DIGITAL SERVICES – RM1043

FURTHER COMPETITION FOR: DS01-178

APPENDIX A - CUSTOMER REQUIREMENTS

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# WHATS INCLUDED WITHIN THIS RFP

Appendix A – Customer Requirements (this document)

Appendix B – Pricing Matrix (template to be completed as part of your bid)

Appendix C – Award Questionnaire (template to be completed as part of your bid)

Appendix D – Order Form and Call-Off Contract (Customer specific)

Appendix E – Supplier List for Consortium Possibilities (project specific)

# OVERVIEW

|  |  |
| --- | --- |
| CCS Project Lead: | Kirsty Manning |
| Customer: | Driver and Vehicle Licensing Agency (DVLA) |
| Delivery Location: | DVLA, Swansea SA67JL (see “Delivery Location” section for further detail) |
| Phase(s): | Alpha, plus optional continuation into Beta and Live (subject to further spend approvals & satisfactory supplier performance) |
| Project: | DS01-178 |
| Required Capabilities: | Include, but are not limited to: (mark those that apply)  * Software engineering and On-going Support * Product Development and Service Design or Agile Delivery Management * Front-End Design and Interaction design or Content Design and Development |
| Contract Charging Mechanism (Alpha Phase): | Time and Materials |
| Contract Charging Mechanism (Beta Phase): | Time and Materials |
| Contract Charging Mechanism (Live Phase): | Time and Materials |
| RFP Start Date: | 21/04/2015 |
| RFP Response Deadline | 08/05/2015 |
| Proposed length of phase: | Alpha – 3 months estimated Beta – 6 months estimated  Live -1 month estimated |
| Proposed Commencement Date of Project: | Resources to begin work at DVLA Swansea week commencing 20-25/05/15 |

# SUBCONTRACTING & PARTNERING

## The Customer has structured this procurement as follows:

|  |  |
| --- | --- |
| **Lot 1** | * Software engineering and On-going Support * Product Development and Service Design or Agile Delivery Management * Front-End Design and Interaction design or Content Design and Development |

## Suppliers are permitted to subcontract for individual roles if desired.

* Suppliers are permitted to partner together to bid for a particular lot, provided that one supplier in the partnership acts as lead partner, taking responsibility for managing the partnership’s relationship with DVLA and for the performance of the partnership suppliers.

# TIMESCALES

The Customer or CCS may change this timetable at any time. The Potential Provider will be informed by email if there are any changes to this timetable.

It is the Potential Provider’s responsibility to monitor the online messaging facility (e-Sourcing).

# KEY DELIVERY DATES

Discovery phase was completed internally at DVLA between October 2014 and February 2015. Commencement of Alpha is entirely dependent upon completion of this procurement and the mobilisation of the full team. Estimate 3 months completion of Alpha from the point the full team is mobilised.

|  |  |  |
| --- | --- | --- |
| PROJECT PHASES | START DATE | COMPLETION DATE |
| [Alpha](https://www.gov.uk/service-manual/phases/alpha.html) | w/c 18/05/2015 | w/c 30/06/2015 |
| [Beta](https://www.gov.uk/service-manual/phases/Beta.html) | w/c 01/07/2015 | w/c 04/10/2015 |
| Live | w/c 05/10/2015 | w/c 31/10/2015 |

# 

# CURRENT SITUATION / BACKGROUND INFORMATION

DVLA is moving to transform its business towards a digital model on a continuous improvement basis to provide a better, more responsive service to its customers, reduce costs and improve accuracy. This development supports this strategic aim by enabling customers to pay vehicle related Enforcement Penalties online instead of via the current manual system over the phone or by post.

DVLA invokes vehicle related regulatory powers that result in financial penalties being imposed on customers. Since the closure of the Local Office Network all related payments are now paid via one of two resource intensive channels:

* a cheque is sent to DVLA in the post;
* the customer contacts DVLA’s Customer Enquiry Group (CEG) by telephone to pay the outstanding penalty.

Payment is currently processed manually by DVLA staff using the Vehicles System Software/Local Office Out of Court Settlement (VSS/LOCS) system in conjunction with the Barclays EPDQ (Electronic Payment Direct Quick) payment process. DVLA processes some 275,000 vehicle related penalty payments annually (75% via telephone and 25% by post). The current DVLA manual processing of these payments arising from postal receipts or telephone calls results in significant resource requirements. It also introduces a potential for human error and loss of postal communications that can adversely affect DVLA’s reputation.

It has been proposed that DVLA should consider providing an online payments solution for customers to pay vehicle related enforcement penalties. This would be accompanied by an appropriate assisted digital channel for all remaining customers who cannot or choose not to transact online. As well as reducing transactional costs this will also reduce the potential for reputational damage.

The DVLA VSS/LOCS legacy systems are currently undergoing various reviews and upgrades. Any changes to VSS/LOCS affecting the legacy systems will be expected to be incorporated into any transformed system as part of that development work. However, close liaison will be needed to ensure coordinated action.

This project will establish a new web based customer interface, new cloud based storage for anonymous basic case details and links to the VSS/LOCS system and a payment engine currently in development. This will be used to give customers access to basic case data and the payment engine to enable them to pay their enforcement penalties. DVLA will work together with suppliers and the Government Digital Service (GDS) to:

Deliver the Discovery, Alpha, Beta and Live stages of the project and operation of the service;

Identify suitable suppliers to provide contractors who can work in agile delivery teams (multiple roles);

Identify and up-skill DVLA’s software developers, testers, enterprise architects etc.

The overall scope of **this** requirement is for:

Alpha

Beta

Live

As DVLA receives ICT spend approval for project work on an iterative basis, the Statements of Work (SOWs) under this Call-Off Agreement are likely to be aligned to each subsequent approval as it is granted.

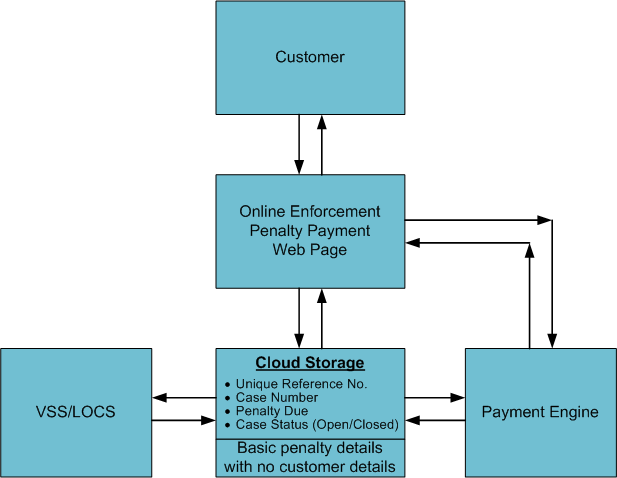
## DVLA ONLINE ENFORCEMENT PENALTY PAYMENT SERVICE

The intent of this proposition is to design and build an online penalty payment system for DVLA’s vehicle related enforcement activities. This must, where possible, take account of open source development opportunities. Our aim is to make this DVLA digital payment service so good and convenient that users choose it in preference to all other channels. We must, however, ensure that we provide an alternative assisted digital channel for those who cannot, or choose not to, transact online. The scope of this work therefore includes but is not limited to:

* **Delivery of a customer facing web based interface that allows the customer to:**
  + Access basic, anonymised data from the relevant VSS/LOCS case file, which contains details of the penalty due, by using a unique and secure reference number on the penalty letter they receive;
  + Access appropriate GOV.UK web pages if the customer wants to query any aspect of the penalty;
  + Access DVLA’s chosen payment engine as delivered by the DVLA Strategic Payment Card Solution project (currently in delivery);
  + Subject to successful payment of the penalty due, create and send a confirmation email to the customer and/or provide the customer with the opportunity to download and/or print a receipt for the payment;
  + Access a link to the relevant GOV.UK website to allow the customer to tax their vehicle once the penalty has been paid.
* **Delivery of a cloud based storage solution that will:**

Temporarily, during processing of the payment, hold minimal case data as above and, as required, details of the customer’s payment credentials;

* + Interact with the chosen DVLA payment engine and the DVLA VSS/LOCS system to take the payment shown as due on the VSS/LOCS system;
  + In later stages of the project, subject to successful payment by the customer, update the case file on the DVLA VSS/LOCS system to show that the penalty has been paid by closing the case file;
* **Delivery of any necessary changes to the VSS/LOCS system to allow the cloud based storage solution to interface with and update the case file on the VSS/LOCS system.**
* **Establishing a team to manage continuous development. As services are delivered, they will maintain and build upon these to meet any changing user needs.**

****A basic view of the anticipated architecture of the final system is shown in the diagram below.

## CURRENT ARTIFACTS

Underpinning the business services that are in scope are a key set of high-level service requirements. The table below sets out the minimum, intermediate and maximum service requirements and will be continually refined as delivery progresses;

|  |  |  |
| --- | --- | --- |
| **Minimum** | **Intermediate** | **Maximum** |
| Ascertain the payment amount is correct and can be taken.  Interface with the Strategic Payment Card Solution to take the payment from the customer.  Provide confirmation (via the Strategic Payment Card Solution) that card payment has been taken, with unique payment identifier.  As a payment service be resilient and available 24/7.  Provide the customer electronic confirmation of payment success and case closure.  As a payment service, be able to cater for peak volumes with sufficient headroom.  Provide ready access to clear assistance if a customer has a problem while making a payment.  Provide management information on all payments received, with breakdowns on payment types and reconciliation of payments to the correct ledger.  Provide functionality to monitor availability, completion rates and transaction timings. | Interface with the VSS/LOCS legacy system to update the relevant case to show that the penalty has been paid and that the case has been closed.  Provide functionality to directly carry out another transaction (e.g. pay outstanding VED) for the same vehicle. | Provide an assisted digital payment channel for those who are unable or unwilling to transact online. |

**NB** The requirements listed in ‘Minimum’ above represent the starting point for MVP. Through progression of technical and contractual elements during Alpha, it may emerge that any given requirement may introduce an unacceptable cost and/or delivery timescale impact, resulting in all or part of that requirement being moved to intermediate or maximum requirements.

## USER STORIES

The user stories below were exposed during the Online Enforcement Penalty Payment discovery workshop held on 14th October 2014.

**Customer Need User Stories:**

* I want to access the system 24/7
* I want to be able to access an online service on various devices, e.g. desktop, mobile, tablet etc.
* I want to access the payment using a unique and simple reference number
* I want to confirm the fine details so that I know I am paying the right fine
* I want to get useful error feedback in various scenarios
* I want to pay my fine using a credit or debit card
* I want to pay my fine using PayPal/other alternative method
* I want to pay my fine by cash/cheque
* As a user I want to pay my fine via SMS/other mobile method
* I want to pay using cash because I don't have a bank account
* I want to confirm my fine has been paid afterwards/later on
* I want to know if my payment is successful or not so that I know if the money has been taken
* I want to get a confirmation number (transaction reference number) once I've paid
* I want to receive an email receipt for my payment
* I want to be able to print or save the confirmation/receipt page
* I want to try my payment again if it fails
* I want to know how to contest the fine
* I want to contest the fine because I don't think I should have to pay it

**Business (Call Centre Operator) Needs:**

* I want to remove some of the manual steps (use a similar systems as the public)
* I want to be able to answer queries about fines and payments

**Business (Service Manager) Needs:**

* I want to provide a unique reference number on the enforcement letter to the user
* I want to provide information about the fine in the enforcement letter
* I want online payment to be blocked if fine is paid by cash or cheque to DVLA
* I want payments to only be taken once
* I want to only accept payment for the full amount
* I want to take payments in accordance with banking regulations (e.g. 3D Secure for credit/debit cards)
* I want to know that a fine has been paid, when and how so that I can close the case or to deal with any contests
* I want to accept lower payment for early payment for the same offence (pay £x if within one week, £y otherwise)
* I want to determine if a payment can still be accepted
* I want to only allow payment or contest, not both
* I want the service to handle peak transactions
* I want to know what money goes where for each type of enforcement case
* I want to direct the user to an appropriate other transaction (e.g. Pay vehicle tax)
* I want to know the availability of the service so that I know if it is unavailable
* I want to know how the service performs against the DDSS KPIs
* I would like the service to update LOCS as quickly as possible

# CURRENT TECHNOLOGIES AND LANGUAGES

The current technologies in use within the DVLA estate that are relevant to this initiative are:

|  |  |
| --- | --- |
| **System of Record:** | CA Gen  Unix scripting (including PL/SQL scripts)  ORACLE |
| **Data Access tier:** | Java  CA Gen  DropWizard |
| **Current product Selections affecting this initiative:** | Strategic Payment Engine:  Solve Centurion product sourced from the Logic Group. |

**The technologies to be used moving forward within the application tier and user interface tier (“channel”) will be ascertained within the discovery phase of the project.**

# REQUIRED OUTCOMES

The specific needs of customers and the business, as defined above, will be delivered through the introduction of a new Online Enforcement Penalty Payment solution that will:

* provide a platform to enable customers to pay their enforcement penalty online with no interaction with DVLA personnel;
* integrate with the Strategic Payment Card Solution currently in delivery at DVLA;
* use a cloud hosted solution to interface between the above payment engine and the existing DVLA Vehicles System Software/Local Office Out of Court Settlement (VSS/LOCS) system;
* reduce costs to the business;
* provide an alternative assisted digital payment channel for those who are unable or unwilling to transact online as a replacement for manual payments;
* provide a payment solution fully compliant with the Digital by Default agenda, GDS standards and Agency strategy.

# TEST & DEVELOPMENT REQUIREMENTS

Build of appropriate test and development environments, and integration with corresponding DVLA environments and Logic Group environments.

# TERMS AND CONDITIONS

Please note that Customer specific Terms and Conditions apply to this agreement. Please refer to the Call-Off Agreement for further information.

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# CAPABILITIES AND ROLES

|  |  |  |  |
| --- | --- | --- | --- |
| Current Roles and Responsibilities of the Customer | | | |
| **Role** | **Responsibilities** | **Role** | **Responsibilities** |
| **Service Manager** | See GDS definitions | **Business Analyst** | See GDS definitions |
| **Delivery Manager** | See GDS definitions | **Technical Architect** | See GDS definitions |
| **Service Designer** | See GDS definitions | **DVLA Tester** | See GDS definitions |
| **Portfolio Manager** | See GDS definitions | **IT Security** | Evaluation and approval of IT security aspects of the solution |
| **Scrum Master** | See GDS definitions | **User Insight** | See GDS definitions |

|  |  |  |
| --- | --- | --- |
| Required Capabilities and Outcomes of the Supplier \*\* (see note) | |  |
| **Capabilities** | **Outcomes** | **How Many** |
| **Software Engineering and Ongoing Support, Product Development/Testing and Service Design** | Candidates must have strong skills in backend web development and be ready to quickly get to work within a multi-disciplinary team of developers, designers, editors, analysts focussed on building an online enforcement penalty payment solution and its integration with legacy systems.  Day-to-day you will be responsible for working with that team to design, create and improve new and existing products, platforms and transactions across government.  Previous experience with card payment solutions, including integration of payment service provider products (like The Logic Group’s Solve Centurion) with legacy systems, is preferred. **PERSON SPECIFICATION - COMPETENCES/SKILLS REQUIRED** **Specialist Skills & Requirements**  **Essential**   * Experience building scalable server side components * Detailed knowledge of Java and Scala programming languages * Good communication skills, including the ability to communicate technical concepts to a non-technical audience * Experience of working on technical projects in an agile environment * Working knowledge of version control systems such as Git * Working knowledge of exposing APIs using REST and SOAP * Working knowledge of integrating with external systems using REST and SOAP * Ability to quickly research and learn new programming tools and techniques * Test strategy definition * Creation and maintenance of test scripts against internal requirements and external requirements, e.g. payment service provider gateway product, merchant acquirer accreditation. * Preparing associated documentation and test records using appropriate software, identifying new requirements changes where possible. * Participating in sprint planning and execution, in collaboration with the multi-disciplinary team * Provision and maintenance of out of hours test capability * Plan and execute automated test effort * Execute test cases, discover defects, follow through to resolution * Perform user acceptance and regression testing to agreed timescales. When required participate in integration and live confidence testing with external partners * Develop knowledge of all existing and new DVLA software relevant to testing * Contribute to weekly update summary reports on testing status   **Desirable**   * Knowledge of relational and non-relational database systems * Knowledge of Java scripts. * Experience of working on Projects using open source technology * Experience delivering/testing payment solutions that support PCI compliance * Experience of working in cloud hosted/virtualised environments * Experience of working in a continuous integration environment with tools such as Jenkins CI * System administration and configuration management skills * Experience presenting work at user groups and conferences * Experience of handling large data sets and scaling their handling and storage   In addition to the specialist skills listed above successful candidates will need to demonstrate broad competencies as below.  ***SETTING DIRECTION***  **Changing and Improving**  **Essential**   * Encourage a culture of innovation focused on adding value * Spot warning signs of things going wrong and provide a decisive response to significant delivery challenges   **Making Effective Decisions**  **Essential**   * Weigh up data from various sources, recognising when to bring in experts/researchers to add to available information * Identify the main issues in complex problems, clarify understanding or stakeholder expectations to seek best option   ***DELIVERING RESULTS***  **Managing a Quality Service**  **Essential**   * Ensure the service offer thoroughly considers customers needs and a broad range of available methods to meet this, including new technology where relevant   **Delivering at Pace**  **Essential**   * Review, challenge and adjust performance levels to ensure quality outcomes are delivered on time, rewarding success   ***ENGAGING PEOPLE***  **Leading and Communicating**  **Essential**   * Clarify strategies and plans, giving clear sense of direction and purpose for self and team * Be visible to staff and stakeholders and regularly undertake activities to engage and build trust with people involved in area of work * Confidently engage with stakeholders and colleagues at all levels to generate commitment to goals   **Collaborating and Partnering**  **Essential**   * Actively build and maintain a network of colleagues and contacts to achieve progress on objectives and shared interests   **Building Capability for All**  **Essential**   * Coach and support colleagues to take responsibility for their own development (through giving accountability, varied assignments and on-going feedback) * Establish and drive intra and inter team discussions to learn from experience and adapt organisational processes and plans | X2 |
| **Product Development and Service Design OR**  **Agile Delivery Management** | To be effective you will be familiar with a range of digital / web services and solutions, ideally where open source and cloud technologies have applied agile development methodologies.  You will be an excellent communicator and be able to rationalise complex information to make it understandable for others to work with.  The ability to work independently, proactively and with versatility in responding to changing circumstances is essential. You will need an eye for detail, excellent communication skills and be able to interrogate reported information and challenge sources where inconsistencies are found.  **The main responsibilities of the post are to:**   * Support the department by analysing propositions and assessing the following * Work closely with the nominated product manager to define a product approach to meet the specified user need. * Define skill requirements and map internal, departmental and external (partners/specialist contractors) resource. * Work with the owning department to ensure they have the budget to cover the proposed approach and resource requirements during delivery and analyse what provision they have for ongoing running costs? * Analyse and map the risks of this product approach and propose mitigation solutions * Define how the predicted user and financial benefit can be realised, and how channel shift will be measured. * Make a recommendation for action against the analysis done.  PERSON SPECIFICATION - COMPETENCES/SKILLS REQUIRED ***SETTING DIRECTION***  **Seeing the Big Picture**  **Essential**   * Be alert to emerging issues and trends which might impact or benefit own and team’s work * Develop an understanding of own area’s strategy and how this contributes to Departmental priorities * Seek to understand how the services, activities and strategies in the area work together to create value for the customer/end user   **Changing and Improving**  **Essential**   * Find ways to improve systems and structures to deliver with more streamlined resources * Be willing to meet the challenges of difficult or complex changes, encouraging and supporting others to do the same * Prepare for and respond appropriately to the range of possible effects that change may have on own role/team   ***DELIVERING RESULTS***  **Achieving Commercial Outcomes**  **Essential**   * Gather and use evidence to assess the costs, benefits and risks of a wide range of delivery options when making commercial decisions * Identify and understand relevant legal and commercial terms, concepts, policies and processes (including project approvals and assurance procedures) to deliver agreed outcomes * Work with commercial experts in engaging effectively and intelligently with delivery partners in order to define and/or improve service delivery   **Delivering Value for Money**  **Essential**   * Cultivate and encourage an awareness of cost, using clear simple examples of benefits and how to measure outcomes * Follow appropriate financial procedures to monitor contracts to ensure deliverables are achieved * Work confidently with performance management and financial data to prepare forecasts and manage and monitor budget against agreed plans * Recommend actions to achieve value for money and efficiency   ***ENGAGING PEOPLE***  **Collaborating and Partnering**  **Essential**   * Establish relationships with a range of stakeholders to support delivery of business outcomes * Readily share resources to support higher priority work, showing pragmatism and support for the shared goals of the organisation * Encourage collaborative team working within own team and across the Department   **Building Capability for All**  **Essential**   * Identify and address team or individual capability requirements and gaps to deliver current and future work * Continually seek and act on feedback to evaluate and improve their own and team’s performance * Identify and develop all talented team members to support succession planning, devoting time to coach, mentor and develop others   **Specialist skills and requirements**  **Essential**   * Experienced in analysing digital / web services in a fast paced environment * A strong understanding of Agile and Waterfall Project Management delivery methodologies * Experienced in business change, rationalisation and transformation. * Experience of open source and cloud technologies and their sourcing. | X1 |
| **Front-end Design and Interaction Design OR**  **Content Design and Development** | This is the ideal opportunity to gain experience working on large digital products used by millions of people every day. Let's be clear about the impact of your work, making better digital services has a positive impact on millions of people. The ideal candidate will have a degree in design or similar, have a love of the web and its possibilities, a passion for design and its history and an understanding of how form and function work together. You will proactively seek new learning opportunities and welcome constructive criticism of your work.  Previous experience with card payment solutions, including integration of payment service provider products with legacy systems, is preferred.  **The main responsibilities of post are:**   * Work as part of a multi-disciplined team to design user focussed and successful services * Designing and prototyping ways for a user to interact with a service across multiple channels to ensure a consistent user experience * Designing and prototyping digital services in-browser (using HTML and CSS) and delivering designs that meet web standards, ensuring that key elements are built in from the outset * Working alongside user researchers and other team members to research, test and iterate the service across all channels * Proactively contributing to the development and continual enhancement of services across all channels * Disseminating expertise of how design decisions impact the service and it's accessibility both internally and externally * Providing direction to colleagues to make design decisions that are compatible with other services and apply GOV.UK patterns in a consistent way * Communicating credibly with a wide range of digital delivery disciplines and senior colleagues both internally and externally * Spotting patterns in user behaviour and interpreting the best way for a user to interact with a service * Work in an agile environment with rapidly changing deadlines, workloads and goals * Facilitate and attend workshops with colleagues and users to agree content for the service * Mentor others to support their development in the role * Planning, designing and conducting in-house usability testing sessions to support the design and development of government services * Conducting in-house research to test new product and concept developments (including user requirements gathering and early stage concept and prototype testing, guerrilla research, and other approaches to ensuring the user need is fully understood in the service design) * Working closely with product manager, user researchers and developers to turn user data into actionable product/service requirements that feed into prototype development, and influence product direction * Applying knowledge in human factors, ethnography, and the user-centred design process to product and service design in an iterative development environment * Presenting findings and related design/business recommendations and customer insights to senior decision makers * Contributing to the development and continual enhancement of products * Partnering with colleagues to facilitate a consistent user experience. * Building relationships and work effectively with external providers, for example user testing and user experience professionals. * Promoting user centred design principles and best practice within government   **PERSON SPECIFICATION - COMPETENCES/SKILLS REQUIRED**  ***Setting Direction***  **Changing and Improving**  **Essential**  ● Encourage a culture of innovation focused on adding value - give people space to think creatively  ● Effectively capture, utilise and share customer insight and views from a diverse range of stakeholders to ensure better policy and delivery  ● Spot warning signs of things going wrong and provide a decisive response to significant delivery challenges  **Making Effective Decisions**  **Essential**  ● Draw together and present reasonable conclusions from a wide range of incomplete and complex evidence and data – able to act or decide even when details are not clear  ● Push decision making to the right level within their teams, not allow unnecessary bureaucracy and structure to suppress innovation and delivery  ***Engaging People***  **Leading and Communicating**  **Essential**  ● Clarify strategies and plans, giving clear sense of direction and purpose for self and team  ● Confidently engage with stakeholders and colleagues at all levels to generate commitment to goals  ● Be visible to staff and stakeholders and regularly undertake activities to engage and build trust with people involved in area of work  ● Be open and inviting of the views of others and respond despite pressure to ignore, revert or concede  **Collaborating and Partnering**  **Essential**  ● Actively build and maintain a network of colleagues and contacts to achieve progress on objectives and shared interests  ● Effectively manage team dynamics when working across departmental and other boundaries  ● Actively involve partners to deliver a business outcome through collaboration that achieves a better result for citizens  ● Seek constructive outcomes in discussions, challenge assumptions but remain willing to compromise when it is beneficial to progress  ***Delivering Results***  **Delivering at Pace**  **Essential**  ● Clarify business priorities, roles and responsibilities and secure individual and team ownership  ● Act as a role model in supporting and energising teams to build confidence in their ability to deliver outcomes  ● Maintain effective performance in difficult and challenging circumstances, encouraging others to do the same  **Managing a Quality Service**  **Essential**  ● Exemplify positive customer service behaviours and promote a culture focused on ensuring customer needs are met  ● Establish how the business area compares to customer service expectations and industry best practice and identify necessary improvements in plan  ● Ensure the service offer thoroughly considers customers needs and a broad range of available methods to meet this, including new technology where relevant  **Specialist Skills/Expertise**  **Essential**   * Experience of conducting research and working with user researchers to develop services that meet user needs * Demonstrates expertise and ability to design interactions professionally for the web and mobile * Solid experience of web and mobile application interface design. Core skills: sketching, design production, hand-coded HTML & CSS, rapid prototyping   Experience working within an agile, multi-disciplinary team environment, and ability to deliver iterative design components (including user journeys) to the development team. |  |
| **\*\* Note:**  We anticipate that:  All suppliers must note the requirements for DVLA IT Security oversight of all outcomes and activities of the project and the need for IT Security Healthchecks at various stages throughout the project. An ability to work and communicate with DVLA’s IT Security Team and to comply with DVLA’s IT Security procedures is therefore essential for all roles.   * Front End Design and Interaction Design type role(s) would primarily be required during the Alpha and early beta phase of the project; * System Administration and Web Ops type role(s) would be required for the full duration of the project; * Developer/Tester type role(s) would be required for the duration of the project but the resource required would be likely to ramp up during the alpha/early beta phase and ramp down again as the project progresses | | |

# Evaluation Stages:

This RFP will be evaluated in a single stage following a two stage approach:

|  |  |
| --- | --- |
| Stage 1: Technical & Cultural evaluation | All Potential Providers who achieve the required Minimum Pass Mark for a Lot will be added to the Short List, and will be eligible to continue to Stage 2, Price Evaluation |
| Stage 2: Pricing evaluation | Detailed below within the ‘Price Evaluation’ |

## PRICE EVALUATION:

The Customer has selected the following mechanisms for Price Evaluation:

Combined evaluation: Price evaluation will be conducted as described in the Lotting Structure of the RFP (inverse proportion to the best price, which will obtain maximum marks). The mark thereby obtained will be combined with the marks from stage 1 (moderated by Stage 2 if applicable) in accordance with the weighting factors defined in the Award Questionnaire (Appendix C)

|  |
| --- |
| **“Combined evaluation”:** |
| The Potential Provider’s price mark for each Lot will be evaluated by comparing the Total Price offered against all other total prices submitted by other Potential Providers.The Potential Provider who offers the lowest Total Price for a Lot will achieve the maximum score for that Lot. Every Potential Provider will, for each Lot, be awarded a percentage of the maximum score on a reducing basis based on the following formula:  |  |  | | --- | --- | | **Lowest Price Submitted Per Lot** | **x 100** | | **Potential Provider’s Price Per Lot** | | **= % of the maximum score, rounded to 2 (two) decimal places.** | |  The pricing score, following the price evaluation; will be added to the scores already recorded for Sections A and B of the Award Questionnaire (Appendix C) to arrive at a final total scoreFor the avoidance of doubt, depending on the results of the evaluation, the outcome of this procurement could consist of a single Potential Provider being awarded all Lots, or each individual Potential Providers each being awarded one of the Lots. |