



Specification

QSA Services

[Strategy, Policy & Communications Directorate]

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1. Introduction

In accordance with the terms and conditions of *G Cloud 12 RM 1557.12* the Department for Transport (DfT) invites proposals for the following Services.

2. Background to the Requirement

The Driver and Vehicle Licensing Agency (DVLA) **[The Authority]** is an Executive Agency of DfT, based in Swansea. The Agency'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).

The Payment Card Industry Data Security Standard (PCI DSS) is a global proprietary information security standard for organisations that handle branded payment cards from the major card schemes including Visa, MasterCard, American Express, Discover, and JCB. The PCI Standard is mandated by the card brands and administered by the Payment Card Industry Security Standards Council. The standard was created in 2004 to increase controls around cardholder data to reduce credit card fraud. The standard is reviewed regularly to take into account technical developments in the payments industry.

DVLA is classed as a Level 1 Merchant, as it processes over 6 million card transaction each year. The Card Schemes with the PCI Council have mandated that all organisations who take credit/debit card payments must be 100% compliant with the standard.

Validation of compliance is performed annually, by an external Qualified Security Assessor (QSA), who creates a Report on Compliance (ROC) for organisations handling large volumes of transactions. The current contract for QSA services expires in July and in order to maintain our Attestation of Compliance we require to renew the contract or procure another QSA service provider.

DVLA are looking for an independent QSA to provide PCI –DSS deliverables, support, advice and guidance. The DVLA anticipate 10 days per annum (with some flexibility built in) from the QSA for a term of 2 +1 year.

3. Procurement Timetable

Description	Date
G Cloud Search	25 March 2021
Evaluation	29 March 2021
Proposed Contract Award	20 August 2021
Proposed Contract Expiry Date	22 July 2023

4. Scope

This is an ongoing requirement while the agency takes card payments from customers. This service provides annual assurances that we are compliant to Payment Card Industry Data Security Standard (PCI DSS) as mandated by the Card Schemes and Merchant

Acquirer. The QSA will be on site for up to 10 days a year while assessing our compliance to the PCI DSS.

DVLA require QSA to provide PCI – DSS deliverables, support, advice and guidance. The DVLA anticipate up to 10 days annually (with some flexibility built in) from the QSA for a term of 2 + 1 year.

5. Implementation and Deliverables

The contract is expected to start on 23 July 2021 and end on 22nd July 2023

6. Specifying Goods and / or Services

DVLA requires the QSA to deliver the following:

- Provide advice where applicable on the Telephony Project's strategy & direction and its alignment to PCI DSS.
- To assess our Digital and Face to Face channels annually and issue a Report on Compliance and an Attestation of Compliance
- To attend meetings with DVLA and Merchant Acquirer as required

The QSA will be expected to highlight to DVLA's PCI Business Work Stream Lead, any new, or amendments to the PCI DSS standards and the potential impacts, to allow DVLA the opportunity to consider the gaps and mitigating actions.

7. Quality Assurance Requirements

The QSA is expected to be ISO27001 and BS 7858 2012 certified and have Cyber Essentials / Cyber Essentials Plus

8. Other Requirements

N/A

8.1 Information Assurance

Removable Media

N/A

Security Clearance Level 1

Tenderers are required to acknowledge in their response that any Contractors' Staff that will have access to the DVLA site for meetings and similar (but have no access to the DVLA systems), must be supervised at all times by DVLA staff.

8.5 Health and Safety

DVLA has an Occupational Health and Safety Management System that is certificated to ISO45001. Further information on our Health & Safety Policy, is available on request from the Commercial Advisor. (See Section 14 for Points of Contact):

All contractors working in the Agency 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 Agency. 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, Contractors 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 contractors and passing relevant information to local line management and staff. Contractors' 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
- 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 Agency
- Have suitable and sufficient insurance cover for all business/products/services supplied/that are provided to DVLA

- Engage with DVLA's Security/Estates Management Group to arrange access to all DVLA premises/buildings

9. Management and Contract Administration

The QSA will assess our PCI compliance annually, either remotely or on site, depending on Covid restrictions at the time of the assessment. There will be no requirement for review meetings during the year. Payments for services will be by Purchase Order when the assessment has been completed.

11. Documentation

On completion of the PCI assessment the QSA must provide a Report on Compliance (RoC) and Attestation of Compliance (AoC)

13. Points of Contact

Commercial Advisor	Name	"redacted under FOIA section [40 Personal Information]"
	Tel	
	e-mail	"redacted under FOIA section [40 Personal Information]"
	Address	
Project Lead/Business Area Contact [IAG/SP&CD]	Name	"redacted under FOIA section [40 Personal Information]"
	Tel	
	e-mail	"redacted under FOIA section [40 Personal Information]"

All queries/questions should be sent to the Commercial Advisor