaluating the Performance of the Board and Directors,

Audit, Risk and Remuneration.

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2. Quality Assurance Requirements

The supplier will be required to have quality assurance processes in place as part of their delivery of the services.

DVSA will have the option to review the approach to quality assess before service commencement. DVSA will also have the option to conduct random quality assurance checks on the delivery of the review.

3. Information Assurance

Security

The supplier will ensure that all data processed in relation to the contract is held securely.

Security Clearance

Level 2

Tenderers are required to confirm in their tender response that any Contractor's Staff will have Baseline Personnel Security Standard clearance (BPSS). 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 Baseline Standard verification process is to provide an appropriate level of assurance as to the trustworthiness, integrity and proper reliability of prospective staff. Tenderers are required to provide evidence of relevant Contractor's Staff clearance in their tender response.

Data Protection

Delivery of this contract will require the supplier to process Personal Data (as defined in the GDPR) on the Buyers behalf. The Buyer will be the Data Controller and the supplier will act as the Data Processor. The supplier will process Personal Data only on the Buyers documented instructions, as set out in Schedule 8 of the Tender (Authorised Processing Template).

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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), and all applicable Law about the processing of personal data and privacy).

4. Service Delivery Conditions

Delivery conditions

Supplier to produce a draft report of findings and outcomes for discussion with the Chairman followed by a presentation to all Board members.

Information Assurance

The following wording must be considered when data handling is key to the requirement

Due to the potentially sensitive and strategically important nature of conversations that take place during board meetings tenderers must ensure that any assessor has an appropriate level of security clearance and has undertaken an appropriate commitment to confidentiality in the form of a Non-Disclosure Agreement, or similar.

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 DVSA will consider if it is appropriate to supply an encrypted hard drive.

Information Supply Chain

Tenderers are required to confirm how DVSA 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.



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Health and Safety

It is expected that the deliverable of this contract will be managed remotely, and that the supplier will not need to attend any DVSA site.

However, with the landscape on restrictions changing, the Staff of the successful supplier will be provided with a copy of the Agency's leaflet DOM3831 Contractors – useful information for working at DVSA.

The DVSA 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 DVSA on request.
- Have emergency arrangements and plans for their goods/product/service, and observe DVSA'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 DVSA site should be reported immediately to the DVSA's Health and Safety Team.
- Communicate with DVSA on any health and safety matter or issue in relation to the contract/product/supply of goods or service, notifying DVSA of any Health and Safety hazard which may arise in connection with its supply of goods, products or services.
- Indemnify DVSA 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 DVSA.
- 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 DVSA 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 DVSA's Security/Estates Management Group to arrange access to all DVSA premises/buildings.
- Comply with all vehicle and driver legal requirements and DVSA policies whilst driving on premises or conducting business for DVSA.

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5. Management and Contract Administration

Account Management

The supplier shall within five (5) days of signing the intended contract send to DVSA's Contract Manager, the name and contact details (including email address and telephone number) of the Account Manager responsible for managing the intended contract and arrange a contract implementation meeting.

The supplier and DVSA will set in place contract review meetings and agree the frequency appropriate to the length, value and complexity of the contract. The supplier will agree with DVSA's Contract manager at the contract implementation meeting what will be reviewed and measured at these meetings, and define the format data should be provided in. No reimbursement of costs will be provided if travel is required for these meetings.

Payment and Invoicing

Unless we specify otherwise, payment will be made by BACS no later than 30 (thirty) days of receipt of a valid invoice. We will aim to pay you within 10 (ten) days. All payments will be made in arrears after works have been approved and signed off by the DVSA Contract Owner.

A Purchase Order Number for this requirement will be provided to the supplier. The supplier must quote the PO number on all invoices, and these must be submitted directly to:

SSa.invoice@sharedservicesarvato.co.uk

Invoices received without the correct PO number will be returned and will delay receipt of payment. Invoices should be copied to the DVSA Contract Owner and the Contractor should include any information required to ensure efficient and effective receipting / invoice matching. For example provision of timesheets or an annotated progress report.

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

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 our [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.

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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 on our website.

6. Skills

Suppliers should provide evidence of their relevant skills and experience.

7. Documentation

A written report and Powerpoint© summary presentation for internal use is required of the selected outputs from this contract. The end report and presentation pack will be owned by DVSA for internal use.

DVSA is unable to accept USB sticks, but materials can be either hard copies or sent through email if required.

8. Arrangement for End of Contract

The Contractor shall fully cooperate with the Buyer 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.