

# Specification

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## **Provision of Specialist Telephony Training** ITS

**Contract Reference: PS/22/157**

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## 1. Introduction

The Driver and Vehicle Licensing Agency (**DVLA**) invites proposals for the following **SERVICES**

- The Provision of Specialist Telephony Training.

This contract will be subject to the Mid-Tier Terms and Conditions of Contract.

## 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).

ITS require a 3-year call-off contract for MiVoice Telephony Training, with the option to extend it for an additional year twice (3+1+1 years).

Designated ITS staff require high quality specialist technical training, needed to validate staff capability and associated skill sets as part of their continued professional development, while meeting the needs of the business area in supporting the delivery of a MiVoice Business System thereby ensuring DVLA's telephony systems are performant and available.

- **Years 1 & 2**  
MiVoice Business Core Installation & Maintenance training leading to Certification.  
  
MiVoice Business Networking, Clustering, and Resiliency Installation & Maintenance training leading to Certification.
- **Year 3**  
Will allow any delegates that have not fully completed their training and achieved the required standard to complete it and resit exams if necessary. It will also allow any new staff an opportunity to undergo the required training.  
  
Reaccreditation of any Mitel MiVoice certifications which will expire during the contract term.
- **Years 4 & 5 (optional contract extensions)**  
Reaccreditation of any Mitel MiVoice certifications which will expire during Years 4 or 5.  
  
Will allow new staff an opportunity to complete the MiVoice Business Core Installation & Maintenance and/or MiVoice Business Networking, Clustering, and Resiliency Installation & Maintenance training.

### 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.

### 4. Scope

ITS require a flexible contract for MiVoice Telephony Training, which is essential to ensure DVLA telephony engineers have all the required skills to install, configure, maintain and troubleshoot a MiVoice Business System.

ITS Training Team will liaise with the supplier and Business area to review the availability of training and manage bookings for delegates individually. The Supplier must allocate an Account Manager who should be available as the first point of contact (for booking courses and contract service reviews).

Individual training requirements will be identified prior to booking delegates onto courses, ensuring individuals meet the required prerequisites and undertake the most appropriate training events.

This requirement is based on up to 8 delegates requiring training, depending on staffing levels, recruitment, skills, etc.

Any delegates that achieve certification which will expire during the contract term will require reaccreditation.

- **Years 1 & 2** (up to 8 delegates)

#### **Intermediate**

- 5-day MiVoice Business Core Installation & Maintenance training leading to certification.
- MiCollab Self-Study.

#### **Advanced**

- 4-day MiVoice Business Networking Clustering & Resiliency training leading to certification.
- MiCollab Self-Study.

- **Year 3** (up to 4 delegates)

- Any additional training sessions required to complete the training will be discussed with delegates and agreed between the ITS Training Team and the Account Manager.

- Reaccreditation of any Mitel MiVoice certifications expiring during Years 2 or 3.
  - Discussions will be held with any new members of staff who need to undergo Intermediate and/or Advanced training as part of their role, with suitable dates agreed between the ITS Training Team and the Account Manager.
- **Years 4 & 5** (up to 4 delegates)
    - Reaccreditation of any expiring Mitel MiVoice certifications.
    - Discussions will be held with any new members of staff who need to undergo Intermediate and/or Advanced training as part of their role, with suitable dates agreed between the ITS Training Team and the Account Manager.

**Note:** Any upgrades/releases during the contract term must be included within scope, with the delivery of any essential updates post training to be discussed and agreed via Suppliers Account Manager and ITS Training Team.

A PO will be raised for the full contract value however the Supplier will be required to submit invoices for each delegate/course at the appropriate time so that prompt payment targets can be met.

## **5. Implementation and Deliverables**

This requirement is for a flexible call-off contract to enable ITS delegates to undertake the required Mitel MiVoice Business training across the contract term as outlined in Sections 2 and 4.

The decision on whether to extend the contract will be taken approximately 2 months prior to expiry.

## **6. Specifying Goods and / or Services**

The supplier must be able to provide all delegates with access to their online training as stated in Sections 2 and 4 in a consistent manner for the period of the contract.

The supplier must be able to deliver all courses in a timely and consistent manner for all delegates and within the agreed timeframes.

The supplier will provide delegates with all necessary connectivity and virtual access, but delegates will provide their own hardware and network access.

Prior notice of planned system outages and updates is desirable.

Subject matter expert support is required for the duration of the contract to support delegates whilst undergoing training.

## **6.1 Social Value Considerations**

Not Applicable

## **6.2 Modern Slavery Considerations**

Not Applicable

## **7. Quality Assurance Requirements**

To ensure this service continues to provide value for money, ITS Training Team require the ability to track individual learning and development and the ability to request reports as/when required, with quarterly updates as a minimum.

## **8. Other Requirements**

Wherever possible access to the training will be via online methods, which should be compatible with assistive software, thereby ensuring the online training is inclusive and accessible to all.

In the event of the usual online method not being available, the Suppliers' Account Manager must liaise with the ITS Training Team to ensure delegates have access to the alternate online platform prior to the course commencing.

### **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 Supplier 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 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.

#### **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 Suppliers and Subcontractors. Retention schedules will need to be defined and agreed prior to award of contract.

#### **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.

## **Data Protection Authorised Processing Template**

The processing of personal data has been identified as part of this requirement. Please refer to the Terms and Conditions of this contract and associated Schedule 8 (Authorised Processing Template) for full details of the instructions to be followed when processing data.

## **Offshoring of Government Data**

Government policy is that data it holds should be protected appropriately regardless of location.

Offshoring is defined as “Any arrangement where the performance of any part of the services or a solution under a contract may occur outside the UK for domestic (UK) consumption.”

When offshoring is described, the focus is typically on the physical location where data is hosted (such as where are the data centres located). Whilst physical location of data is a critical part of the offshoring question, it is important to understand how and where data might be logically accessed. Administrators or technical support staff may be located anywhere in the world, with logical access to data.

Tenderers must indicate in their response whether any DVLA data supplied as part of the contract, would be offshored. If so, tenderers must confirm the location(s) including the location of any business continuity, disaster recovery and technical support staff.

All Central Government Departments and Agencies are required to seek approval for any proposed offshoring activity, which ensures that information held offshore is appropriately managed and that pan-government risks are identified, tracked and managed, where appropriate.

In the event that the successful tenderer proposes to offshore any DVLA Data as part of the contract, they would be required to provide details about the processing to be carried out offshore, the privacy risks and the security controls in place to protect the data. If the intention is to store the information in a cloud environment outside the UK, the successful tenderer will also need to confirm the extent to which the environment complies with the cloud security principles. This information would be used to submit the offshoring proposal for approval.

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

## **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 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 DVLA require the Supplier to confirm their understanding and acceptance of each point **8.4.1 – 8.4.3** and supply information if it has been requested.

**8.4.1** - 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:  
<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-2021-to-2025> i.e. Reduce CO<sub>2</sub> emissions through energy consumption and travel, reduce water consumption and waste produced;

**8.4.2** - The Supplier shall provide their sustainability or environmental policy.

**8.4.3** – Ensure that any activities conform to overarching principles in the [Greening Government ICT and digital services strategy 2020-2025](#). Namely the Government's vision to be a global leader in sustainable ICT. The Supplier must confirm their understanding and acceptance of the strategy.

## **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):

## **8.6 Estates**

Not applicable.

## **8.7 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 we 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 attached at Annex 2.

#### **8.8 Business Continuity**

Not applicable.

#### **8.9 Procurement Fraud**

Not applicable.

#### **8.10 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.

#### **8.11 Welsh Language Scheme Requirements**

Not Applicable

### **9. Management and Contract Administration**

To support the ongoing management of this contract the successful supplier must provide an Account Manager who will be the first point of contact for DVLA.

DVLA require regular Service Review meetings which will be held remotely, i.e. Teams calls, with the frequency to be agreed.

The Lead Officer and Contract Owner will review the contract performance with delegates and feedback any relevant information to the supplier.

A Purchase Order Number for this requirement will be provided to the supplier. Invoices must be sent to DfT Shared Service Arvato and copied 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.

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

DVLA 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-contracts 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, Schedule 3 (Form of Tender) of the ITT 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 training on MiVoice Telephony Training, as specified in Sections 2 and 4.

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

## **11. Documentation**

The successful supplier should provide reporting on progress, including whether training has been undertaken. This information should be available on request, with the functionality to drill down to individual delegate information.

## **12. Arrangement for End of Contract**

Following the end of the contract, DVLA will contact the Supplier to request any data held that is no longer required must be deleted. The Supplier should carry out any data deletion requests within 30 days of DVLA requesting it and provide confirmation.

## 13. Evaluation Criteria

### **Tender Evaluation**

The paragraphs below set out and explain the procedure, stages and process by which tenders will be assessed. The evaluation procedure is divided into two key stages;

#### **1) Selection Stage**

For requirements with an estimated value above the FTS advertising threshold, DVLA will issue and assess responses to the Standard Selection Questionnaire (SSQ) in accordance with the “Selection Stage” below.

#### **2) Award Stage**

DVLA will assess responses to the requirement in accordance with the “Award Stage” below.

Tenders that do not meet the criteria at the Selection Stage may be disqualified from further consideration in this procurement and will not be evaluated at the Award Stage.

### **Selection Stage – Grounds for Exclusion**

Where DVLA has issued an SSQ in the Invitation to Tender pack (ITT), the tenderer should complete the questionnaire in order for DVLA to assess whether there are any grounds for exclusion.

#### **Mandatory Grounds for Exclusion**

If a tenderer answers “Yes” to any statement in the Grounds for **Mandatory** Exclusion, it is very likely the tender will be rejected and disqualified from further participation in this procurement.

#### **Discretionary Grounds for Exclusion**

DVLA is entitled to exclude a tenderer from further participation in this procurement if any of the statements in response to the Grounds for **Discretionary** Exclusion apply.

If a tenderer answers “Yes” to any statement, it is possible that the tender will be rejected and disqualified from further participation in this procurement. If any of the statements do apply, the tenderer should set out the full facts detailing any remedial actions taken. The information provided will be taken into account by DVLA in considering whether or not the tender will be permitted to proceed any further in this procurement.

Following the Selection Stage, any tenders that have been excluded will not proceed to the Award Stage, and the tenderer/s will be notified in writing.

### **Award Stage**

The Award Stage will comprise of the following elements:

- 1) an evaluation of mandatory requirements, if applicable (**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 (if applicable) (**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 (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

<b>Points awarded</b>	<b>Description</b>
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**

<b>Evaluation Criteria</b>	<b>Weighting</b>
<b>Quality Criteria and Social Value Criteria (if applicable)</b>	70%
<b>Financial / Price Criteria</b>	30%
<b>Total</b>	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

<b>Commercial Advisor</b>	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	Driver & Vehicle Licensing Agency (DVLA) Longview Road, Morriston Swansea SA6 7JL
<b>Business Area Contact [ITS]</b>	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:

#### Scored Quality Criteria

Primary Scored Criteria	Primary Scored Criteria Weighting (%)	Scored Sub-criteria Description	Individual Scored Sub - Criteria Weighting (%)
Quality Criteria	70%	The supplier must demonstrate their ability to provide access to their online training courses for the duration of the contract.	20%
		The supplier to provide details of how they will deliver the training in a timely and consistent manner for all delegates within the agreed timeframes, supporting delegates in achieving the required standard for certification.	20%
		The supplier must provide an Account Manager as a central point of contact.	20%
		Potential suppliers must refer to Section 8 and provide responses where requested, which will be assured by the evaluation team to ensure they are robust enough to meet our requirements.  This includes; <ul style="list-style-type: none"> <li>8.1 Information Assurance</li> <li>8.4 Sustainability</li> </ul>	10%
	Total = 70%		

#### Financial/Pricing Criteria

Primary Financial/Pricing Criteria	Financial/Pricing Weighting (%)	Description
Pricing Requirements	30%	Please complete the Pricing Schedule attached in the ITT pack – Schedule 3 Charges
	Total = 30%	

## **Annex 2 – Equality, Diversity and Inclusion Policy**



Annex 2. Equality  
Diversity Inclusion pc