**Specification**

Repair, maintenance, calibration, verification, occasional supply of equipment,

and occasional weighpad hire.

K280021773

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## 1. Introduction

The Driver and Vehicle Standards Agency (DVSA) is an executive agency of the Department for Transport (DfT) and on behalf of the Secretary of State for Transport, is responsible for the delivery and administration of several services including:

* Driver and Vehicle Licensing
* Individual Vehicle Approval examinations (IVA)
* In-service vehicle inspections (MOT)
* Road Traffic Enforcement Activities.

DVSA employs approximately 4,600 people. DVSA retains many locations throughout the British Isles, from which DVSA staff deliver the above services. In particular, the Road Traffic Enforcement and Individual Vehicle Approval activities.

The purpose of this contract is to ensure DVSA’s Portable Weighing Equipment (Haenni and Axlemate) is always available for use through regular maintenance, calibration, and verification, in accordance with the manufacturers’ recommendations.

## 2. Background to the Requirement

DVSA invites proposals to repair, maintain, calibrate, and verify it’s portable weighing equipment. The proposal includes occasional supply of weighpads, associated equipment and parts, plus supplying occasional calibrated and verified rental weighpad equipment when required.

As part of the Tender Submission (via the Quality Document), Tenderers must show that they have the capacity, skill, experience, and access to the equipment necessary to fulfil the contract. This includes verification from manufacturers that spares, repairs, re-calibration services (if required) and replacement equipment is available to them, so that continuation of the above weighing services are achieved. This will assist with meeting DVSA’s core objectives on road safety.

### 2.1 Equipment:

There are approximately 60 sets of portable weigh-pad equipment. Of which, a few sets were purchased during the last 1-5 years. The intention is to maintain the current levels of equipment that is utilised. Most of the equipment is 15-20 years old.

The equipment comprises mostly of:

* weigh-pads
* processors
* printers
* roll-out levelling mats
* cables
* mains chargers
* consumables.

Most sets of the portable weighing equipment consists of:

* 2 weigh-pads
* 12 x 2.8M length roll out levelling mats
* one processor with integral printer
* a set of Y cables
* 8 joining strips
* 2 mains chargers

## 3. Procurement Timetable

|  |  |  |
| --- | --- | --- |
| Issue ITT Pack | 26 July 2022 |  |
| Clarification questions period | 26 July 2022 | 4 August 2022 |
| Tender return date |  | 25 August 2022 |
| Evaluation Period | 25 August 2022 | 29 August 2022 |
| Moderation meeting | 30 August 2022 |  |
| Standstill | 19 September 2022 | 29 September 2022 |
| Contract award including issue of documentation | 30 September |  |
| Mobilisation | 30 September |  |
| Service Commencement | 3 October 2022 |  |

**\*** DVSAreserves the right to amend the Timetable. Any changes to the Timetable shall be notified to all Tenderers as soon as practicable.

## 4. Scope

The initial contract period will be for two (2) years from the commencement date, with up to two (2) 12- month extension options. The contract spend could be up to £600,000.00, although this is not guaranteed.

Equipment locations may change throughout the life of the contract as DVSA’s operational requirements are revised. Any scale up or down in volumes or change of locations will not affect the contract price.

### 4.1 Volumes

### 4.2 Occasional Supply

Over the period of the contract there may be a requirement for the supplier to provide replacement and or new sets of weighpads. DVSA would anticipate volumes to be no more than 10 pairs. Please note that any volumes are indicative and not guaranteed.

Suppliers must include their delivery charges for the occasional supply of new equipment within the Price Questionnaire (Appendix 5 Annex 1).

### 4.3 Enforcement weighpads

Approximately 50 sets of Haenni weigh-pads are used for Road Traffic Enforcement activities. There are approximately 9 surveyed locations where the pads are inserted into specific sized troughs, to ensure DVSA remains compliant with the requirements within the Consolidated Code of Practice in force at the time.

* *Note 1- Surveyed locations*

*Where a reference is made to Haenni equipment in this document, an alternative product may be offered, if it is identical in shape, size, dimensions (specifically the 18mm depth) and accuracy classification. A higher accuracy classification may be offered as an alternative. All replacement parts used, must be equivalent to and compatible with the existing Haenni equipment.*

### 4.4 Individual Vehicle Approval Scheme weighpads

Approximately 5 sets of Haenni weighpads have been modified to 5K increments for IVA use. And there are approximately 4 sets of Axlemate weigh-pads at DVSA locations, delivering the IVA Scheme examinations. 1 of which is a new set of Axlemate weigh-pads, which was purchased this year (Model VWAM5L Weighing Area for 560mm x 460mm, Capacity 5000kg, Pad weight 18.5kg).

An inventory list of the weighing equipment locations and calibration due dates are attached at:

* Annex A - Equipment Locations and Serial Numbers.

### 4.5 Calibration round:

The next round of calibrations begins late October / early November.

* There are approximately 74 individual Enforcement Pads, and 24 individual IVA pads.

### 4.6 Warranty

A minimum warranty of 12 months is required (from the date of receipt) for any replaced or repaired items carried out by the Supplier under the terms of this contract. Suppliers may offer a longer warranty period if they wish.

* This excludes the supply of new weighpads.

### 4.7 Calibration of Weighpads

Prior to the calibration procedure, all weighpads must have a pre-calibration accuracy check, be thoroughly cleaned and the recommended routine maintenance carried out.

All costs must include the liaison/organisation of the Trading Standards Officer (TSO), payment of which will be the responsibility of the Supplier and is to be included in the tender price. The price per weighpad will include the secure collection and return delivery to the DVSA site.

* Refer to Annex 1 Pricing Questionnaire.

DVSA does not envisage any chargeable repair costs during the calibration process. Should any be necessary then all costs will require authorisation from the Contract Manager (CM) prior to the commencement of any repairs.

Please refer to Section 39.4 -39.6 (Resolving Disputes), of DfTs Mid-Tier Core Terms, version 1.1 April 2022, which are included with the tender documents for further information.

### 4.8 Delivery Timescales

* DVSA core hours are Monday to Friday 8am until 3.30pm.
* Please provide details (Quality question 4) of your processes to demonstrate all delivery timescales are met, and deliveries can be made within DVSA’s core hours.

### 4.8.1 Standard Maintenance, Calibration and Verification

The weigh-pads are essential to DVSA Operations, and through this contract, DVSA are seeking to minimize working days lost, through the standard maintenance, calibration, and verification of weigh-pad equipment.

As a minimum, DVSA expects weigh-pads to be returned within 7 working days, following collection of routine maintenance, calibration, and verification.

### 4.9 Weighpad Rental and rotation of spare weighpads

To minimise downtime, should a device break, or the existing equipment is due for calibration; calibrated weighpads must be delivered to a site within 48 hours from the reported request.

To mitigate return delivery failure, in exceptional circumstances, DVSA will accept a calibrated rental set to ensure this requirement is met. Agreement should be obtained via the CM.

The rental set must be available at the DVSA site, within 48 hours of request to the supplier.

For example: DVSA may approve payment for a rental pad at the contract rate or agree to extend the time for return where it is not possible to complete an ad hoc repair within a 7 working day period agreed, for routine maintenance, calibration, and verification.

In your tender response please detail the return time you offer and explain how you will achieve and maintain these standards; this will be assessed at quality question 4 of the evaluation questionnaire.

### 4.10 Certificates

The Supplier must retain all test data and copies of certifications for at least 2 years (as per Code of Practice Annex B, Appendix 5.2).

Original calibration certificates should be delivered within 2 weeks of the completion of the calibration, to the DVSA’s CM.

### 4.11 Consumables

Supplies of consumable items such as (but not limited to) printer paper rolls, printer ribbons batteries etc should be priced accordingly on the Annex 1 Pricing Questionnaire and delivered within 3 working days of receiving the order.

## 5. Implementation and Deliverables

The contract will comprise of:

a) the 6 monthly maintenance, calibration, and verification of Enforcement weigh-pads in accordance with the Enforcement Weighing of Vehicles Consolidated Code of Practice’ in force at the time. Particular attention is drawn to Appendices 2 & 5 of the Consolidated Code of Practice “Site specification for portable weigh-pads” and “Accuracy testing of portable weigh-pads.”

b) occasional supply of calibrated, certified rental weighpad equipment must be available at the DVSA site within 48 hours of request to supplier. The requirement for rental pads is likely to be low and the successful Supplier is not expected to keep more than 2 sets in calibration at any one time.

c) all original calibration data and certificates (hard and electronic copies) must be forwarded to DVSA’s CM within 2 weeks of completion of the calibration round. Where maintenance and calibration for many weigh-pads fall within a few weeks of each other, these should be batched together. Certificates for such weigh-pads can be sent in one batch, within 2 weeks after the last weigh-pad in the batch has been calibrated and verified.

d) arranging the collection and delivery of the Haenni Enforcement weigh-pads for repair, maintenance, calibration, and verification. Thereby ensuring the weigh-pads are kept within their calibration dates when in use by DVSA. The Supplier will also be required to supply DVSA’s CM, with a Programme Schedule for the collection and delivery of all pads (which should also include the Trading Standards Officer visit dates for all the Enforcement weigh-pads).

e) upon completion of the repair, maintenance, calibration, and verification; equipment must be delivered to the specified DVSA locations within the Key Performance Indicator timescales.

g) occasional supply of replacement Haenni and Axlemate weighpads, parts and equipment if required

h) ad hoc repairs when required, plus delivery and collection charges, based on the pricing schedule. (The price for any repairs that are not listed on the Annex 1 Pricing Questionnaire will be discussed via the CM).

i) the supply of consumables when ordered via the DVSA ordering process.

## 6. Key Performance Indicators



### 6.1 Service Credits

The contract will be measured against the above KPIs, and service credits will apply to the following KPI’s 1 ,2, 4, 5 ,6, 8 & 9 should the supplier fail to meet the service level timelines.

* Suppliers must produce complete KPI MI data that reflects KPI achievements and trends. Suppliers must submit a proposal that explains how they will measure and achieve all KPI’s.
* Refer to the “Mid-Tier Schedule 10 - Service Levels” document:

“The Service Credits shall be calculated on the basis of the following formula”:

***Worked example:***

* The Service Level Threshold (Suppliers target) for KPI No. 8 (Occasional supply of certified/calibrated rental pads to be available at the DVSA site, within 48 hours of request to supplier) is 100%
* The Service Level Performance Measure (Suppliers achievement) is 75%
* The Service Credit for KPI No. 8 is x 0.2%

Calculation: 100% - 75% = 25% x 0.2% = 0.5% of the charges that month, payable to the DVSA as a service credit, to be deducted from the next valid Invoice, payable by the supplier.

A service credit cap of 5% will apply to each KPI per 12-month rolling period.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Service Levels | | | | | |
| KPI  No | **Service Level Performance Criterion** | **Key Indicator** | **Service Level Threshold (Suppliers Target)** | **Service Level Performance Measure (Suppliers Achievement)** | **Service Credit for each Service Period** | **Publishable KPI** |
| 1 | Maintenance & Calibration of Enforcement Weighpads with TSO or Witness as appropriate in accordance to directive 2009 (200932) , and DVSA's Enforcement Weighing of Vehicles Consolidated Code of Practice. | 6 monthly calibrations | 100% always |  | 0.2% Service Credit gained for each percentage under the specified Service Level Performance Measure | Yes |
| 2 | Maintenance and calibration of IVA Weighpads to ISO 17025 | Annual calibration | 100% always |  | 0.2% Service Credit gained for each percentage under the specified Service Level Performance Measure | Yes |
| 4 | Arrange timely collection and delivery of all weighpads in accordance with the Schedule above. | 6 weeks prior to Calibration due dates | 100% always |  | 0.2% Service Credit gained for each percentage under the specified Service Level Performance Measure | Yes |
| 5 | Supplier to start calibration of equipment at least 7 working days prior to calibration end date. | At least 7 working days from Calibration Certificate end date | 100% always |  | 0.2% Service Credit gained for each percentage under the specified Service Level Performance Measure | No |
| 6 | Issue of all original test certificates on completion of Calibration of Enforcement and IVA weighpads. | Within 2 weeks of calibration. | 100% always |  | 0.2% Service Credit gained for each percentage under the specified Service Level Performance Measure | No |
| 8 | Occasional supply of certified/calibrated rental pads to be available at the DVSA site, within 48 hours of request to supplier | 48 hours | 100% always |  | 0.2% Service Credit gained for each percentage under the specified Service Level Performance Measure | No |
| 9 | Consumables to be delivered within 3 working days of receipt of order. | 3 working days | 100% always |  | 0.2% Service Credit gained for each percentage under the specified Service Level Performance Measure | No |

## 

## 7. Specifying Goods and / or Services

### 7.1 Enforcement Weigh-pads

The routine maintenance and calibration of the DVSA weighpads shall be carried out in strict accordance with the Consolidated Code of Practice, in force at the time. It is the Suppliers responsibility to ensure this is adhered to.

In the event of excessive or unreasonable testing requirements, or requests from the Trading Standards Officer (TSO) for testing to a standard above the Code of Practice, the Supplier must refer the matter to the CM.

Each weighpad shall be maintained and calibrated every six months. The Supplier is to provide all equipment and personnel necessary to carry out the test as specified in the Consolidated Code of Practice, and to the satisfaction of the Trading Standards Officer (TSO).

For the avoidance of doubt, self-verification is not an acceptable alternative; all testing must be carried out in the presence of a TSO.

All fees for the attendance of the TSO are to be paid directly to Trading Standards by the Supplier, and should be included in the calibration cost per pad.

For weighpads used in Scotland, a second witness is required, to observe the calibration for corroboration purposes. This can be an employee of the Supplier and any additional costs should be included in the cost per pad.

In the event of failure to carry out a test due to non-availability of the correct test equipment, the test will be re-staged at the Suppliers’ expense.

### 7.2 Technical requirements for Enforcement weigh-pads:

Test weights must be traceable to National Standards.

The 1% and 4% slope test must be carried out at an applied load of 10,000 kgs

Eccentric testing, repeatability testing and discrimination testing must be carried out. The weigh-pads weigh in 20kgs divisions

Trading Standards Officers must be provided with all reasonable facilities required, including a test kit if required, at the Suppliers expense

Loads should be applied at the following intervals:

200 kgs

500 kgs

1,000 kgs

1,500 kgs

2,000 kgs

2,500 kgs

3,000 kgs

4,000 kgs

5,000 kgs

6,000 kgs

7,000 kgs

8,000 kgs

9,000 kgs

10,000 kgs

and tested at the same points in reverse, with the load coming off the pad.

Any adjustments required to pass the calibration test must be included in the price.

Pads must be suitable for weighing multi-axle HGVs that could have a gross weight of over 44.000kgs.

### 7.3 IVA Weigh-pads (Haenni and Axlemate) Calibration

* IVA weigh-pads are calibrated annually

Test weights must be traceable to National Standards

The test and calibration certificate must be in accordance with ISO 17025 requirements.

Repeatability testing must be carried out. The Haenni weigh-pads have been modified to weigh in 5kgs divisions

Loads should be applied at the following intervals:

0 kgs

100kgs

200 kgs

500 kgs

1,000 kgs

2,000 kgs

3,000 kgs

4,000 kgs

5,000 kgs

and tested at the same points in reverse, with the load coming off the pad

Three repeatability tests should be carried out at loads of 5,000 kgs and 10,000 kgs

Any adjustments required to pass the calibration test must be included in the price.

All calibration certificates provided must comply with the requirements of ISO 17025 and include at a minimum (but not limited to) the following information:

* Name and address of calibration laboratory (and location of test if different)
* Unique certificate ID (serial number)
* Page ID
* Our name and address
* Identification of method(s) used
* Description of, the condition of, and unambiguous identification of the item calibrated
* Date of calibration
* Results with, where appropriate, units of measurement
* Name/function/signature of person(s) authorising calibration
* Uncertainty of measurement details
* Evidence that measurements are traceable (UKAS/SI)

Results to relate only to quantities and functional tests. Where statements of compliance are made, uncertainty to be taken into account

If item is adjusted/repaired (before/after calibration) the results are to be reported.

No recommendation of next due date to be issued (unless legal or DVSA requirement)

A specimen calibration certificate is required with the tender.

The calibration regime used by the Contractor, must be aligned to ISO 17025, however as a minimum the calibration regime employed must be traceable to a national or international standard.

Maintenance and Calibration costs are to be shown separately on the Tender costs return and include any transport costs.

### 7.4 Occasional Supply of new portable Weigh-pads for Road Traffic Enforcement (RTE) Activities

DVSA has several surveyed sites with specially constructed areas for heavy goods vehicle weight checks. Consequently, any replacement weighpads for Road Traffic Enforcement use at these sites, must be manufactured to the specific dimensions listed below in the specification. (Refer to Note 1 @ Background)

### 7.4.1 OUTLINE SPECIFICATION Enforcement

Dimensions:

Length 1013 mm, Width 393 mm, Depth 18mm

Measuring Range

0 – 10 Tons (10000 kgs)

Load Limit

12.5 Tons (12500 kgs)

Accuracy OMIL No 76 Class 4, (details of the accuracy of the unit are to be supplied with the tender)

LCD High-Definition Display

Min size 20 x 75 mm

Weight per weighpad

< 20 kg

Power supply

12v integrated rechargeable supply (AC charger to be supplied)

Data input – output

RS 232 C

Each weigh pad should be specifically designed for wheel and axle weight measurements of vehicles fitted with pneumatic tyres.

Each weigh pad should have a minimum protection rating of IP 65 and be capable of operating in temperature ranges of -15 to +30° Celsius.

The weighpads shall comply with all relevant Health and Safety Regulations being in force at this time.

As a minimum, a 12-month parts and labour warranty inclusive of any calibration requirements resulting from component failure is required for all new weighpads supplied throughout the duration of this contract, this will include any collection and delivery costs.

User operation instructions and any maintenance instructions (English version) are to be provided.

The weighpads shall comply with all relevant Health and Safety Regulations being in force at this time.

### 7.5 Occasional Supply of new portable Weighpads for Individual Vehicle Approval (IVA) Activities

### 7.5.1 OUTLINE SPECIFICATION IVA

Dimensions:

Length 550 mm, Width 450 mm, Depth <25 mm

Measuring Range

0 – 5 Tons (5000 kgs) Max 2 kg increments (5kg by agreement of the CM)

Load Limit

5 Tons (5000 kgs)

Accuracy

OMIL No 76 Class 4, (details of the accuracy of the unit are to be supplied with the tender)

LCD High-Definition Display

Min size 20 x 75 mm (in 1 kg increments)

Weight per weighpad

10kg or below, a heavier unit will be considered on merit

Power supply

12v integrated rechargeable supply (AC charger to be supplied)

Each weigh pad should be specifically designed for wheel and axle weight measurements of vehicles fitted with pneumatic tyres.

No charging cables are to be used in the weighing operation, each weigh pad shall incorporate rechargeable battery power, a charger or chargers shall be provided as required.

The weighpads should have a minimum rating of IP 65 and be capable of operating in temperature ranges of -15 to +30° Celsius.

The weighpads shall comply with all relevant Health and Safety Regulations in force at the time.

The calibration regime and certificates shall comply with the requirements of ISO 17025.

As a minimum, a 12-month parts and labour warranty inclusive of any calibration requirements resulting from component failure is required for all new weighpads supplied throughout the duration of this contract, this will include any collection and delivery costs.

User operation instructions and any maintenance instructions are to be provided in English.

## 8. Quality Assurance Requirements

DVSA’s Equipment conforms to EC Directive 90/384/EEC (as amended) Class IIII. Any proposed modifications or upgrades shall be agreed with and authorized only by the DVSA Contract Manager on a case-by-case basis, and only where the above Directive is not compromised.

Haenni and Axlemate IVA weigh-pads. ISO/IEC17025:2017 specifies the general requirements for the competence to carry out tests and/or calibrations. Suppliers must conform to this requirement. <https://www.iso.org/standard/39883.html>

Measuring increments must be low enough to accurately measure the weight of small and/or light vehicles/ motorcycles.

All calibration certificates for IVA must comply with the requirements of ISO 17025. Pre and Post calibration values must be taken.

Enforcement Weighpads must be suitable for weighing multi-axle HGVs that could have a gross weight of over 44,000 kg.

## 9. Health & Safety

Tenderers are made aware that collection and delivery sites, are in the main, at Goods Vehicle Testing Stations. Visitors should observe all H&S requirements displayed on these sites. These sites are subject to the risk of moving traffic and apply site specific H&S requirements which are clearly displayed.

Hi-visibility jackets must be worn on site, EN471 Class 2 is the minimum standard.

Therefore, the Supplier shall always work within all relevant Health and Safety legislation in force at any time, during the period of the contract. In particular:

* the Health and Safety at Work (etc.) Act 1974, and
* the Management of Health and Safety at Work Regulations 1999.

## 10. Service Conditions and Environmental Factors

The Supplier will be responsible for all collection and delivery charges regardless of the reason for transporting of the equipment. The supplier must also provide suitable packaging for the collection and return of any item.

<https://www.gov.uk/packaging-waste-designer-responsibilities>

## 11. Management and Contract Administration

### 11.1 Contract Management

Good management and co-ordination of repairs, maintenance and calibration of the equipment is paramount. The Supplier is responsible for the management of the work, including liaison between the CM in DVSA, Trading Standards, sub-contractors, and any other interested parties.

Post contract award, the Supplier will be required to provide the DVSA CM with a Programme Schedule for the collection and delivery (which should include the Trading Standards Officer visit dates) for all Weighpads.

The Supplier shall provide an organisational chart for managing delivery of the contract, highlighting the appointed Contract Manager, who will be the main point of contact for the DVSA Contract Manager.

Regular contract review meetings will take place throughout the contract period. Initially these will be quarterly, and the frequency may change if both parties agree. The Supplier will have to travel to DVSA location(s) at the Suppliers expense. Some meetings will be conducted via video conferencing technology.

Management Information (MI) will be discussed during contract management meetings, and any improvements to the MI will be addressed, monitored, and recorded.

6 weeks prior to the weighpad calibration round, the supplier will issue DVSA with the calibration due dates, and make arrangements for collection and delivery. MI will include, but is not limited to:

* Weighpad serial numbers
* Collection & delivery dates
* Arrival at supplier’s premises date
* Previous Calibration Date
* Calibration Due Date
* Actual Calibration Start date
* No of days weighpad was out of calibration
* % Difference in comparison to the KPI’s
* Supplier Comments
* Certificate issue date and postal date
* Certificate receipt date (DVSA)
* Date of request for hired/rental pads
* Actual delivery date of rental/hired pads
* Actual receipt date of rental/hired pads
* No of days between request for rental/hired pads and receipt date
* % Difference against the rental/hired KPI
* A breakdown of spare parts and individual cost per weighpad
* Date Consumable were requested
* Date Consumables were delivered
* % Difference against the Consumables KPI

6 monthly MI will be issued by the supplier to DVSA once the calibration rounds are complete. MI must be issued 1 week after the last calibration round has completed.

### 11.1.1 Implementation Plan and Business Continuity Plan

The Supplier will provide an Implementation plan, with details about how and when they will implement the contract, to ensure continuation of service. The plan must include timelines and how arrangements will be made with the incumbent supplier to ensure a successful handover.

* A business continuity plan must be provided by the supplier, at Implementation, and 20 days after contract start. The plan will be discussed at Implementation.

### 11.2 Equipment Breakdown / Repairs helpline

As a minimum, DVSA require the Supplier to provide an email address and telephone helpline, to receive and log breakdowns, and assist DVSA staff resolve problems where possible.

In your tender response, you are required to provide details of the helpline service, including operating days, hours etc.

For problems that are unable to be resolved by phone, the Supplier must arrange to collect the faulty item and return it repaired and re-calibrated (if applicable). A 7-working day turnaround time applies.

### 11.3 Payment Mechanisms

It is a requirement for the Supplier to be registered in the Government eMarketplace in order that DVSA can send them purchase orders covering its commissions.

Payment of the maintenance and calibration charges shall be invoiced six monthly for Enforcement Weighpads and annually for the IVA Weighpads on the production/receipt of calibration Certificates at the DVSA.

Payments will be made once the calibration round has been completed and all calibration certificates from TSOs and Witness Statements have been received by DVSA.

Adhoc requests for example equipment breakdowns, new equipment requests will be invoiced once works is completed, or goods are received.

Invoices must be emailed to the Shared Services centre ([SSC.AccountsPayable@sharedservicesarvato.co.uk](mailto:SSC.AccountsPayable@sharedservicesarvato.co.uk)), and the CM copied in. Backup documentation must be provided to avoid payment delays, so that invoices can be checked against your contract prices on the Appendix 5 , Annex 1 Price Questionnaire.

Invoices will be paid within 30 days of receipt of a valid invoice.

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

DfT is committed to removing barriers to SME participation in its contracts, and would like to also actively encourage its larger suppliers to make their sub-contacts accessible to smaller companies and implement SME-friendly policies in their supply-chains (see our [website](http://www.dft.gov.uk/about/doing-business-with-us) 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 sub-contract to SMEs, and are awarded this contract, we will send you a short questionnaire asking for further information. This data will help us contribute towards Government targets on the use of SMEs. We may also publish success stories and examples of good practice on our website.

Suppliers are permitted to nominate sub-contractors for any aspect of the contract. Liability, however, shall remain with the Supplier. It is the Suppliers responsibility to manage their sub-contractors. The Supplier must ensure that sub-contractors are suitably qualified in this type of work.

The Supplier will be responsible for any work the sub-contractors carry out. The Supplier will be requested to provide sub-contractors company details to DVSA and a valid Data Universal Numbering System (Dun & Bradstreet) number.

If any KPI’s fall below required targets, DVSA reserve the right to request the Supplier to review their Supply Chains/Sub-Contractors, to bring targets to required levels.

### 11.5 Security

The incumbent supplier will provide DVSA with all equipment passwords and serial numbers, and any other management information required to ensure a continuation of service, should there be an alternative supplier (for example, during the next competition exercise).

### 11.6 Data Protection

The supplier will be required to comply with all applicable requirements of the Data Protection Legislation (including the General Data Protection Regulation ((EU) 2016/679) (“GDPR”), the Law Enforcement Directive (Directive (EU) 2016/680), and all applicable Law about the processing of personal data and privacy).

Delivery of this contract will require the supplier to process Personal Data (as defined in the GDPR) on the DfT’s behalf. The DfT will be the Data Controller and the supplier will act as the Data Processor. The supplier will process Personal Data only on the DfT’s documented instructions, as set out in Annex 2 of the Mid-Tier contract Schedule 20 Processing Data document.

### 11.7 Training / Skills / Knowledge Transfer

From the information provided within the tender documents and other sources, tenderers will be expected to evidence their understanding in their tender:

1. thorough understanding of DVSA’s enforcement and testing work, including the law and regulations applicable to weigh-pad testing, vehicle operations, over-loading, and general enforcement issues.
2. they have the required technical ability within the organisation, the staff, and resources available to manage the volume of work and to maintain the equipment to the required standards within the set timescales.
3. they can put forward at least one credible individual with the knowledge, experience, and training to serve as an Expert Witness when necessary. An expert witness will be required to advise on any prosecution cases involving weighpad accuracy. Where a court attendance is required, the supplier is entitled to claim a daily rate for the expert witness, plus travel and accommodation expenses in line with the standard DVSA travel and subsistence (T&S) rates.

The Supplier may be required to advise the CM about any correspondence received relating to the contract or any equipment, i.e., queries from Trading Standards, Police, or other interested parties. The Supplier will provide all assistance necessary, and this will be included in the tender price.

### 11.8 Documentation

A comprehensive reporting system will be required, that provides management information on all aspects of the contract. This must be sent to DVSA’s contract manager.

Your management information packs must include a 6 monthly routine calibration timetable, with associated monthly costs of equipment that has broken down. These costs must be listed by serial number and detail all parts that have been replaced.

Please provide details of how you would meet this requirement. Provide examples of the format you will utilise to capture all relative maintenance, calibration and repair records and their associated costs.

## 12. Arrangement for End of Contract

### 12.1 Exit Management Plan

The DVSA contract manager will schedule an end of contract meeting with the supplier which will take place within a 6-month period, leading up to the expiry date of the contract.

The purpose of the meeting is to ensure a smooth transition and a continuation of services, so that arrangements are put in place for the return of all equipment and data to DVSA.

Details of your company exit management plan will be required at the first Implementation meeting.

Exit plans must include schedules of the next calibration deadlines, so that discussions can take place about continuation of services, including requirements to arrange early calibration for some equipment should it be necessary.

## 13. TUPE

This goods and services contract does not fall into the category of a “relevant transfer” under the TUPE Regulations.

## 14. Evaluation Criteria

### 14.1 Social Value, Price & Quality Factors:

This tender will be evaluated using the weightings below, and those set out at Annex 1 of Appendix 6, to obtain the optimal balance of quality and cost.

Weighting Criteria

|  |  |
| --- | --- |
| Social Value | 10% |
| Price | 45% |
| Quality | 45% |
| Total | 100% |

"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.

### 14.2 Quality Factors Scoring Methodology

Scoring Matrix for Quality Questions.

Each response to questions within the Quality Questionnaire will be marked in accordance with Scoring Matrix below:

|  |  |  |
| --- | --- | --- |
| Rating | Percentage Score | Criteria |
| 5 | 100% | A response that fully meets the requirements, in all respects, with no weaknesses and contains elements which exceed the requirements, resulting in a high level of confidence in ability to deliver. |
| 4 | 75% | A response that fully meets the requirements, in all respects, with no weaknesses, resulting in a high level of confidence in ability to deliver. |
| 3 | 50% | A response that meets the requirements in most respects with good supporting evidence and minor weaknesses, resulting in a good level of confidence in ability to deliver. |
| 2 | 25% | A response that meets the requirements in some respects with significant weaknesses. Resulting in a low level of confidence in ability to deliver. |
| 0 | 0 | Failure to provide a response or provided a response which could not be evaluated due to the question not being properly responded to. |

Only those tenders scoring a minimum of 3 for each for each quality question will be accepted.

An example calculation is as follows:

The potential provider gives a response to question X whereby the maximum available score is 5.

The response is deemed by the Authority to be “Rating” 3 against the criteria in the Scoring Matrix above:

“A response that meets the requirements in most respects with good supporting evidence and minor weaknesses, resulting in a good level of confidence in ability to deliver”

Therefore, achieves a Percentage Score of 50%.

The potential provider will therefore achieve a score of 3 for question X

Go to Appendix 5 for the Annex 2 Pricing Questionnaire process.

Go to Appendix 6 Annex 1 for the Quality Questionnaire process.

## 15. Annex 1 of Appendix 6 – Quality Questionnaire (Scored quality Criteria)

|  |  |  |  |
| --- | --- | --- | --- |
| Primary Criteria | Primary Criteria Weighting (%) | Sub-criteria weighting and description | Individual Sub -Criteria Weighting (%) |
| Q1  Social Values  Environmental | 10% | **Please demonstrate how you can offset carbon emissions and improve environmental sustainability.** | - |
| Q1a) Please demonstrates how you measure your carbon footprint. | 5% |
| Q1b) Demonstrate how you have identified carbon footprint hotspots, and how you plan to reduce these over the lifetime of the contract. | 5% |
| Q2  Quality  Testing Procedures | 20% | All standards must be traceable to National Standards.  Standards must be maintained according to the Consolidated Code of Practice for Enforcement weighpads.  The certificate for IVA weighpads must comply with ISO 17025. | - |
| Q2a) Describe how you will apply accuracy tests according to the Code of Practice and apply the 1% & 4% slope tests. | 5% |
| Q2b) Demonstrate how you adhere to National Standards for test weight traceability. | 4% |
| Q2c) How will you comply with the Consolidated Code of Practice: Enforcement Weighing of Vehicles Section A5.2 Methods of Testing and explain how certificates will be audited and stored. | 1% |
| Q2d) Demonstrate how you will achieve the 7-day turnaround time for all calibrations and repairs. | 5% |
|  |  | Q2e) Demonstrate how you will achieve a 48-hour timeline, for any replacement calibrated pads that are required at short notice to IVA sites. | 5% |
| Q3  Quality  Training & Qualifications | 15% | **Sites must be suitable for Testing. DVSA may visit your premises with Regulatory Bodies, such as Trading Standards.** | - |
| 3a) Demonstrate how your site is suitable for testing, and how your staff are suitably qualified so that the equipment is compliant and ready for use within the specified turnaround timelines.  Please advise who in the company will take on the Expert Witness role for prosecution cases? | 10% |
| 3b) Provide details of training, qualifications of key personnel, Accreditations to Standards. | 5% |
| Q4  Quality  Implementation Plan and Management | 10% | ***“****Demonstrate how you will ensure a smooth transition from the current contract to the new contract and maintain the KPI’s throughout the contract term. How will you monitor and record your performance against the KPI’s.*  *How will you ensure and monitor invoice accuracy over the term of the contract.*  Include your delivery return times and how delivery will be made within DVSA core hours of Monday to Friday 8am until 3.30pm.  Please provide an Implementation plan. Please note this doesn’t add towards your word count. | 10% |

## 16. Points of Contact

|  |  |  |
| --- | --- | --- |
| Procurement Contact | Name | xxxxx |
|  | e-mail | xxxxxx |
| Project Lead F&CS Directorate | Name | xxxxxxx |
|  | e-mail | xxxxxxx |

All queries/ questions should be posted through the Jaggaer e-sourcing portal.