Specification

Provision of Fuel Cards

Estates Management Group

**Contract Reference: PS/22/71**

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## Introduction

The Driver and Vehicle Licensing Agency (DVLA) is an Executive Agency of the Department for Transport (DfT). Our goal is to get the right drivers and vehicles taxed, and on the road, as simply, safely and efficiently for the public as possible.

We are responsible for maintaining over 47 million driver records, over 39 million vehicle records and collecting over £7 billion in Vehicle Excise Duty (VED).

We are also responsible for:

* Recording driver endorsements, disqualifications, and medical conditions;
* Issuing 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 crime;
* Reduce VED that has not been collected, resulting in non-compliance being no more than 1%; and
* Providing anonymised data to those who have the right to use the service.

The Authority also:

* Provides extensive electronic service channels to its Authorities, drawing on public sector best practice to make such transactions easier and more secure;
* Seeks out opportunities to work in partnership with industry representatives; and
* Contributes to the government’s Sustainable Development (SD) agenda by reducing carbon emissions, energy use and waste.

Further information about DVLA’s main objectives, activities and culture can be found in DVLA’s Strategic Plan 2021 – 2024 at DVLA Strategic Plan 2021 to 2024 - GOV.UK (www.gov.uk)

The Secretary of State for Transport is seeking to award a contract to provide services to assist the DVLA in providing fuel cards for DVLA staff and prosecutors in the network to utilise whilst on DVLA official business.

This specification sets out the intended scope of the Services to be provided by the Supplier and to provide a description of what each service entails.

## 2. Background to the Requirement

DVLA currently has 59 fuel cards in total, this number is subject to increasing/decreasing depending on operational requirements. These cards are for DVLAs vehicle fleet including pool cars, messenger vans, stores vans, enforcement vehicles and for remote workers in the network to utilise whilst on DVLA official business. This will ensure that staff are able to purchase fuel and electricity (for electric and hybrid powered vehicles) and other associated services without the need to go through the expenses system. The current fuel card contract expires on 4th December 2022.

DVLA is to invite selected suppliers on the RM6186 - Fuel Cards and Associated Services VI CCS Framework and provide them with the opportunity to tender to become a single provider for the provision of DVLA’s fuel cards and associated services solution.

**2.1 Contract Duration**

The contract will be for a 2-year period with an optional 1-year extension. Therefore, the contract duration will be constructed as follows:

* Contract Period – 5th December 2022 to 4th December 2024
* Optional Extension – 5th December 2024 to 4th December 2025

Any decision on an extension will be communicated to the awarded supplier in line with the Terms and Conditions of the Framework Agreement.

## 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.

|  |  |
| --- | --- |
| **DATE** | **ACTIVITY** |
| 6th September 2022 | Release of the ITQ to all potential tenderers |
| 20th September 2022 | Clarification period closes (“Tender Clarifications Deadline”) |
| 4th October 2022 | Deadline for the publication of responses to Tender Clarification questions |
| 18th October 2022 | Deadline for submission of Tenders to Government Procurement Service (“Tender Submission Deadline”) |
| 25th October 2022 | Evaluation Ends |
| 26th October 2022 | Contract Award |
| 14th November 2022 | Estimated Delivery Date of Fuel Cards |
| 5th December 2022 | Contract Start |

## 4. Scope

The selected supplier will be required to provide goods and services in relation to the supply of fuel cards and associated services to the DVLA including but not limited to:

* + providing a mechanism for the purchase of fuel, electricity and associated services via **a single card-based product (if possible);**
  + DVLA would like to use the card(s) to purchase services and items such as but not limited to: fuel, electricity, screen wash, car wash, ad-blue, windscreen wipers, road charging schemes, insurance excess and maintenance (please refer to Figure 1 within 6.2);
  + providing an online programme management tool as outlined in section 6.6 of this specification;
  + configuring fuel cards (at individual card level) as required by DVLA;
  + to meet all DVLA mandatory requirements as detailed further in this specification;
  + providing a support function to deal with DVLA enquiries and issues;
  + complying with any KPIs, Service Levels and any reporting requirements;
  + providing a dedicated account manager to manage the relationship between DVLA and the supplier, to resolve any issues arising and to implement any improvements/innovations during the contract period; and
  + complying with DVLA’s management information requirement.

Spend on the current contract from April 2019 to March 2020 inclusive is as follows:

|  |  |
| --- | --- |
| **Type** | **Net Spend** |
| Fuel | £78,968.15 |
| Maintenance & other car related items such as Oil/ Ad Blue/ Car Wash etc | £404.44 |
| Insurance Excess | £0 |
| **Total** | **£79,372.59** |

The amount of fuel purchased from April 2019 to March 2020 (pre-COVID) is approximately 55,628 litres of diesel and 15,701 litres of petrol. This estimate is not fixed and therefore the requirement could fluctuate.

As part of the Greening Government Commitments, we have a target to *“Meet the Government Fleet Commitment for 25% of the government car fleet to be ultra-low emission vehicles (ULEV) by 31 December 2022, and for 100% of the government car and van fleet to be fully zero emissions at the tailpipe by 31 December 2027.”* Our dependence on diesel and petrol will be decreasing as we continue to transition to ULEV and ZE vehicles.

A breakdown of fuel card usage between April 2019 – March 2022 can be found within Appendix A. By using data from April 2019 – March 2020, the estimated requirement for this tender will be 59 fuel cards.

## 5. Implementation and Deliverables

An essential service is required that will allow DVLA to purchase fuel and electricity, maintenance, insurance excess and consumables for its vehicles and for the option to pay for road charging schemes such as tolls, low emission zone charges and congestion charging (with one card).

The contract is to commence on 5th December 2022. DVLA expects all cards to be delivered by 21st November 2022.

The contract will be for a period of 2 years, with an option to extend by a further 12 months (2+1).

## 6. Specifying Goods and / or Services

### 6.1 Fuel Card Functionality (15% of the quality sub-criterion evaluation scoring)

The services provided by this specification are for the provision of Fuel Cards and Associated Services VI. DVLA will require the successful bidder to provide a minimum of 59 cards to deliver this service.

The successful bidder shall facilitate Fuel Card usage throughout the UK & NI.

In line with Crown Commercial Service’s RM6186 - Fuel Cards and Associated Services VI, bidders shall:

Provide in their response details of the coverage they can provide within the UK for fuel and electricity, by postcode region and the number of sales outlets within each postcode region, if required by DVLA, the bidder shall:

* confirm whether they would be able to carry out a site mapping exercise to map its own sites with that of sales outlets that can accept their fuel card. This would enable electric vehicles to be used for longer journeys and make the planning of charging stops easier.

DVLA are committed to contributing to the Government’s aspiration that 33% of procurement spend will be with small and medium-sized enterprises (SME’s) directly or indirectly by March 2022. As part of their responses, if possible, DVLA would like the bidders to provide a percentage breakdown of small and medium-sized enterprises (SME) in their supply chain. DVLA applies the UK Governments definition of SME. This can be found at: https://www.gov.uk/guidance/small-and-medium-business-hub

* if successful, the bidder will also strive to capture Small Medium Enterprises (SME) spend within the supply chain on a monthly basis and make this available to DVLA.
* The bidder shall confirm they can provide fuel cards that allow for the purchase of the following products when available at sales outlets:
  + - * Leaded, unleaded and super unleaded petrol
      * Ultra-low sulphur diesel (ULSD), standard diesel
      * other fuel types (LPG, biofuels, etc) which could be required in future
      * Electricity

DVLA require a fuel card solution that captures a breakdown of the purchases for each transaction as detailed in Figure 1 within 6.2 of this document. The bidder shall confirm whether they can provide this requirement.

In addition to the above, the bidder shall confirm they are able to issue DVLA with fuel cards that have no vehicle registration as required/requested by DVLA authorised personnel. These fuel cards are known as “bearer cards”.

DVLA require individual fuel cards with set monthly spend limits as and when required/requested by DVLA authorised personnel. The bidder shall confirm they can provide this. Specific requirements will be confirmed on contract award.

DVLA require fuel cards to be issued to authorised DVLA personnel. The bidder shall confirm they can provide this as part of the service.

### 6.2 Additional Functionality (15% of the quality sub-criterion evaluation scoring)

The bidder shall confirm in their tender response if they are able to provide a mechanism to set up a chain of outlets without being provided with specific outlet locations at the request of the DVLA if the need arises.

DVLA require, and the bidder shall confirm they can provide fuel cards that allow for the purchase of the following products/services when available at sales outlets:

**Figure 1**

|  |  |  |
| --- | --- | --- |
| **Product/Services** | **Year 1 Volumes**  **(Estimated)** | **Year 2 Volumes**  **(Estimated)** |
| Oil | 3 | 3 |
| Ad-Blue | 18 | 18 |
| Screen Wash | 9 | 9 |
| Tyres | 5 | 5 |
| Glass | 1 | 1 |
| Vehicle Wash | 15 | 15 |
| Air | 2 | 2 |
| Vehicle Maintenance Services | 5 | 5 |
| Breakdown Services | 2 | 2 |
| Tolls & Charges | 30 | 30 |
| MOT | 5 | 5 |
| Insurance Excess Payments | 3 | 3 |

**\*Figures based on April 2019- March 2020 volumes\***

### 6.3 Fraud Prevention (5% of the quality sub-criterion evaluation scoring)

The bidder shall provide the following with their tender response:

* + - * an outline of their range of anti-fraud measures in accordance with this specification for DVLA assessment;
      * an outline of their anti-fraud measures employed for DVLA to assess;
      * an outline of their mechanism for the safe delivery of fuel cards in accordance with this specification.

As part of the response, bidders shall provide:

* + - * details of facilities for reporting security breaches and suspected fraud, theft, misuse or unauthorised use;
      * details of the reporting facilities that will be available to DVLA 24 hours a day, 7 days a week for the DVLA or their authorised fuel card users to notify the supplier of potentially fraudulent transactions;
      * the process that the bidder would follow to deactivate a fuel card when DVLA or their authorised fuel card users provide notification of potentially fraudulent transactions, or when the supplier identifies patterns of potential Fraud, including the timescales required to deactivate a fuel card, and the liabilities for any transactions after a report has been formally registered;
      * the anti-Fraud measures that the bidder would implement, if successful, to detect potential fraudulent transactions which fall outside a DVLA’s pre-agreed usage policies, thereby reducing or eliminating risks to DVLA.

DVLA require, and the bidder shall confirm in their tender response, that they would investigate and take appropriate action immediately when a security breach, suspected fraud or lost/stolen card is reported. This includes deactivating an end users account and confirming to DVLA that deactivation has taken place.

DVLA will require confirmation that the bidder’s written communications (including e-mail) regarding suspected (and/or) fraudulent activity between the supplier and DVLA and/or end user are secure.

### 6.4 Customer Service and Account Management (7% of the quality sub- criterion evaluation scoring)

The bidder shall confirm they can provide DVLA, as a minimum:

* + - * a contact service help desk during DVLA’s normal working hours of 08:00-16:30 Monday-Thursday, and 08:00-16:00 Friday;
      * credit-limit resets, usage limits and blocking controls immediately when requested by a DVLA authorised official;
      * a lead-time for fuel card delivery of no longer than 48 hours from the date of DVLA’s order request;
      * responses to DVLA queries relating to usage and the operation of fuel cards within 24 hours;
      * provision of a customer fuel card support service 24 hours a day, 7 days a week.

If successful, the bidder shall be required to comply with any performance monitoring and review requirements of the Management Information specified in 6.6 of this document.

DVLA may require the bidder to provide an ongoing managed service for its Fuel Cards Programme until the expiry of the contract. Bidders are requested to confirm whether or not they would be able to provide this. This may include the following:

* + - * Distribution of the fuel cards to multiple points of contact within the DVLA’s organisation accompanied by receipt vouchers, stamped addressed envelopes and Fuel Card user guides
      * Recording of returned receipt vouchers and follow up of non-responses

DVLA will require the supplier to attend at least six-monthly review meetings, either via teleconference, Microsoft Teams or face to face. To minimise travelling and therefore emissions, we would request virtual meetings be the default.

If the bidder is successful, DVLA will require them to facilitate an annual data cleanse and fuel card management exercise to monitor fuel card usage, update End Users contact details, and confirm that ongoing usage of certain fuel cards is still required; and responding to End User requests for the creation of new accounts and additional fuel cards.

### 6.5 Invoicing and Payment

Invoices are to be issued monthly in arrears.

Details of DVLA’s invoicing and payment procedures will be supplied at contract award.

DVLA require, and the bidder shall confirm they can provide, an itemised invoicing summary for our fuel cards and associated services, as each transaction may be made up of multiple products/services with differing rates of VAT. DVLA require these to be itemised for each product/service purchased as follows:

|  |  |
| --- | --- |
| Card Number | Last four numerics |
| Card Group | Stores, Messengers, Pool, ANPR or Bearer |
| Card Identification | Vehicle Reg Mark, Department or Bearer (+numeric) |
| Product | Unleaded, Diesel, Screen wash, Ad Blu etc |
| Product Quantity | Number of units purchased |
| Product Units | Litres, gallons, wash etc |
| Unit Price | Cost per unit purchased. |
| Total (Net) | Net cost of product purchased |
| VAT Rate (%) | Rate of VAT on product |
| VAT | VAT cost |
| Total (Gross) | Net cost plus VAT |

### 6.6 Online Programme Management Tool (8% of the quality sub-criterion evaluation scoring)

The successful bidder shall provide management information to the DVLA in accordance with this specification and it will be accessible to all authorised users to support the delivery of the contract

Where third parties are used, the successful bidder must ensure that any third parties invoicing, and management information reports correlate with their own.

The supplier shall provide authorised DVLA staff with access to the secure Online Programme Management Tool. The Online Programme Management Tool must provide DVLA’s programme administrators with access to data that is captured when a transaction is processed, which as a minimum standard includes the requirements listed at Figure 2 within 6.6 of this document.

The supplier shall provide a secure Online Programme Management Tool which, as a minimum standard, meets the following requirements:

* Compatible with Internet Explorer 8 (IE8) and above
* Password protected
* Has https and TLS 1.2 encryption
* Does not need any additional software or hardware
* Able to securely download data in Microsoft Excel compatible format, for example xls, csv
* Is fully auditable and data is available for up to 6 years
* Allows DVLA’s programme administrators the ability to produce bespoke reports from the data available
* Allows data to be backed up and held securely
* Able to identify itemised spend on fuel cards
* Provide an online copy of the itemised invoice and supporting information as management information

The successful bidder shall ensure that the:

Online Programme Management Tool provides DVLA’s programme administrator(s) with direct access to all management information data that is captured when a transaction is processed. The additional data required includes as a minimum:

* VAT breakdown per transaction
* Cost per litre per transaction
* Quantity of fuel drawn per transaction
* Itemised goods and/or services purchased
* Mileage reading of vehicle

DVLA’s programme administrator(s) has the ability to produce bespoke reports from the complete data set across the full range of available data:

The Online Programme Management Tool also has the following functionality:

* Ability to link Fuel Card numbers with cost codes or product codes within the DVLA’s organisation
* Ability to order new Fuel Cards including lost or stolen cards at zero cost
* Ability to cancel Fuel Cards that are no longer needed
* Ability to report CO2 in relation to fuel purchased
* Route planning
* Mileage capture
* Fuel efficiency
* Site directory
* Invoices online where requested

The DVLA require, and the bidder shall confirm that they can, capture data/transaction details listed in Figure 2 within 6.6 below at the source of purchase.

The successful bidder shall provide data in the format requested by DVLA.

The successful bidder will be required to produce management information (MI) returns in Microsoft Excel (compatible) format on a monthly basis. The following MI as a minimum will be required, although this list is not exhaustive:

**Figure 2**

|  |  |  |
| --- | --- | --- |
| **Heading** | **Example** | |
| Transaction Number | Unique transaction identifier | |
| Transaction Date | Date transaction made | |
| Transaction Time | Time transaction made (24hr clock) | |
| Posting Date | Date transaction posted on suppliers system | |
| Posting Time | Time transaction posted on suppliers system (24hr clock) | |
| Card Number | Last four numerics | |
| Card Group | Stores, Messengers, Pool, ANPR or Bearer | |
| Card Identification | Vehicle Reg Mark, Department or Bearer (+numeric) | |
| Odometer Reading | In miles | |
| Outlet Name | Venue and address | |
| Outlet Location | City/Town, Post Code | |
| Outlet Brand | Venue/Brand | |
| Product | Unleaded, Diesel, Screen wash, Ad Blu etc | Each transaction may be made up of multiple products with differing rates of VAT. DVLA require these to be itemised for each purchase. |
| Product Quantity | Number of units purchased |
| Product Units | Litres, gallons, wash etc |
| Unit Price | Cost per unit purchased. |
| Total (Net) | Net cost of product purchased |
| VAT Rate (%) | Rate of VAT on product |
| VAT | VAT cost |
| Total (Gross) | Net cost plus VAT |

### 6.7 Price

Bidders will be required to complete the Pricing Schedule detailed at Appendix B. This will be used to score the bidder on the pricing element of their bid and will account for 40% of the marks during the evaluation.

Expected discounts should be included in the Pricing Schedule depending on estimated volumes indicated.

### 6.8 Social Value Considerations

The Social Value Act (2012) requires contracting authorities to consider social value when procuring services, by taking into account the additional social benefits that can be achieved in the delivery of its contracts. It has been identified that Procurement Policy Note 06/20 – taking account of social value in the award of central government contracts applies to this procurement.

Using policy outcomes aligned with Government’s priorities, a weighting of 10% of the overall score for this requirement is dedicated to social value criteria.

The social value theme(s) for this requirement is **Theme 2: Tackling economic inequality** – Policy Outcome: Increase supply chain resilience and capacity, which requires Tenderers to demonstrate how, in the delivery of this contract, they can assist the DVLA in delivering the policy outcome(s).

**The full evaluation process is outlined in Section 13 and the required social value criteria are detailed in Annex 1 under Scored Quality Criteria.**

## 7. Quality Assurance Requirements

### 7.1 Data Sharing

DVLA’s Contract Owner will work with the successful bidder to implement any information sharing or data sharing procedures and associated DVLA requirements that may be needed to deliver this contract.

Information or data sharing procedures will need to be formally assessed and approved by DVLA through the Agency’s Data Sharing Clearance Process.  The Contractor 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 Contractor 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 Statement of Requirement document.

### 7.2 Health and Safety

Where possible, the successful bidder will strive to support DVLA and their Health & Safety Policy (INF 119). DVLA’s Health & Safety Policy can be found in Appendix D.

### 7.3 Equality and Diversity

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.

Where possible, the successful bidder will strive to support DVLA with their Diversity and Inclusion Policy. A full copy of DVLA’s Diversity and Inclusion Policy (INF 278) can be found in Appendix E.

### 7.4 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.

## 8. Other Requirements

**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 of Government Data**  This contract will require the successful tenderer 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 SoAQ is included as part of this Invitation to Tender (ITT). The purpose of the Questionnaire is to assess the maturity of policies, systems and controls associated with the handling of our data. The Questionnaire was developed for use throughout the Government supply chain and is based on ISO27001 criteria and aligned to the HMG Security Policy Framework.  Tenders are required to confirm their understanding and acceptance of the requirement to complete and return the Questionnaire during the Standstill Period.  The completed Questionnaire will be assessed by our Information Assurance Group and DVLA will work with the successful tenderer to address any information aspects requiring improvement.  The HMG Security Policy Framework requires Departments to conduct an annual compliance review of third-party suppliers. The Questionnaire will therefore need to be completed annually throughout the term of the contract in order to assess ongoing compliance. DVLA may also audit Suppliers to validate the responses and evidence provided in the Questionnaire.  **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.  **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 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 – 8.4.4** 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 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 an accredited EMS, i.e. ISO 14001,Green Dragon etc);
* Ensure its own supply chain does not have negative environmental or social impact and;
* Where required, be able to provide data on carbon emissions related to the products / services being supplied to aid with scope 3 emission calculations.
* Provide the specified goods / services without the use of single use plastic in line with Government commitments.

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

**8.4.3 -** The Supplier shall promote resource efficiency and waste avoidance, to reduce waste arising and consumption of natural resources.

**8.4.4 –** The Supplier shall be committed to reducing their carbon emissions in line with per year.

**8.5 Estates**

Not applicable

**8.6 Procurement Fraud**

Not applicable

**8.7 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.

**8.8 Delivery Instructions – Goods Inward**

**8.8.1 Advance Delivery Booking Process**

All deliveries **must** be pre-booked and confirmed **48hours** in advance. Please contact the Logistic and Storage Team Leads, XXXXXX redacted under FOIA section 40

or email XXXXXX redacted under FOIA section 40 ensuring the following information is included.

1. Driver’s Name
2. Vehicle Make and Model
3. Vehicle Registration Number
4. Number/Volume of items to be delivered

You will be sent a notification email confirming the booking reference number and the time and date delivery is required.

Large volume deliveries will normally be allocated a morning delivery time. This helps ensure that the vehicle can be offloaded with minimum impact to the delivery driver and their onward transmission of additional deliveries.

If a scheduled delivery is delayed in transit (e.g. vehicle break down, significant traffic or tacho restrictions) please contact 01792 783185 immediately to provide information updates on progress and a revised estimated time of arrival.

Failure to notify a delay will result in an impact to the official acceptance of the delivery and the vehicle could be prevented from accessing the site by the DVLA Security team.

**8.8.2 Packaging Requirements for DVLA Forms, Envelopes and Continuous Stationery**

All deliveries should comply with the packaging requirements, below. If your goods fall outside the parameters set out in this document, then please contact the stores team above.

**8.8.3 Delivery Address/Locations**

DVLA has three delivery locations as follows: -

|  |  |  |
| --- | --- | --- |
| **D – Basement Morriston** | **C – Basement Morriston** | **Ty – Felin Stores & Output Areas** |
| D-Block Stores,  DVLA,  Longview Road,  Morriston,  Swansea  SA6 7JL  **7am till 3pm** | C-Block Stores,  DVLA,  Longview Road,  Morriston,  Swansea  SA6 7JL  **7am till 3pm** | Ty-Felin DVLA Output Facility  Felinfach  Swansea West Industrial Park  Fforestfach  Swansea  SA54AW  **7am till 3pm** |

The delivery address will be included in the formal DVLA Purchase Order. It is your responsibility to ensure that the designated delivery vehicle is dispatched to the correct location.

**8.8.4 Onsite equipment**

All three locations have a combination of reach, counterbalance, and clamp forklift trucks along with electric powered pallet trucks and hand pallet trucks. The maximum loaded weight that can be safely managed using the existing equipment is 1.6 metric tonnes.

**8.8.5 Site Etiquette**

On arrival delivery drivers must make themselves known to the DVLA Security Team at the security sentry post/gatehouse. The DVLA Security Team will request details from the driver (i.e. driver’s name, vehicle make/model, vehicle registration number etc.) to ensure a match with the information already provided to DVLA when the delivery was pre-booked. The DVLA Security team will process the vehicle and enable access to site accordingly.

On accessing the site the driver must make themselves known to the DVLA Stores and Logistics staff.

A ‘goods in’ notification bell is located at the loading bay entrances. Drivers are requested to ring the bell and await the arrival of the stores loading bay supervisor.

Assistance to offload the delivery will be arranged by the store’s supervisor.

Drivers must not reverse onto the loading bay without expressed permission. The stores supervisor will aid the driver when backing onto the loading bay. Stores and Logistics staff safety protocols must always be observed.

Drivers must not leave any items unattended or unsigned for at any loading bay entrances. This will trigger a security breach and items being quarantined until deemed safe to accept. This will delay the goods in process.

When the delivery has been offloaded, checked and approved the Stores Supervisor will sign and provide the relevant remittance slip to the driver (usually the delivery carrier’s official delivery note).

**8.8.6 Unsafe Load or Non-Compliant Delivery**

If the loading bay supervisor deems the delivery unsafe or non-compliant the delivery will be rejected back to the Supplier to resolve and re-deliver.

**8.8.7 Consignment Labelling**

Labelling must conform to the standards outlined in the Packaging Requirements. Non-compliance will result in the delivery being rejected back to the Supplier to resolve and re-deliver.

**8.8.8 Exceptional Circumstances**

It is important that oversized or heavier goods are highlighted to DVLA in your tender so that an alternative delivery plan can be provided.

## 9. Management and Contract Administration

**9.1 Contract Account Manager**

The awarded Supplier shall appoint a Contract Account Manager and tasks shall include, but not be limited to:

* + - * Acting as an escalation point for queries, advice and issues;
      * Identification of opportunities for improvements;
      * Informing the Authority of new risks;
      * Trend analysis;
      * Preparation for Contract review meetings;
      * Fulfilling requests for information from the Authority;
      * Preparation of proposals;
      * Information security;
      * Responsibility for liaison with the Authority’s key Operational Management team, the Contract Manager and the Commercial Advisor; and
      * They shall attend implementation meetings, as requested by the Authority.

**9.2 Contract Performance**

Contract Performance will be managed through the quarterly Contract Review Meetings at DVLA Swansea or, where appropriate, via video link, and reported to the Contract Owner on a quarterly basis. These Contract Performance Review meetings will be conducted to an agreed agenda; the following elements are likely to be included:

* + - * Performance analysis – Review of SLAs and KPIs;
      * 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, including threats to personal data; and
      * Any future relevant legislation changes

**9.3 Poor Performance**

Where the performance falls below the required standard, DVLA will work with the Supplier to rectify the service failures. Where the process has been exhausted and fails to provide a solution, service credits shall apply (as per framework schedule).

**9.4 Authority**

Contract managers have the authority to make changes to the operational outputs of the contract within the scope of the original tendered specification, or any formal variation accepted since.

**9.5 Performance Reporting and Service Credits**

The Contract Manager and Deputy Contract Manager will be responsible for ensuring that performance is delivered to the required standards. Within the timescales defined within this document, the Supplier will provide a performance monitoring report to DVLA containing details of the actual performance achieved over the period in accordance with the contract performance monitoring system with a summary of any issues identified by such monitoring, including any occurrences of service failures having the effect of taking the service levels below the required level, and the actions taken to address those failures.

**9.6 Risk Registers and Complaints Log**

Creation, maintenance and management of the Risk Registers and Complaints log are the responsibility of the DVLA Contract Manager. These are reviewed at the Contract Review Meetings with the Supplier.

**9.7 Contract Dispute Management**

In the first instance, disagreements between DVLA and the Supplier will be managed through the appointed Contract Managers. A formal dispute is triggered through email correspondence between the two parties. All complaints received must be recorded and categorised by the Supplier and reported for the attention of the DVLA Contract Manager.

**9.8 Payment Process**

The Authority will require the Supplier to send invoices for payment direct to DfT Shared Service Arvato (address shown below). The Authority contract managers will provide the Supplier with purchase order numbers in advance which must be quoted on all invoices sent to Shared Services.

The Authority will require the Supplier to copy invoices to the Authority’s Contract management team for monitoring and management purposes. These arrangements will be agreed post award of contract.

Invoices should be addressed to:

DfT Shared Service Arvato

Purchase to Pay

5 Sandringham Park

Swansea Vale

Swansea

SA7 0EA

This current invoice procedure may be subject to change should a new finance system be implemented. The Supplier will be notified in advance of any changes. The Supplier is assured that any changes will be aimed at improving the DVLA’s “prompt payment” policy.

**9.9 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 subcontracts accessible to smaller companies and implement SME-friendly policies in their supply-chains.

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 successful bidder shall fully cooperate with 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. Evaluation 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

|  |  |
| --- | --- |
| **Points awarded** | **Description** |
| 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:

(Allocated Score

X Weighting

Maximum Score)

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 x 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:

(Lowest Tendered Price

X Maximum Score Available (i.e. Weighting)

Tender Price Submitted per Supplier)

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 x 40 = 40%

Supplier B = 100k/180k x 40 = 22.22%

**Overall Weighting Allocation**

|  |  |
| --- | --- |
| **Evaluation Criteria** | **Weighting** |
| **Quality Criteria and Social Value Criteria (if applicable)** | 60% |
| **Financial / Price Criteria** | 40% |
| **Total** | 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

|  |  |  |
| --- | --- | --- |
| **Commercial Advisor** | Name | XXXXXX redacted under FOIA section 40 |
|  | Tel | XXXXXX redacted under FOIA section 40 |
| e-mail | XXXXXX redacted under FOIA section 40 |
| Address | DVLA, Swansea, SA6 7JL |
| **Project Lead/Business Area Contact Estates Management Group** | Name | XXXXXX redacted under FOIA section 40 |
| Tel | XXXXXX redacted under FOIA section 40 |
| e-mail | XXXXXX redacted under FOIA section 40 |

**All queries/questions should be sent to the Commercial Advisor**

## 15. Annexes:

### Annex 1 – Evaluation Criteria:

**Mandatory Criteria**

| **Mandatory Criteria** | **Mandatory Criteria Description** | **Yes/No** |
| --- | --- | --- |
| **M1** | The bidder shall confirm that as well as Fuel Card(s) with registration numbers on they are able to issue DVLA with a Card(s) that have no vehicle registration as required/requested by DVLA authorised personnel. These are known as “bearer cards”. | **Yes/No** |
| **M2** | DVLA requires the Card(s) to purchase services and items such as but not limited to fuel, electric, screen wash, car wash, ad-blue, windscreen wipers, road charging schemes, insurance excess and maintenance. | **Yes/No** |
| **M3** | DVLA require a Fuel Card(s) solution that captures at source a breakdown of the purchases for each transaction as detailed in Figure 2 within 6.6 of this specification document. The bidder shall confirm whether they can provide this requirement. | **Yes/No** |
| **M4** | Please confirm you can meet the Invoicing and Payment criteria within section 6.5 of the specification document. | **Yes/No** |
| **M5** | Do you agree, without caveats or limitations, that in the event you are successful in this Procurement, that the resultant contract will come under the RM6186 - Fuel Cards and Associated Services VI CCS Framework Terms and Conditions | **Yes/No** |
| **M6** | Please confirm that any transferred data will be over an encrypted network | **Yes/No** |
| **M7** | **Removable Media -** The supplier 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 DVLA will consider if it is appropriate to supply an encrypted hard drive. | **Yes/No** |
| **M8** | **Security Clearance -** 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. | **Yes/No** |
| **M9** | **Information Supply Chain -** Suppliers are required to confirm how DVLA 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. | **Yes/No** |
| **M10** | **Personal Information** - Suppliers should confirm and note that Government Departments must adhere to certain Mandatory Minimum Measures in relation to personal information. We must point out that “any source of information that can directly or indirectly identify an individual (Personally Identifiable Information) is within scope of Data Protection Legislation and must be processed only when, and for as long as, it is necessary to deliver the described service, and this must be safeguarded accordingly. | **Yes/No** |
| **M11** | **Offshoring –** This has significant implications for information assurance, potentially introducing new risks (especially reputational damage) and incurring additional costs in managing or mitigating those risks. Our main concern is to preserve the confidentiality, integrity and availability of the data, and to minimise risk.  There is a formal approval route with Department for Transport, Cabinet Office and the Information Commissioners Office for any offshoring activities.  Suppliers shall seek to obtain an express written consent via DVLA’s Information Assurance Group before causing or permitting the Data to be transferred, stored, accessed, viewed or processed outside of the UK and the EEA, whether electronically or by any other means. | **Yes/No** |

**Scored Quality Criteria**

| **Primary Scored Criteria** | **Primary Scored Criteria Weighting (%)** | **Scored Sub-criteria Description** | **Individual Scored Sub -Criteria Weighting (%)** |
| --- | --- | --- | --- |
| **Card Functionality** | **15%** | Please explain how your offering allows for a mechanism to purchase fuel, electricity, and associated services (refer to section 6.2 of the specification document). | **15%** |
| **Card Infrastructure** | **15%** | Please detail how many outlets you have access to when purchasing Fuel. | **8%** |
| Please detail how many outlets you have access to when purchasing Electric Charging. | **7%** |
| **Fraud Prevention** | **5%** | Please detail how your Card(s) meets the Fraud Prevention criteria within section 6.3 of this specification document. | **5%** |
| **Customer Service and Account Management** | **7%** | Please indicate how you can meet the requirements within section 6.4 of this specification document. | **7%** |
| **Online Programme Management Tool** | **8%** | Please indicate how you can meet the requirements within section 6.6 of this specification document. | **8%** |
| **Social Value Outcomes** | **10%** | Using a maximum of 1000 characters describe the commitment your organisation will make to ensure that opportunities under the contract deliver the Policy Outcome and Award Criteria. Please include:  ● your ‘Method Statement’, stating how you will achieve this and how your commitment meets the Award Criteria, and  ● a timed project plan and process, including how you will implement your commitment and by when. Also, how you will monitor, measure and report on your commitments/the impact of your proposals. You should include but not be limited to:  ○ timed action plan  ○ use of metrics  ○ tools/processes used to gather data  ○ reporting  ○ feedback and improvement  ○ transparency  ● how you will influence staff, suppliers, customers and communities through the delivery of the contract to support the Policy Outcome, e.g., engagement, co-design/creation, training and education, partnering/collaborating, volunteering.  If required please attach a separate document to cover this question. | **10%** |
|  | **Total = 60%** |  |  |

**Financial/Pricing Criteria**

| **Primary Financial/Pricing Criteria** | **Financial/Pricing Weighting (%)** | **Description** |
| --- | --- | --- |
| **Pricing Requirements** | **40%** | **Refer to the Pricing Schedule** |
|  | **Total = 40%** |  |

**Pricing Schedule**

The Pricing Schedule is primarily designed to accommodate two different charging models:

1. Where the use of the relevant card incurs a transactional fee (per transaction)
2. Where there is an Annual Standing charge

If your charging mechanism is different from either of these, please try and provide estimates in order for us to understand the overall cost of your proposal.

It also allows for the factoring in of associated benefits provided by potential suppliers, the primary ones that our research has led us to expect are:

1. **Transactional Discount** - Nominated vendors – Please factor in a 50% use of a specified vendor (ASDA, Llansamlet, Swansea) so that any efficiencies can be taken into account.
2. **Fuel Discounts** – Please enter any savings off the standard price of fuel. If these are for specific outlets only. Please assume a 50% take up rate.
3. **Additional Discounts** – If there are other savings that you can deduce from our requirements, not identified, please include in this section.

The rationale behind any of the discounts should appear somewhere within your tender response.

Discounts are not mandatory and are only requested for us to understand the whole life cost of the proposal.

Clarification Questions are welcome relating to this and other aspects of the procurement.

## Appendices

### Appendix A – Breakdown of card usage (April 2019 – March 2020)

### Appendix B – Pricing Schedule

### Appendix C - DVLA’s Corporate Environmental Policy

### Appendix D – Health & Safety Policy

### Appendix E – DVLA’s Diversity & Inclusion Policy

### Appendix F – Information to be provided by Tenderers

### Appendix G – DfT Counter Fraud, Bribery, Corruption and Ethical Procurement Statement

### Appendix H – Armed Forces Covenant

### Appendix I – Social Value Guidance

### Appendix J – Statement of Assurance Questionnaire