Specification

Provision of Insurance Brokerage

**Contract Reference:** PS/24/13

**Framework Title & Reference:** Insurance Related Services 4 (Lot 1) – RM6323

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## Introduction

The Driver and Vehicle Licensing Agency (DVLA) is an Executive Agency of the Department for Transport (DfT).

DVLA holds over 45 million driver records and over 39 million vehicle records and is responsible for collecting around £6 billion a year in Vehicle Excise Duty (VED).

In addition to DVLA’s core business of maintaining accurate and up to date records of drivers and vehicles, we are responsible for:

* recording driver endorsements, disqualifications and medical conditions
* issuing photocard driving licences
* issuing vehicle registration certificates to vehicle keepers
* taking enforcement action against vehicle tax evaders
* registering and issuing tachograph cards
* selling DVLA personalised registrations
* helping the police and intelligence authorities deal with vehicle related crime
* selling anonymised data to those who have the right to use the service

In accordance with the terms and conditions *of* **Insurance Related Services 4 – RM6323** CCS framework agreement *(Lot 1: Insurance Brokerage and Associated Services),* the Driver and Vehicle Licensing Agency (**DVLA**) invites proposals for the following:

* Insurance broker services which facilitates the procurement of fully comprehensive Motor Vehicle Insurance to cover all vehicles owned, leased or hired by the Driver and Vehicle Licensing Agency [DVLA].
* The brokerage service will also cover the following people rated insurances for DVLA’s TUPE community:
	+ Life Cover
	+ Medical Cover
	+ Accident Cover – Thomas Carroll to be utilised as an intermediary.

## 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).

DVLA currently has a fully comprehensive policy which covers all vehicle activity and is due to expire on March 31st 2024.

DVLA plans to run a competition between the potential suppliers within the **Insurance Related Services 4 – RM6323** CCS framework agreement *(Lot 1: Insurance Brokerage and Associated Services).*

DVLA goal in this procurement exercise is to appoint a broker which will run a competition via the suppliers within the **RM6138 Insurance Services DPS** framework.

**The Agency has a requirement for Life, Medical and Accident cover for a number of employees who were transferred under TUPE (Transfer of Undertakings (Protection of Employment) Regulations 1981) agreement following the in-sourcing of IT services in 2016. The provision is required to satisfy DVLA’s legal obligation to staff who have transferred to the Agency under TUPE regulations.**

The broker will as a minimum summarise responses and advise the agency how to best utilise this framework to obtain the most suitable policy. DVLA welcomes innovative solutions and element of the quality criteria for this exercise will reflect this.

DVLA seeks a contract with a broker that is for 3 years with the option for them to extend for 2 separate 1-year periods (3+1+1).

The requirements and how DVLA will assess the most economically advantageous tender for the brokerage element are specified within this document.

## 3. Procurement Timetable

The key dates for this procurement (Timetable) are currently anticipated to be as follows:

|  |  |
| --- | --- |
| **Event** | **Date** |
| Issue of the ITQ to selected supplier | 19th February 2024 |
| Deadline for receipt of quotation | 23rd February 2024 |
| Contract award/Acceptance of quote  | 27th February 2024 |
| Contract starts  | 28th February 2024 |

DVLA reserves the right to amend the Timetable. Any changes to the Timetable shall be

notified to all suppliers as soon as practicable.

## 4a. Scope – Motor Vehicle Insurance Requirement

The Agency currently has the following different categories of vehicles which are used for a variety of purposes:

* Leased Pool Cars for Business Travel
* ANPR Fleet for DVLA Enforcement Activities
* Daily Hire Vehicles for Business Travel
* Long Term Hire Vehicles

The number of vehicles and associated mileages indicated later within this specification is expected to vary through the life of the contract.

The DVLA expects quotations to be obtained with the thresholds laid out within Section 6 of this document.

## 4b. Scope – TUPE HR Insurance Requirement

The Agency has a requirement for the provision of:

* Life;
* Medical; and
* Accident cover

Current numbers are outlined in Annex 10 below. These numbers are subject to change over the term of the contract to enable staff to opt in or out of the cover they are entitled to.

Service Providers must meet the minimum requirements for each type of cover as outlined in Section 7 below.

## 5. Implementation and Deliverables

The broker to liaise with the DVLA to draft a specification and tender pack and agree tender process for both 4a Motor Vehicle Insurance Requirement & 4b TUPE HR Insurance Requirement.

Existing policy for Motor Insurance will expire on 31st March 2024, and DVLA and the commencement of the new policy must occur on 1st April 2024.

Existing policy for TUPE HR insurance requirement will expire on the 11 September 2024 and the commencement of the new policy must occur on 12 September 2024.

The broker to provide a report fully summarising the outcome of the competition run amongst the suppliers on **RM6138 – Insurance Services DPS** Framework.

The broker to advise DVLA as required in how to achieve most appropriate policy following the completed tendering exercises.

DVLA to make the final decision on award based on a report provided by the broker.

## 6. Specifying Motor Insurance Services

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

The details of the SLA and KPIs applicable to this requirement are outlined in Call-off Schedule 14 – Service Levels.

### 6.1.1 Hire Vehicles

During the period 1 January 2023 to 31 December 2023, the Agency used hire vehicles

on 383 occasions. For the same period there were 896 hire days. The average hire

period is 423 days. Insurance will be required for approximately 1000 to 2000 hire days

per annum.

Hire vehicles are predominantly used to transport staff to official meetings at other offices. Journey may be from Home to Office or Office to Office, depending upon the vehicle hire delivery option chosen. Most journeys are catered for by the hire of motor cars, occasionally, depending upon the number of people travelling together or the nature of equipment or documents to be transported, vans, mini-buses or people carriers will be hired. All use of hire vehicles will be on a ‘business use only’ basis.

The majority of cars hired fall within the 1000cc to 1800cc categories with the occasional hire of 3500cc vehicles, people carriers and vans.

### 6.1.2 DVLA Motor Vehicle Fleet Total Usage

The Agency’s fleet currently consists of 34 vehicles in total. A list of the vehicles currently making up the motor fleet can be found at Annex 2 DVLA Current Fleet details. This fleet may change before the commencement of the contract. The attached list does not include vehicles ordered but not yet delivered.

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The fleet includes the following vehicle types:

* 17 Automated Number Plate Reader (ANPR) Vehicles
* 8 Pool/Leased Cars
* 2 Transport Vans
* 2 Stores Vans
* 2 IT Vans
* 2 16 Seater Minibuses
* 1 9 Seater Staff Car

Our fleet usage for all our vehicles including our ANPR fleet was 6,129 journeys and the combined total mileage travelled is 433,779.3.

Forecasts for the year suggest that the fleet usage for next year will be approximately 5,000 to 7,00 days per annum.

**Automated Number Plate Reader (ANPR) Vehicles**

There are seventeen (17) cars in constant use around the UK and Northern Ireland. They are kept in secure parking areas, when not in use.

The two (2) Northern Ireland cars are expected to cover 30,000 miles per year; the remaining eleven (15) cars each expect to cover 25,000 miles per year. Each ANPR vehicle contains equipment to the value of £30,000 + VAT, but only the vehicle and personal belongings would be covered under this policy. The equipment will be covered under a separate policy.

**Pool/Leased Cars**

The Agency has 8 vehicles on long term lease by the Agency which are used to transport staff and equipment around the UK from DVLA’s Swansea offices.

**Transport Team Vans**

The Agency has 2 vehicles on long term lease and are used to transport mail and parcels between DVLA offices in Swansea.

**Transport Team Minibus**

The Agency has 2 x 16 seater minibuses on long term hire, used to transport DVLA staff to our DVLA offices in Swansea and our Park & Ride facility.

**Transport Team Staff Car**

The transport team have 1 x 9 seater transporter on long term hire. This is used to transport DVLA staff to our DVLA offices in Swansea and occasional airport runs.

**Stores van**

Stores have 2 vans used to transport stationery and goods between DVLA’s Swansea offices.

**IT vans**

DVLA currently lease 2 vans to transfer IT equipment and data between our Swansea offices. These vehicles are used to transport equipment and data, but only the vehicles and personal belongings would be covered under this policy.

DVLA will require the option to add or remove vehicles to this policy. The tenderer should provide information as to how vehicles are added, modified or removed from the policy.

### 6.2 Vehicle Insurance Requirements (Successful Supplier following Brokerage)

The Agency requires fully comprehensive insurance cover for the following:

• Collision damage and theft protection

• Personal & Agency property carried in a vehicle (up to a maximum of £1,000 per occurrence)

• Personal accident cover in the event of death, loss of limb(s)/eye(s) or total disability of £50,000/£100,000 per person for third parties, the driver and any passengers

• Vehicle recovery

• Onward Travel

• Full legal costs

### 6.3 Motor Vehicle Excess

The Agency requires a maximum excess of £100 and £50 for windscreen damage.

The Agency wishes to obtain quotes based on the following excess limits:

• Maximum excess of £100 and £50 windscreen damage

The information within 6.2 & 6.3 is based on DVLA’s current understanding, but we are happy to discuss this criteria and whether its appropriate following award to the broker.

### 6.4 EU Motor Insurance Directive

Under the EU Motor Insurance Directive any additions or changes to the Agency Fleet will be notified to our insurers within 5 working days. All vehicles purchased or leased by the Agency will be reflected in a twice yearly declaration of the total daily usage of fleet and hire cars available on request for the underwriters records.

### 6.5 Accident History

Please see Annex 11 DVLA Accident History (including the cost per annum) for a copy of last 5 years confirmed claims history. The selected supplier will be required to supply updated management information regarding any claims on a quarterly basis.

### 6.6 Handling of Claims

A named contact point within the Agency’s Estates Management Group will deal with all claims. This person will also liaise between the Agency and the appointed broker for the purposes of managing this contract.

• Hire and Lease Vehicles

Following initial notification and details input on the Motor Industry Database (MID), DVLA expects the insurer to liaise directly with the hire/lease company to settle any claim.

• Management information

The Agency expects to receive:

• Quarterly reconciliation reports and

• Notification within 10 working days of any claim being settled.

### **6.7 Driver Ages**

There should be no age restriction for any of the vehicles insured under this policy.

*The information within Section 6 is based on DVLA’s current understanding, but we are* *happy to discuss this criteria and whether it’s appropriate following award to the broker*

## 7. TUPE HR Requirements

**Life cover**

Life assurance provided, against the risk of contracting fatal illnesses or accidents, or death whilst in employed by DVLA.

Structure:

* Must be part of a group policy.
* The supplier accounts for Insurance Premium Tax – DVLA has a registered IPT Number with HMRC.
* Option to pay out a regular income rather than a lump sum.
* Critical illness cover:
* Pays out a tax-free lump sum in the event that an employee is diagnosed with one of a range of listed illnesses and survives for a period of at least 14 days.

**Medical Cover**

Insurance against the risk of incurring medical expenses for individuals, plus when appropriate partners and/or families.

* The policy must be medical history disregarded (i.e. previous conditions are not considered when awarding cover).
* Options to add partner, children (no partner) and family. These will be paid for directly by the employee
* Must be part of a group policy.
* The person named in the Policy must be able to account for tax on a P11D.
* GP 24/7 anytime telephone contact if unwell.

Elements:

* Consultation with GP for a series of tests.
* Screening, scans and diagnostic tests - investigations and detection.
* Treatments for identified conditions – outpatient, day patient, in-patient:
* Treatments for cancer– outpatient, day patient, in-patient.
* Pregnancy complications.
* Medical devices.
* Prosthesis.
* High Dependency Unit care.
* Medical Transport.
* Parent and child accommodation.
* Recovery at home.
* Recovery - therapies:
* Homeopathy – alternative medicine.
* Recovery or end of life:
* Cash, in lieu of receiving scheme funded treatment.
* Cash for hospital stay.
* Cash payments due to long term absence from work due to illness or injury.
* The policy must be medical history disregarded (i.e. previous conditions are not considered when awarding cover).
* The scheme must be a group policy.
* The person named in the Policy must be able to account for tax on a P11D.
* GP 24/7 anytime telephone contact if unwell.

**Accident Cover**

Insurance against the risk of incurring medical expenses for individuals, plus when appropriate partners and/or families, following an unfortunate incident that happens unexpectedly and unintentionally, typically resulting in damage or injury.

Structure:

* Must be part of a group policy.
* The supplier must account for Insurance Premium Tax – DVLA has a registered IPT Number with HMRC.
* Payout made to a DVLA employee when an unfortunate incident happens, which unexpectedly and unintentionally results in injury.
* Service Providers will be required to provide evidence of the following as part of their tender submission:
* Standard Customer Service Targets
* Expected Response times to claims made under this contract
* Commitment to deliver services within the locality of claimant
* Performance history for the last three years for similar services
* Confirmation that sufficient information packs (electronic or hard copy) will be made available for each policy holder
* Confirmation that they will meet the performance measures agreed and provide accurate management information
* Clear description of the approach to administration of opt in opt out processes including payments and refunds

**Legal and Policy Changes**

During the policy period there may be circumstances where DVLA’s requirements change. Where necessary the Service Provider shall provide or procure the request to amend the policy and / or Premium accordingly. The request to amend the policy shall be acknowledged by the Service Provider within two working days of receipt, and the revised terms shall be agreed by all parties within a reasonable timeframe.

## 7. Quality Assurance Requirements

Not applicable.

## 8. Other Requirements

**8.1 Internal Audit Group (IAG) Security Schedule**

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.

**Assurance and Audit**

* **Statement of Assurance**

This contract will require the Supplier to process government data on DVLA’s behalf. The successful tenderer will be required to complete a Statement of Assurance Questionnaire (SoAQ) prior to formal contract award and before any processing of data commences in relation to this contract, to satisfy DVLA that its data will be appropriately protected. The purpose of the questionnaire is to assess the maturity of policies, systems and controls associated with the handling of our data.

As part of this, the Supplier must confirm how DVLA data or information will be securely managed at each stage of the supply chain, including any sub-contractors, sub-processors or any other third parties.

The questionnaire must be completed and returned prior to contract award, and annually thereafter, and will be assessed by our Information Assurance & Governance team. DVLA will work with the Supplier to address any information aspects requiring improvement.

**Certification**

The Supplier shall ensure they hold relevant certifications in the protection of personal data and/or evidencing the effectiveness of technical and organisational measures they have in place. These certifications must be maintained throughout the entirety of the contract, including any applicable extension periods. Evidence of valid certificates and corresponding documentation shall be provided upon request by the DVLA's representative or an agent acting on DVLA’s behalf.

**Governance**

* **Organisational Structure**

The Supplier shall have a senior individual responsible for DVLA assets within your custody.

* **Asset Management**

The Supplier shall implement and maintain an asset register that identifies and records the value of sensitive DVLA assets which require protection. This includes both physical and information assets. Risk assessments should be managed to ensure that the security of the asset is proportionate to the risk depending on value and sensitivity.

* **Policies**

The Supplier shall establish, or indicate that they have in place, policies which detail how DVLA assets should be processed, handled, copied, stored, transmitted, destroyed and/or returned. These shall be regularly maintained. The Supplier shall provide evidence of relevant policies upon request.

* **Risk Assessment**
* **Technical**

The Supplier shall perform a technical information risk assessment on the service/s supplied and be able to demonstrate what controls are in place to address any identified risks.

* **Security**

The Supplier shall ensure an annual security risk assessment is performed at any sites used to process or store any DVLA data. This assessment must include perimeter security, access controls, manned guarding, incoming mail and delivery screening, secure areas and/or cabinets for the storage of sensitive assets, and have a demonstrable regime in place for testing controls against operational requirements.

* **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.

* **International Transfers (Offshoring) of Government Data**

When international transfers or offshoring is described, the focus is typically on the physical location where data is hosted (such as where the data centres are located). However, 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.

The Supplier (and any of its third party sub-contractors, sub-processors or suppliers) shall not, transfer, store, process, access or view DVLA data outside of the UK without the prior written approval of DVLA, which may be subject to conditions. Any changes to offshoring arrangements must also be approved by DVLA.

Any request to offshore DVLA data must receive formal approval from DVLA prior to the commencement of any data processing activity. This is requested through the completion of DVLA’s offshoring questionnaire.

In the event that the supplier proposes to offshore any DVLA data as part of the contract, they would be required to provide details in the offshoring questionnaire about the processing to be carried out offshore, including:

1. the privacy risks and the security controls in place to protect the data;
2. how the offshoring arrangement is legitimised to comply with relevant data protection legislation (e.g. adequacy decision, appropriate safeguards, Standard Contractual Clauses/International Data Transfer Agreements); and
3. where applicable details of any transfer risk assessment that has been conducted, along with any supplementary measures implemented.

**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.

**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.

**8.2 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 **S1 – S6** and supply information if it has been requested.

**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: <https://www.gov.uk/government/publications/dvlas-environmental-policy>
* Where appropriate, assist the DVLA in achieving its Greening Government Commitments as 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;
* Be able to evidence continual environmental improvements in their own organisation (ideally through a certified EMS, i.e. ISO 14001,Green Dragon etc);
* Ensure its own supply chain does not have negative environmental or social impact;
* Where required, be able to provide data on carbon emissions related to the products / services being supplied to aid with scope 3 emission calculations;
* Comply with GGC to provide the specified goods / services without the use of consumer single use plastic.

**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](https://www.gov.uk/government/collections/sustainable-procurement-the-government-buying-standards-gbs).

**Transport**

**S.5 –** The Supplier shall continually aim to travel sustainably between sites whilst conducting DVLA business.

**NOTE:** Further details of DVLA’s Sustainability requirements and applicable contract terms are outlined in Annex 9.

**8.3 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.

All Supplier Staff working in the DVLA 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 DVLA. 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, Suppliers 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 Suppliers and passing relevant information to local line management and staff. Supplier’s safety performance will be monitored and checked as part of normal contract management.

A full copy of our Health and Safety Policy is included at Annex 3a.

**8.4 Estates**

Not applicable

**8.5 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 6.

**8.6 Business Continuity**

The Supplier shall have business continuity and disaster recovery plans in place to maintain or quickly resume any services provided to DVLA and shall maintain compliance with relevant legislation.

**8.7 Procurement Fraud**

Procurement Counter Fraud and Bribery Statement

|  |
| --- |
| **The Driver and Vehicle Licensing Agency (DVLA) adopts a zero tolerance approach to procurement fraud and bribery.** |

A counter fraud and bribery culture has been embedded at DVLA and is actively promoted amongst all staff, including procurement specialists.

DVLA is committed to continually improve the awareness and understanding of its staff to actively prevent, deter and detect procurement fraud and bribery.

DVLA expects the highest standards of conduct and integrity from its staff, potential suppliers and its contractors. Individuals and organisations have a responsibility, in deterring procurement fraud and bribery and to report any instances where it is suspected or detected.

DVLA requires potential suppliers and its contractors to;

* act with integrity, propriety, honesty, objectivity, accountability and openness,
* take all reasonable steps, in accordance with Good Industry Practice, to prevent fraud and bribery by its staff and any sub-contractors,
* actively avoid, prevent and deter any behaviour or activity that might be considered as collusion, i.e. operating a cartel, bid rigging, bid suppression, cover bidding, bid rotation, market division and price fixing;
* actively avoid, prevent and deter any behaviour or activity that might be considered as bribery or corruption, in contravention of The Bribery Act 2010, e.g. paying a sum of money, or other inducement, directly or indirectly to any person/s in relation to any DVLA contract or tender for goods, works or services;
* declare any conflict of interest that might arise before, during or after a procurement process,
* provide and maintain accurate contract performance records/data,
* provide and maintain accurate financial documentation, e.g. invoices,

DVLA requires its staff to;

* act with integrity, propriety, honesty, objectivity, accountability and openness,
* be alert to the possibility that unusual events or transactions could be indicators of procurement fraud and bribery,
* report details immediately through the appropriate channel if procurement fraud and bribery is suspected,
* Co-operate fully with the DVLA Counter Fraud & Intelligence Team.

In addition, DVLA requires its procurement specialists to;

* prevent, deter and detect procurement fraud and bribery,
* ensure adequate control measures exist and operate effectively,
* assess the risk of procurement fraud and bribery,
* regularly review and test control measures and implement new control measures where necessary.

DVLA has a zero tolerance approach to procurement fraud and bribery. If procurement fraud or bribery is identified or suspected, please contact us, in confidence, immediately on the following numbers:

**DVLA Counter Fraud & Intelligence Team – 01792 782650**

**DVLA Whistle-blowing Hotline – 01792 788883**

If procurement fraud or bribery is suspected, DVLA will consider and investigate and may report the matter to:

* Agency Fraud Officers;
* the Police and share with counter fraud organisations;

If procurement fraud or bribery is proven (i.e. sanctioned), DVLA may:

* exclude a potential supplier from a procurement procedure,
* suspend or terminate a contract with a supplier,
* take steps to recover financial losses.

**8.8 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.

**8.9 Welsh Language Scheme Requirements**

Not Applicable

**8.10 Delivery Instructions – Goods Inward**

Not Applicable

**8.11 Accessibility**

Not Applicable

## 9. Management and Contract Administration

**Subcontracting 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 subcontracts accessible to smaller companies and implement SME-friendly policies in their supply-chains (see the Gov.Uk [website](https://www.gov.uk/government/publications/department-for-transport-actions-for-improving-business-opportunities-for-small-and-medium-enterprises) 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 subcontract 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

## Not Applicable

## 11. Documentation

## Not Applicable

## 12. 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.

## 13. Response Evaluation

### Due to this requirement being a direct award and below publishing threshold, this will not be formally evaluated. (Treated as an LVP)

## Annexes

## Annex 1 – Framework Terms

## Annex 2 – Statement of Assurance

## Annex 3a – Health and Safety Policy (for information)

## Annex 3b – Health and Safety Policy (for completion and return)

## Annex 4 – Procurement Fraud Statement (for information)

## Annex 5 – Pricing Schedule (for completion and return)

Not Applicable

## Annex 6 - Diversity and Inclusion Policy

## Annex 7 – Invoicing Procedures (for information)

## Annex 8 – Armed Forces (for information)

## Annex 9 – DVLA Environmental Policy (for information)

## Annex 10 – TUPE Staff Numbers

Healthcare cover – 36

Life cover – 49

Accident cover – 50

## Annex 11 – Vehicle Claims History