Specification

Provision of Health Kiosks for DVLA Staff

HRED

**Contract Reference: PS/23/128**

**Date: 31st July 2023**

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Contents Page

[1. Introduction 4](#_Toc141707256)

[2. Background to the Requirement 4](#_Toc141707257)

[3. Procurement Timetable 4](#_Toc141707258)

[4. Scope 5](#_Toc141707259)

[5. Implementation and Deliverables 5](#_Toc141707260)

[6. Specifying Goods and / or Services 5](#_Toc141707261)

[6.1 Social Value Considerations 6](#_Toc141707262)

[7. Quality Assurance Requirements 6](#_Toc141707263)

[8. Other Requirements 6](#_Toc141707264)

[8.1 Information Assurance 6](#_Toc141707265)

[8.2 Cyber Security 8](#_Toc141707266)

[8.3 Data Sharing 9](#_Toc141707267)

[8.4 Sustainability 9](#_Toc141707268)

[8.5 Health and Safety 10](#_Toc141707269)

[8.6 Estates 11](#_Toc141707270)

[8.7 Diversity and Inclusion 11](#_Toc141707271)

[8.8 Business Continuity 11](#_Toc141707272)

[8.9 Procurement Fraud 12](#_Toc141707273)

[8.10 Use of DVLA Brands, Logos and Trademarks 12](#_Toc141707274)

[8.11 Welsh Language Scheme Requirements 12](#_Toc141707275)

[8.12.1 Advance Delivery Booking Process 12](#_Toc141707276)

[8.12.2 Packaging Requirements for DVLA Forms, Envelopes and Continuous Stationery 13](#_Toc141707277)

[8.12.3 Delivery Address/Locations 13](#_Toc141707278)

[8.12.4 Onsite equipment 14](#_Toc141707279)

[8.12.5 Site Etiquette 14](#_Toc141707280)

[8.12.6 Unsafe Load or Non-Compliant Delivery 14](#_Toc141707281)

[8.12.7 Consignment Labelling 14](#_Toc141707282)

[8.12.8 Exceptional Circumstances 14](#_Toc141707283)

[9. Management and Contract Administration 15](#_Toc141707284)

[10. Training / Skills / Knowledge Transfer 16](#_Toc141707285)

[11. Documentation 16](#_Toc141707286)

[12. Arrangement for End of Contract 16](#_Toc141707287)

[13. Evaluation Criteria 16](#_Toc141707288)

[Framework Call-Off 16](#_Toc141707289)

[14. Points of Contact 19](#_Toc141707290)

[15. Annexes: 20](#_Toc141707291)

[Annex 1 – Evaluation Criteria: 20](#_Toc141707292)

[Annex 2 – Welsh Language Scheme Requirements 23](#_Toc141707293)

[Annex 3 – N/A 24](#_Toc141707294)

[Annex 4 – N/A 24](#_Toc141707295)

[Pricing Schedule: This is to be provided as a quotation. 24](#_Toc141707296)

[Annex 5 - Health and Safety Policy (for information) 24](#_Toc141707297)

[Annex 6 – Procurement Fraud Statement (for information) 24](#_Toc141707298)

[Annex 7 - Diversity and Inclusion Policy (for information) 24](#_Toc141707299)

[Annex 8 – Invoicing Procedures (for information) 24](#_Toc141707300)

[Annex 9 – Statement of Assurance Questionnaire (to be completed and returned by successful bidder) 24](#_Toc141707301)

[Annex 10 – Corporate Environment Policy (for information) 25](#_Toc141707302)

## 1. Introduction

The Driver and Vehicle Licensing Agency (**DVLA**) invites proposals for the following **Provision of 3x Health Kiosks**. This contract will be subject to the Terms and Conditions of Contract.

In accordance with the terms and conditions of the CCS G-Cloud 13 Framework (RM1557.13) Driver and Vehicle Licensing Agency (**DVLA**) invites proposals for the following services.

## 2. Background to the Requirement

The DVLA is an Executive Agency of the Department for Transport (DfT), based in Swansea. The DVLA’s primary aims are to facilitate road safety and general law enforcement by maintaining accurate registers of drivers and vehicle keepers and to collect Vehicle Excise Duty (VED).

DVLA understand that the well-being of our employees is critical to the Agency’s success. Without a healthy, engaged, and motivated workforce it will prove exceptionally difficult for us to deliver on the challenges ahead and the transformation of our services.

As part of our commitment to the health and wellbeing of our staff we are looking to provide health kiosks for staff to utilise to monitor their own health statistics. This will enable them to make informed decisions about their wellbeing and lifestyle and to seek medical advice where appropriate.

Further benefits of the kiosks include their use in our health promotion activities, as they will provide staff with an indication of important health information such as their weight and blood pressure.

## 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.

|  |  |
| --- | --- |
| **Description** | **Date** |
| Release of the ITT to all potential tenderers | 05 June 2023 |
| Clarification period ends | 05 June 2023 |
| Deadline for submission of Tenders (“**Tender Submission Deadline**”) | 14 June 2023 |
| Intention to award notification issued to successful and unsuccessful tenderers | 30 July 2023 |
| Award Date | 31 July 2023 |
| Expected “Commencement Date” of the Contract | 1 August 2023 |

## 4. Scope

The scope of this contract will be to provide 3 health kiosks at the following locations:

* Swansea – Morriston Site
* Swansea – Swansea Vale Site
* Birmingham – Baskerville House Site

Customer Service / Training / Activities provisions are welcome, as well as extra functionality to enable DVLA to deliver its primary goal of enhancing health and wellbeing within its workforce.

Anything deemed useful for DVLA staff not contained within the specification will be factored into the Evaluation Criteria under Additional Benefits.

The contract will be for a total of 2 years with an additional 1 year option at the buyers discretion.

## 5. Implementation and Deliverables

The delivery and activation of the machines should be no longer than 28 days following the commencement of the contract.

## 6. Specifying Goods and / or Services

We require two health kiosks in Swansea, one at the Morriston site and one at Swansea Vale site. We require a third kiosk in Birmingham at our City Centre site.

The machines would need to measure and monitor weight, body fat and blood pressure. Users would be able to monitor their results and access their data whilst using the machine and remotely from a secure App/portal.

Data should be securely stored and accessed using individual log in details.

A maintenance plan should be included with the hire of the machines, to ensure that the machines are available to staff at all times, with minimum disruption to service.

Full training should be provided to HR staff involved with the management of the Kiosk contract and also to nominated staff at the machine’s locations.

Anonymous monthly Management Information (MI) would be required by email/online portal and should be sent to nominated HR Contract Management staff. MI should include usage figures including time and days of use and also other anonymous health related information that would assist us in our Health Promotion activities.

### 6.1 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.

## 

## 7. Quality Assurance Requirements

Upon delivery of the kiosks, the business area will assess them to ensure the specification / tender response solution provided are consistent with product delivered.

All Services supplied shall be fit for purpose and of a quality acceptable to the Authority and the Contracting Authorities. If at any time during the agreement the qualities of supply for any products or services are found not to be to the appropriate standard, the Supplier shall provide a substitute item or service acceptable to the Contracting Authority at no additional cost.

## 8. Other Requirements

### 8.1 Information Assurance

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| **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, to provide routine maintenance 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.  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.  **Schedule of Processing, Personal Data and Data**  The processing of personal data has been identified as part of this requirement. Please refer to the Terms and Conditions of this contract for full details of the instructions to be followed when processing data.  **Offshoring of Government Data**  Government policy is that data it holds should be protected appropriately regardless of location.  Offshoring is defined as “Any arrangement where the performance of any part of the services or a solution under a contract may occur outside the UK for domestic (UK) consumption.”  When offshoring is described, the focus is typically on the physical location where data is hosted (such as where are the data centres located). Whilst physical location of data is a critical part of the offshoring question, it is important to understand how and where data might be logically accessed. Administrators or technical support staff may be located anywhere in the world, with logical access to data.  Tenderers must indicate in their response whether any DVLA data supplied as part of the contract, would be offshored. If so, tenderers must confirm the location(s) including the location of any business continuity, disaster recovery and technical support staff.  All Central Government Departments and Agencies are required to seek approval for any proposed offshoring activity, which ensures that information held offshore is appropriately managed and that pan-government risks are identified, tracked and managed, where appropriate.  In the event that the successful tenderer proposes to offshore any DVLA Data as part of the contract, they would be required to provide details about the processing to be carried out offshore, the privacy risks and the security controls in place to protect the data. If the intention is to store the information in a cloud environment outside the UK, the successful tenderer will also need to confirm the extent to which the environment complies with the cloud security principles. This information would be used to submit the offshoring proposal for approval.  Any request to offshore must receive clearance prior to the commencement of any data processing activity.  **Redundant Equipment**  Any redundant equipment that will have captured any DVLA sourced data must be disposed of securely on the DVLA Site. |

### 8.2 Cyber Security

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| The Government has developed Cyber Essentials, in consultation with industry, to mitigate the risk from common internet-based threats.  It will be mandatory for new Central Government contracts, which feature characteristics involving the handling of personal data and ICT systems designed to store or process data at the OFFICIAL level of the Government Security Classifications scheme (link below), to comply with Cyber Essentials.  https://www.gov.uk/government/publications/government-security-classifications  All potential tenderers for Central Government contracts, featuring the above characteristics, should make themselves aware of Cyber Essentials and the requirements for the appropriate level of certification. The link below to the Gov.uk website provides further information:  https://www.gov.uk/government/publications/cyber-essentials-scheme-overview  As this requirement features the above characteristics, you are required to demonstrate in your response that:   * Your organisation has Cyber Essentials certification; **or** * Your organisation will be able to secure Cyber Essentials or certification prior to commencement of the required services/deliverables; **or** * Your organisation has other evidence to support that you have appropriate technical and organisational measures to mitigate the risk from common internet-based threats in respect to the following five technical areas: * Boundary firewalls and internet gateways * Secure configuration * Access control * Malware protection * Patch management   The successful tenderer will be required to provide evidence of Cyber Essentials or certification ‘or equivalent’ (i.e. demonstrate they meet the five technical areas the Cyber Essentials Scheme covers) prior to commencement of the required services/deliverables. This will be through the completion of the Statement of Assurance Questionnaire (SoAQ).  The successful tenderer will be required to secure and provide evidence of Cyber Essentials re-certification ‘or equivalent’ (i.e. demonstrate they meet the five technical areas) on an annual basis.  **Further information regarding the certification process can be found here:**  https://www.ncsc.gov.uk/cyberessentials/overview |

### 8.3 Data Sharing

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| DVLA’s Contract Owner will work with the successful tenderer to implement any information sharing or data sharing procedures and associated DVLA requirements that may be needed at any point during the lifecycle of the contract.  Information or data sharing procedures will need to be formally assessed and approved by DVLA through the Data Sharing Clearance Process, managed by the Data Sharing Strategy & Compliance team (DSSC).  The Supplier will submit any requirements for information / data sharing via the Contract Owner to the DVLA who will consider the changes through this Data Sharing Clearance process.  Any proposals shall be considered and if approved an implementation plan will be formally offered to and accepted by both the DVLA and the Supplier before commencement.  This approvals process is designed to assess and identify additional measures and safeguards that may be required to protect data to those already stated in this specification document. |

### 8.4 Sustainability

**The following wording must be included for all procurements:**

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

Include outcomes from the Sustainability Teams assessment of the specification.

Any applicable Government Buying Standards (GBS) must be referred to (there are mandatory and best practice levels). Further information on GBS can be found here: Sustainable procurement: the Government Buying Standards (GBS) - GOV.UK (www.gov.uk)

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### 8.5 Health and Safety

DVLA has an Occupational Health and Safety Management System that is certificated to ISO 45001. Further information on our Health & Safety Policy, is available on request from the Commercial Advisor. (See Section 14 for Points of Contact):

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| --- |
| All Supplier Staff working in the DVLA on any of our premises must fully comply with relevant health and safety legislation, together with health, safety and welfare policy and management arrangements applied by the DVLA. If appropriate, these issues must be addressed at or before the award of the contract and may form part of the procurement process. Where requested, Suppliers will be required to provide copies of their health and safety policy statement, risk assessments and method statements, clearly identifying any safety implications that their activities may have and how these will be managed. Contract management staff are responsible for checking health and safety information provided by Suppliers, and passing relevant information to local line management and staff. Supplier’s safety performance will be monitored and checked as part of normal contract management.  Tenderers should: Have an appointed competent person responsible for H&S, details to be made available to DVLA on request   * Have emergency arrangements and plans for their goods/product/service, and observe DVLA’s arrangements whilst on site, or through the course of the business or contract * Have adequate provision for your own first aid when on site * Have an accident reporting and recording process for all near miss, accidents/incidents, or violent and aggressive behaviours. Any incident on DVLA site should be reported immediately to the DVLA’s Health and Safety Team * Communicate with DVLA on any health and safety matter or issue in relation to the contract/product/supply of goods or service, notifying DVLA of any Health and Safety hazard, which may arise in connection with its supply of goods, products, or services * Indemnify DVLA in the instance where failure of the company’s product/service, acts or omissions, with regards to health and safety, results in an economic penalty, time delay, issue, accident/incident or claim against the DVLA * Have suitable and sufficient insurance cover for all business/products/services supplied/that are provided to DVLA * Have documented, suitable and sufficient, risk assessments and method statements, covering all significant activities and deliveries of products, goods and services. Copies to be made available to DVLA on request * Provide suitable and sufficient health and safety training, information and instruction for all its employees/contractors/subcontractors. Records to be made available on request * Engage with DVLA’s Security/Estates Management Group to arrange access to all DVLA premises/buildings * Comply with all vehicle and driver legal requirements and DVLA policies whilst driving on premises or conducting business for DVLA |

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| --- |
| To help prevent the spread of COVID-19 and reduce the potential risk of exposure, DVLA has a set of assessments that must be completed prior to attendance at any DVLA site. There are also a strict set of procedures that must be adhered to whilst on site. These apply to all staff and contractors and are kept up-to-date based on the latest Government guidance.  Any Supplier Staff required to attend/visit DVLA site, during the period of the contract, **must request and obtain a copy of the most recent DVLA Covid-19 Risk Assessment from the DVLA Contract Owner/Manager. They must also submit a copy of a Covid-19 Risk Assessment for their own organisation**. This ensures that DVLA suppliers are not only adhering to Government guidelines whilst on site at DVLA but also in the capacity of performing their own business.  Prior to any visit, each individual may also be required to complete a “Covid-19 Contractor Questionnaire”, which is a self-declaration to further minimise the risk of exposure. Copies of this Questionnaire, where required, will be available at DVLA Reception or from the member of staff escorting the Supplier Staff (where required).  **N.B.** The processes and assessment should be fully understood, ahead of any attendance/visit, as they include the arrangements and control measures in place to keep Supplier Staff and DVLA staff safe. |

### 8.6 Estates

**Not applicable**

### 8.7 Diversity and Inclusion

The Public Sector Equality Duty (PSED) is a legal requirement under the Equality Act 2010. The Equality Duty ensures that all public bodies play their part in making society fairer by tackling discrimination and providing equality of opportunity for all. It ensures that public bodies consider the needs of all individuals in their day-to-day work – in shaping policy, in delivering services, and in relation to their own employees. DVLA is committed to encouraging equality, diversity and inclusion within our workforce and against unlawful discrimination of employees, customers and the public. We promote dignity and respect for all and we will not tolerate, bullying harassment or discrimination by staff, customers or partners we work with. Everyone working for us and with us, as partners in delivering our services, has a personal responsibility for implementing and promoting these policy principles in their day- to-day transactions with customers and our staff.

A full copy of our Equality, Diversity and Inclusion Policy is **Annex 7.**

### 8.8 Business Continuity

**Not applicable**

### 8.9 Procurement Fraud

Please see DVLA Fraud Policy at Annex 6, and acknowledge you have read and understand this.

### 8.10 Use of DVLA Brands, Logos and Trademarks

The DVLA does not grant the successful Supplier licence to use any of the DVLA’s brands, logos or trademarks except for use in communications or official contract documentation, which is exchanged between the DVLA and the successful Supplier as part of their fulfilment of the Contract.

Approval for any further specific use of the DVLA’s brands, logos or trademarks must be requested and obtained in writing from the DVLA.

### 8.11 Welsh Language Scheme Requirements

The contract will require the contracted Supplier to deliver services to the public in Wales, on behalf of the DVLA. Consequently, the requirements of the Welsh Language Scheme (Annex 2) will apply.

**8.12 Delivery Instructions – Goods Inward**

### 8.12.1 Advance Delivery Booking Process

All deliveries **must** be pre-booked and confirmed **48 hours** in advance. Please contact the Logistic and Storage Team Leads, 01792 783185 or email mailto:stores.order.forms@dvla.gov.uk 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.

### 8.12.2 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.

### 8.12.3 Delivery Address/Locations

DVLA requires three delivery locations as follows: -

|  |  |  |
| --- | --- | --- |
| **D – Basement Morriston** | **Swansea Vale** | **Birmingham** |
| D-Block Stores,  DVLA,  Longview Road,  Morriston,  Swansea  SA6 7JL  **7am till 3pm** | Swansea Contact Centre  Sandringham Park,  Swansea Vale,  Swansea,  SA7 0EE  **7am till 3pm** | 4th Floor,  Baskerville House,  Centenary Square,  B1 2ND  **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.

### 8.12.4 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.

### 8.12.5 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 stores 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).

### 8.12.6 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.

### 8.12.7 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.

### 8.12.8 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

**Contract Management**

The Supplier is requested to identify the Key Personnel staff they propose for the Account Team and their roles and responsibilities. The Supplier is also requested to detail the support the Account Team may obtain from the wider organisation and how this will be accessed.

The Supplier must appoint a Contract/Account Manager to support the Authority throughout the Contract period and to report on progress at intervals specified by the Authority.

The Supplier must also appoint a Product Development Manager to support the Authority and its suppliers throughout the delivery of any developments sourced via this Contract.

The appointed Contract/Account Manager and Product Development Manager can be the same person.

The Authority may request CV’s and retains the right to reject a manager without explanation.

The Supplier will (at the Authority’s request) support the Authority by making available its Contract/Account Manager and/or Product Development Manager on site at the Authority’s facilities. Costs will be covered by the Supplier.

The Authority does not require a daily on-site presence and would anticipate this being an ad-hoc activity to resolve major/critical live issues which may arise during the Contract period or to discuss new opportunities or developments.

Supplier Project Manager, Contract/Account Manager and/or Product Development Manager must have fluent English communications skills (written and spoken).

In terms of Account Management the Authority will require the Supplier to provide the following services as a minimum:

* As frequent as Quarterly Service Review Meetings in Swansea which the Supplier will minute for sign off by both parties. These may be performed remotely if required.
* Ad-hoc meetings to cover issues / initiatives as they may arise.
* Escalation and fault resolution contact pathway
* Dispute resolution - point of contact and agreed process
* Incident management process and continuity of service

The Supplier and the Authority are to provide each other with Notice Addresses to which formal communications will be sent.

Review of the operability of the kiosks, invoicing and customer service performance will be discussed.

Inspection of the kiosks during these meetings by the supplier is welcomed, to ensure condition of the kiosk is to what be expected.

## 10. Training / Skills / Knowledge Transfer

Training provided to HR staff that are managing the contract for the Wellbeing Kiosks. Training materials should be included within the tender proposal, in order for DVLA staff to get the full use of the machine’s functionality.

## 11. Documentation

Documentation relating to the usage/maintenance of the machine should be provided in the tender response.

## 12. Arrangement for End of Contract

The supplier is expected to work with DVLA to ensure a smooth transition of services to a new Supplier. All exit costs will be borne by the Supplier. No additional exit charges other than those specified shall be charged to the Authority. All exit costs shall be evidenced to the Authority upon request.

The Supplier will be responsible for collecting the kiosks from DVLA’s premises.

## 13. Evaluation Criteria

### Framework Call-Off

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.

**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 | Xxxxx redacted under FOI Section 40 |
|  | Tel | Xxxxx redacted under FOI Section 40 |
| e-mail | Xxxxx redacted under FOI Section 40 |
| **Business Area Contact**  **Human Resources and Estates Directorate** | Name | Xxxxx redacted under FOI Section 40 |
| Tel | n/a |
| e-mail | Xxxxx redacted under FOI 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** | **Pass/Fail** |
| --- | --- | --- |
| **M1** | 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 terms and conditions of the G-Cloud 13 framework, plus additional terms contained within this specification document. | **Yes/No** |
| **M2** | Please confirm that all stored data will be held within the UK and not offshore. | **Yes/No** |
| **M3** | Please confirm that any transferred data will be over an encrypted network. | **Yes/No** |
| **M4** | **Business Continuity -** Suppliers are required to provide a business continuity plan on request. | **Yes/No** |
| **M5** | **Sustainability –** Suppliers are required to submit their Environmental / Sustainability policy documentation. | **Yes/No** |
| **M6** | **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** |
| **M7** | **Security Clearance -** The supplier is required to confirm that any Contractor’s Staff that will be accessing the DVLA Site to provide routine maintenance have Baseline Personnel Security Standard (BPSS).  The Baseline Standard comprises verification of the following four main elements:  1. Identity;  2. Employment History (past 3 years);  3. Nationality and Immigration Status;  4. Criminal Record (unspent convictions only).  The aim of the Baseline Standard verification process is to provide an appropriate level of assurance as to the trustworthiness, integrity, and proper reliability of prospective staff.Suppliers are required to provide evidence of relevant Contractor’s Staff clearance in their tender response. | **Yes/No** |
| **M8** | **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** |
| **M9** | **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** |

**Scored Quality Criteria**

| **Primary Scored Criteria** | **Primary Scored Criteria Weighting (%)** | **Scored Sub-criteria Description** | **Individual Scored Sub -Criteria Weighting (%)** |
| --- | --- | --- | --- |
|  | **50** | Please outline a tender proposal that meets the requirements laid out within this specification document. | **25** |
| Please outline Additional benefits provided other than those indicated in the specification document. | **10** |
| Please outline the levels of Support provided for the kiosks and your approach to servicing/maintaining/repairing the machines. | **10** |
| Please outline any Management Information the machines can produce in-order to inform DVLA HR staff allowing them to come up with targeted campaigns to improve health/wellbeing. | **5** |
|  | **Total = 100%** |  |  |

**Financial/Pricing Criteria**

| **Primary Financial/Pricing Criteria** | **Financial/Pricing Weighting (%)** | **Description** |
| --- | --- | --- |
| **Pricing Requirements** |  | **To be provided as a quotation** |
|  | **Total = 100%** |  |

## Annex 2 – Welsh Language Scheme Requirements

DVLA must ensure that arrangements and contracts with third parties that relate to the provision of services to the public in Wales are consistent with the terms of the Welsh Language Scheme and are implemented accordingly.

This means that where DVLA provides services in English through use of a 3rd party supplier, it will deliver the same quality of service to residents in Wales, specifically:

* documentation and publications in English and in Welsh will be provided to the same quality and timescale. The majority of forms and correspondence provided as part of the Service will be provided by DVLA.
* target times for response to correspondence will be the same whether the correspondence is conducted in English or in Welsh;

Where the service is supported by a corporate or telephone support service located outside Wales, it will not be practicable to offer a Welsh Language telephone service. However, the Supplier must offer those who call and who wish to speak in Welsh the option of writing in Welsh or continuing the conversation in English.

Suppliers must adopt a bilingual corporate identity within Wales. This means Welsh and English must be displayed on all material which displays corporate identity. This includes identity badges and vehicles.

All signs, which give information to the public, must be bilingual with the Welsh and English text being treated equally with regard to size, legibility and prominence.

Each agent or supplier who delivers services to the public on behalf of DVLA in Wales will be monitored on an annual basis to ensure compliance with the Welsh Language terms of their agreements or arrangements.

## Annex 3 – N/A

## Annex 4 – N/A

### Pricing Schedule: This is to be provided as a quotation.

## Annex 5 - Health and Safety Policy (for information)

## Annex 6 – Procurement Fraud Statement (for information)

## Annex 7 - Diversity and Inclusion Policy (for information)

## Annex 8 – Invoicing Procedures (for information)

## Annex 9 – Statement of Assurance Questionnaire (to be completed and returned by successful bidder)

## Annex 10 – Corporate Environment Policy (for information)