Specification

Provision of Furniture and Associated Services

**Contract Reference:** PS/24/70

**Framework Title & Reference:** RM6308

**Date: 09/01/2025**

**Version: V1.5**

[1. Introduction 3](#_Toc187301946)

[2. Background to the Requirement 3](#_Toc187301947)

[3. Procurement Timetable 4](#_Toc187301948)

[4. Scope 5](#_Toc187301949)

[5. Implementation and Deliverables 6](#_Toc187301950)

[6. Specifying Goods and / or Services 7](#_Toc187301951)

[7. Quality Assurance Requirements 28](#_Toc187301952)

[8. Other Requirements 28](#_Toc187301953)

[9. Management and Contract Administration 36](#_Toc187301954)

[10. Documentation 37](#_Toc187301955)

[11. Arrangement for End of Contract 37](#_Toc187301956)

[12. Response Evaluation 37](#_Toc187301957)

[Annex 1 Evaluation Criteria, Mandatory Criteria 39](#_Toc187301958)

[Annex 2 - Equality, Diversity and Inclusion Policy 45](#_Toc187301959)

[Annex 3 - Fraud Procurement Statement 45](#_Toc187301960)

[Annex 4 – Standards 45](#_Toc187301961)

[Annex 5 – Estate information 45](#_Toc187301962)

[Annex 6– KPIs 45](#_Toc187301963)

[Annex 7 – Key personnel 45](#_Toc187301964)

[Annex 8 – Purchase to Pay procedure. 45](#_Toc187301965)

[Annex 9 – Armed Forces Covenant 46](#_Toc187301966)

### 1. Introduction

1. In accordance with the terms and conditions of Crown Commercial Services (CCS) RM6308 Furniture and Associated Services 2, Lot 1: Office furniture (standard and corporate) the Driver and Vehicle Licensing Agency (DVLA) invites proposals (Proposals) for the following provision of Furniture and Associated Services more particularly described below.
2. Proposals from prospective Furniture and Associated Services Suppliers (each a Supplier) must explain how the relevant Supplier proposes to deliver the Furniture and Associated Services, along with the corresponding charges and indicative timescales for carrying such Services as described in Section 6.
3. Proposals should be submitted electronically via the Department for Transport (DfT) Sourcing portal (Jaggaer) by the proposal deadline stated at Section 3. The Proposal response must address the evaluation criteria defined at Annex 1 mandatory requirements, quality factors and social value factors and complete the financial model in RM6308-Attachment-4-Price Schedule.
4. DVLA aspires to be an inclusive and rewarding workplace. As such DVLA seeks a Supplier who will assist in making the most efficient use of its estate and build on progress in creating a modern, flexible, fit-for-purpose working environment aligned to government’s smarter working principles.
5. Further information about DVLA’s main objectives, activities and culture can be found within DVLA’s Strategic Plan 2021 – 2024 https://www.gov.uk/government/publications/dvla-strategic-plan-2021-to-2024

## 2. Background to the Requirement

1. The Driver and Vehicle Licensing Agency (“DVLA” or the “Authority”) is an Executive Agency of the Department for Transport (DfT), based at 3 sites in the Swansea region and 1 site in Birmingham, employing over 6,000 staff. 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
2. In March 2005, DVLA entered a 20-year PFI contract (the Contract) with Trillium (DVLA) Limited (the private sector partner or PSP), a special purpose vehicle ultimately owned by Telereal Trillium (TT). The Contract was for the refurbishment of DVLA’s estate and the provision of facilities management (FM). The Contract expires on 31 March 2025 (the Expiry Date) and extending the Contract is not feasible under the terms of the Contract, nor would any extension align with the current strategy of HM Treasury and the Government Property Agency (GPA).
3. To deliver an effective transition from the current PFI Contract. DVLA requires a Furniture and Associated Services Supplier to commence delivery of such Services post the Expiry Date commencing 1st April 2025 (Start Date).
4. DVLA’s Swansea estate consists of three sites: Morriston, Swansea Vale and Ty Felin.
5. **DVLA main site,** Morriston, SA6 7JL is a 26-acre site, comprising seven main buildings and several smaller and subsidiary buildings. These buildings consist of 89,304m2 of mixed office and non-office space. There are also three large staff parking areas including one multi-storey facility, alongside multiple smaller parking areas and other green spaces.
6. **Swansea Vale** is a 7-acre site consisting of three buildings comprising 10,878m2 of mixed office and non-office space. There are also two main car parks and areas of green space. This site is split in two;

* Contact Centre SA7 0AD and
* Richard Ley Development Centre and the Innovation Facility, SA7 0AN

with a stream and public pathway in between.

1. **Ty Felin, SA6 4AW**, is a 6-acre site consisting of two main buildings and security house consisting of 7,499m2 of mixed office and production space, with a green space perimeter.
2. **Baskerville House, Birmingham**, DVLA occupies the 4th floor at Baskerville House, which consists of 316 operator desks. The landlord is responsible for the maintenance of the existing standard office furniture, but DVLA is responsible for the purchase and maintenance of specialist furniture.

## 3. Procurement Timetable

1. The timetable for this procurement is set out in the table below. The timetable may be changed at any time but any changes to the dates will be made in accordance with the Regulations (where applicable).
2. Suppliers will be informed if changes to the timetable are necessary.
3. The key dates for this procurement (Timetable) are currently anticipated to be as follows:

|  |  |
| --- | --- |
| **Event** | **Date** |
| Issue ITQ | 14th January 2025 |
| Deadline for Clarification Questions | 27th January 2025 |
| Tender Closing Date | 10th February 2025 (Monday) Midday |
| Evaluation Period | 11th-12th February 2025 |
| Letter of intent / Outcome letters | 3rd March 2025 |
| Standstill period closes | 13th March 2025 |
| Contract Award | Late March 2025 |
| Contract Commencement | 1st April 2025 |

1. DVLA reserves the right to amend the Timetable. Any changes to the Timetable shall be notified to all suppliers as soon as practicable.

## 4. Scope

* 1. The provision of office furniture is currently delivered via the PFI Contract and DVLA wish to procure the provision of general office furniture and associated services (including but not limited to office seating, desking, tables, desk screens, monitor arms, storage and accessories) in line with GPA Design Guide to ensure continuity of service, improve service delivery and have a timely transition period from supplier to supplier.
  2. There are circa 33,000 furniture assets across the Swansea estate and the 4th floor at Baskerville House, which are either maintained/repaired or replaced depending on the condition. DVLA have access to a furniture asset database which details the condition of each furniture asset and this will be shared with the Supplier during the mobilisation of the contract.
  3. DVLA require an extensive range of Core and Non-Core furniture items, as listed in RM6308-Attachment-4-Price Schedule. KPI’s and SLA’s are detailed within specification.
  4. The scope of the contract includes the supply and install of specialist furniture.
  5. DVLA may also take the opportunity to purchase items of standard and specialist furniture to supplement the furniture provided by the landlord of Baskerville House.
  6. The Supplier must detail their understanding of the scope of the requirement and provide a proposal which sets out their approach to delivering the services, previous experience, and capability.
  7. DVLA requires Suppliers to provide innovative proposals in response to this specification to assist the strategy of providing modern services across all their services.
  8. The Supplier shall work collaboratively with the DVLA and identify opportunities in relation to delivering the Services; with an annual service and innovation plan submitted three [3] months prior to commencement of each Contract Year.
  9. During the term of the Contract all changes to the scope of this Contract will be dealt with by Change Control/Contract Variation.
  10. The Supplier will indemnify DVLA against all losses where any failure of the company’s product/service and/or its acts or omissions, with regards to health and safety, results in economic penalty, time delay, issue, accident/incident or claim against DVLA. In accordance with the stipulations and clauses outlined in Joint Schedule 3 - Insurance Requirements.
  11. The Supplier shall, upon commencement of the Contract and within 90 days, acknowledge, agree and confirm that it will have conducted its own analysis of the data provided and undertaken its own review of DVLA Assets and satisfied itself as to the accuracy, completeness and fitness for purpose of all such Disclosed Data upon which it places reliance; and
  12. The Supplier shall not be entitled to make claim after 90 days against DVLA whether in Contract, or tort under Statute or otherwise for damages, or for additional payments under this agreement.

## 5. Implementation and Deliverables

* 1. The full scope of Services required is detailed within Section 6 of this document. The target commencement date for this contract is 1st April 2025. The contract will be awarded for a 4-year term with the option to extend for a further 12 month period, which coincides with the contract award term permitted under CCS Framework RM 6308 (Furniture and Associated Services) Lot 1: Office furniture (standard and corporate).
  2. Furniture must comply with all relevant UK legislation, such as, but not limited to:
* Fire safety: Upholstery must conform to the requirements of British Standard BS5852: 1990
* Polyurethane padding BS379
* Government Buying Standards for Furniture
* Government Buying Standards for Textiles
* Timber Procurement Policy
  1. Delivery of the furniture items should be conducted during normal office hours (9am – 3pm Monday – Friday), though delivery of large items should avoid peak times when employees will be entering/exiting the building. Items should arrive in as few deliveries as possible.
  2. Installation times to be agreed with DVLA, avoiding disruption to service where possible.
  3. All applicable standards are detailed in Annex 4.

## 6. Specifying Goods and / or Services

* 1. DVLA requires the Supplier to manage the supply, delivery and installation of office furniture. DVLA will use this agreement to request any minor repairs to furniture. DVLA will use this agreement to arrange the movement of items of furniture between floors and/or buildings and/or crates of files/documents etc. The Supplier will also be responsible for keeping DVLA’s furniture store in a safe and tidy state.
  2. To meet the service delivery requirements of RM6308 Furniture and Associated Services 2, Lot 1: Office furniture (standard and corporate). Suppliers shall read and comply with these requirements in conjunction with the specific mandatory requirements.
  3. The Supplier shall comply with all Relevant Schedules within this Framework, and any appropriate UK legislation, guidance, Approved Codes of Practices (AcoP), Industry Standards, Government Guidelines, Supplier Code of Conduct and appropriate Public Procurement Notices (PPN)
  4. The Supplier shall meet the following requirements in their entirety to provide the Goods and Services defined during the Framework term and until expiry of DVLA’s Call-Off Contracts from this Framework.
  5. The Supplier shall advise DVLA of current appropriate best practices, the most efficient, sustainable, and value for money methods of delivering the requirements, for DVLA’s consideration.
  6. It is important that Suppliers are advised to familiarise themselves fully with the Goods and Service requirements. All mandatory requirements, in conjunction with specific requirements, shall be complied with from the Start Date. Non-compliance with any of these requirements will be considered a reason for exclusion from the Framework Contract or Framework Contract termination.
  7. The Supplier shall provide all Services in relation to the supply of the Goods and Services to DVLA which shall include but not be limited to:
  8. Taking Orders for the Goods and Services from the DVLA
  9. Undertaking physical delivery of the Goods or Services ordered by DVLA and installation, when requested.
  10. Conforming to the Charging Structure
  11. Undertaking and complying with any invoicing and billing requirements
  12. Undertaking to meet all DVLA requirements.
  13. Providing a support function to deal with DVLA ‘s enquiries and issues.
  14. Handling DVLA Complaints
  15. Complying with Performance Indicators (PI’s), service levels and any reporting requirements
  16. Providing a dedicated Supplier Framework Manager as set out in Framework Schedule 4 (Framework Management) and item 15 of the Framework Award Form
  17. Comply with DVLA’s Management Information requirements.
  18. **Core List** 
      1. The products listed in RM6308 Call-off Schedule 5 - pricing details – Core Items shall become the Core List for Lot 1.

* + 1. The Supplier shall:
       1. Ensure that all products in the Core List are available from the Framework Start Date, and throughout the Framework Contract Period.
       2. Review the Core List to ensure it continually reflects the highest volume items purchased. Reviews will take place in accordance with Framework Schedule 4 (Framework Management)
       3. Identify further opportunities to rationalise and standardise the products included those in the Core List.
       4. Offer new, innovative and cost-effective products to be considered for inclusion in the Core List as a result of developments in the furniture market.
       5. Review the Core List to identify items that are no longer relevant to the furniture market, and that should be considered for removal.
       6. DVLA must be informed of any proposed changes and at its complete discretion, approve or reject all proposed changes. Any accepted changes shall be made in accordance with Core Terms Clause 24 (Changing the Contract) and Joint Framework Schedule 2 (Variation Form).
       7. All products must be compliant with the relevant Government Buying Standards and the Timber Procurement Policy.
  1. **Non-Core Products**
     1. In addition to the Core List, the Supplier shall make available to DVLA additional Goods and Services. These products shall be known as Non-Core Products.
     2. **Specialist Furniture**
        1. A quick efficient process for the supply and installation of items of specialist furniture, identified via an Occupational Health Assessment. Delays to provision of specialist furniture can result in staff being unable to return to work, so prompt and reliable delivery timescales are vitally important. The table below provides a summary of the numbers of specialist furniture items purchased by DVLA over the previous 12 months. It is difficult to forecast the numbers going forward because they are dependent on the number of Occupational Health Assessments, which can vary over time.
        2. Suppliers should provide specifications and prices for their range of furniture that is comparable to those in the table below:

|  |  |  |
| --- | --- | --- |
| Item Type | Item Description | Quantity (based on previous 12 months purchases) |
| ‘Specialist’ Seating 1 | High back operator/ task chair, no arms, seat slide, Fabric finish.  Heavy duty 3-lever mechanism  Independent seat and back angle  adjustment with seat slide  Adjustable body weight tension control  Ratchet backrest height  150kg Maximum weight capacity  Seat height: 460mm – 590mm  Seat width: 530mm  Seat depth: 470mm  Back height: 580mm – 660mm  Back width: 500mm  Black base and arms.  InLoom Bondai Fabric | 165 |
| ‘Specialist’ Seating 2 | Heavy duty 3-lever mechanism Independent seat and back angle adjustment with seat slide Adjustable body weight tension control Ratchet backrest height 150kg Maximum weight capacity  Seat height: 460mm – 630mm  Seat width: 570mm  Seat depth: 520mm - 570mm  Back height: 590mm – 670mm  Back width: 500mm  Black base and arms.  InLoom Bondai fabric | 23 |
| ‘Specialist’ Seating 3 | Synchronised Mechanism with adjustable Body weight tension control Seat angle adjustment Independent backrest angle adjustment Integral seat slide & inflatable lumbar Ratchet back height adjustment 150kg Maximum weight capacity  Seat height: 480-590mm or 560 – 650mm  Seat width: 500mm or 570mm  Seat depth: 470 – 545mm or 520 – 570mm  Back height: 580mm – 660mm  Back width: 450mm  Black base and arms.  InLoom Bondai fabric | 17 |
| ‘Specialist’ Seating 4 | Up to 40 stone (250kg) weight restriction Synchronous Tilt Mechanism which allows the users body angle to open at a much better angle to enable pressure relief on the midriff. This also allows you to adjust the backrest angle and the seat tilt independently of each other  Width: 560 mm  Depth: Min 450mm / Max 660mm  Width: 620 mm  Depth: Min 420mm / Max 570 mm  Black base and arms.  InLoom Bondai Fabric | 11 |
| Electronic Height Adjustable Desk | Electric desk Easy to use control Sliding top with cable tray.  2 different sizes. Single desks (WxDxH):  1570mm x 780mm x 610-1260mm  1370mm x 780mm x 610-1260mm  With 6 gang socket block  Mains cable – 3 metres as standard, but mains cables up to 9 metres must be available. | - 106  - 25  Total - 131 |
| Sit-Stand Desk Converter | Available in White or Black Finish.  Can hold up to 2 x 26” Monitor Screens. | 5 |
| Leg rest | 5 star height adjustable footstool  Single or Double Width | 5 |
| Lumbar support cushion | 4” x 11” D-Shaped lumbar roll with adjustable strap | 20 |
| Coccyx Cut-Out Wedge | Coccyx seat cushion supports the back,  tailbone, hips and legs. | 20 |
| Document Slope | MultiRite Document Holder & Writing Slope | 10 |
| Desk riser blocks | Set of 4 desk riser blocks | 60 |

* + - 1. DVLA may use this agreement to purchase other items of furniture. This may vary from a single item of furniture to producing a plan and supplying the furniture, as part of a refurbishment project.
      2. Non-Core Products are to be charged to DVLA at a discount off the catalogue price (for products available within your existing range) -, as submitted in the non-evaluated worksheets within RM6308-Attachment-4-Price Schedule
      3. Open Book Costing (if products are not part the Suppliers existing range)
  1. **Quality**
     1. The Supplier shall ensure that all Goods and Services supplied under this Framework are tested to the relevant minimum technical requirements set out within CCS Framework Schedule in Section 6 (Framework Standards),
     2. As per the mandatory requirements of the Lot and DVLA (s) requirements, the Supplier shall ensure that all Goods and Services supplied under the Framework are:
        1. Fit for purpose.
        2. Of satisfactory quality
        3. Comply with the relevant specification.
        4. Free from minor defects
        5. Safe and durable
        6. Have a finish, appearance and construction that is acceptable to DVLA.
     3. Fabrics and Finishes: Fabric requirements for each of the items in the Core List, are highlighted in the specification and/or price matrix. Some fabric types and colours are named, however, fabrics with similar properties and performance standards are acceptable. Fabrics and finishes will be made available in the full variety of colours according to the fabric range supplied.
     4. The Supplier shall ensure that all materials are suitable for their intended use and shall conform to the latest relevant British and European Standards (found in Annex 4 – Standards), mandatory Government Buying Standards (found in Joint Schedule 5 - Corporate Social Responsibility), with consideration given to best practice Standards, Codes of Practice and current UK Statutory Regulations
     5. Furniture design and manufacturing processes shall have second life and circular economy consideration to facilitate remanufacturing, repair, recycling and reuse, in part or whole, such as
     6. Products supplied are easy to repair with standard, commonly available parts
     7. Components and spare parts shall be made available by the Supplier for at least 10 years after sale, to extend the product’s lifetime through repair (as far as reasonably practicable)
     8. Upholstered pads able to be removed, reupholstered and reattached non-destructively.
     9. Seat pads and soft furnishings able to be reupholstered without the use of glues and
     10. Desk and table frames able to be reconfigured to different lengths without the cutting and welding of beams.
     11. Plastic parts greater than 50g shall be marked for recycling according to ISO 11469:2016 or equivalent and must not contain additions of other materials that may hinder recycling. Compliance with ISO 11469:2016 should be captured in the catalogue.
     12. Suppliers shall place the necessary recycling information in the user manual or similar literature for plastic parts greater than 50g in weight.
     13. Suppliers should be mindful of Persistent Organic Pollutants (POPs) within the products they provide and should refer to the relevant guidance where required.
     14. Suppliers will ensure that where an item would be classed as POPs waste, that this is clearly labelled in line with 5.27 (Item Marking)
     15. The Supplier shall make available details of desktops: This should be in the form of computer-aided design (“CAD”) diagrams that show the location of screw holes, and desk top sizes to facilitate the refurbishment of the desktop.
     16. The Supplier shall ensure that all test certification details provided with their tender submission are current and kept up to date during the Framework Contract Period as stated in 3.7.4 of Framework Schedule 4 (Framework Management)
     17. DVLA will decline all Goods and Services that cannot be supported with required test certification.
  2. **Account Management**
     1. In addition to CCS Framework Schedule 4 (Framework Management)
     2. The Supplier shall provide presales and after sales support, providing a positive customer experience to DVLA.
     3. The Supplier shall maintain regular communications with DVLA and other delivery partners, working with them to ensure that all parties are kept up to date with developments, from initial contact through to Delivery and installation of Goods and Services
     4. The Supplier shall ensure the seamless coordination of processes for query resolution, ordering, product supply, logistics, installation, returns, issue and complaints resolution, product support and re-installation as required.
     5. The Supplier shall establish and maintain a clearly documented and defined process for managing complaints, including an escalation process, and the recording, managing, and resolving of complaints raised by DVLA.
     6. The Supplier shall provide DVLA with product instructions and assist when necessary.
     7. The Supplier shall work with DVLA and, if requested, arrange free of charge face to face training on all products as identified by DVLA. This may include (but not be limited to) DSE assessors, staff 1-2-1’s or group sessions. The Supplier should provide operation and maintenance (O&M) manuals and guidance on how to use furniture in electronic form and hard copy (upon request)
  3. **Supply Chain Management**
     1. The Supplier is required to actively manage all aspects of Key Subcontractor involvement in the Call-Off Contract to ensure that all Goods and Services delivered are in line with DVLA’s requirements.
     2. The Supplier is responsible for ensuring:
        1. All appointed Subcontractors are eligible to work in the UK and possess the appropriate accreditations, qualifications, and skills.
        2. All appointed Subcontractors comply with all contractual requirements on quality, health and safety, environmental and legislative requirements.
        3. All appointed Subcontractors possess the appropriate level of security clearances for entry to DVLA’s Premises as detailed by DVLA at Call-Off
        4. All Subcontractor performance is effectively managed via use of the KPIs, customer satisfaction and complaints management processes including addressing any poor performance.
        5. The Supplier is responsible for identifying and managing risks and resolving disputes related to Service delivery with their Subcontractors.
        6. The Supplier shall take all reasonable steps to engage with small and medium-sized enterprises (SMEs) and local supply chain partners as Subcontractors to strengthen regional supply chain resilience and reduce the impact of the Goods and Services on the environment.
        7. Actions required to enter into a new Key Sub-contract relationship or to replace a Key Subcontractor are outlined in Joint Schedule 6 (Key Subcontractors)
  4. **Timber Requirements**
     1. The Supplier shall procure and ensure that all timber and wood derived products originate from an independently verifiable legal and sustainable source in line with the Governments Timber Regulations. <https://www.gov.uk/guidance/regulations-timber-and-flegt-licences>
     2. The Supplier may be required to provide evidence that timber products meet the requirements at any time. The Supplier shall retain appropriate documentation to provide as evidence when requested.
     3. Equivalent evidence from countries which demonstrates compliance with the Definition of Legal and Sustainable (where equivalent to FLEGT-licensed can be evidence of meeting the definition of ‘sustainable’) will be acceptable.
  5. **Hazardous Materials**
     1. The Supplier shall avoid the use of hazardous substances including, but not limited to, substances which are radioactive, flammable, explosive, toxic, corrosive, biohazardous, oxidisers, asphyxiates, pathogens or allergens.
     2. On the occasions where there are no alternatives, hazardous materials must be stored, used and disposed of in accordance with the instructions of the product Control of Substances Hazardous to Health (CoSHH) Regulations and all relevant legislation and Law.
     3. The Supplier shall ensure that all internal finishes, including solvents and paints are inert and meet best practice Standards for using low levels of Volatile Organic Compounds (“VOC”) during their manufacture.
     4. The Supplier shall use products that contain low levels of solvents or are solvent-free, such as water-based paints, varnishes and/or glues.
     5. The Supplier shall prohibit the use of lead-based paints and primers.
     6. The Supplier shall meet Government guidance on hazardous waste. <https://www.gov.uk/dispose-hazardous-waste>
  6. **End of Life Disposal and Waste Management**
     1. The Supplier is responsible to remove any end-of-life items of furniture and be responsible for the disposal of all waste generated through this agreement.
     2. Where the Supplier stipulates a cost for the end-of-life disposal and waste management services, DVLA shall be provided with a breakdown of all Supplier costs. The Supplier shall detail mitigating action taken to reduce costs for DVLA.
     3. To reduce waste to landfill, suppliers must consider all options before disposing of collected Goods. Wherever possible:
        1. Consider options for re-use.
        2. Repair and refurbish the product for re-use.
        3. Consider remanufacturing opportunities for the item for further lives.
     4. Where a Good is unsuitable for repair or remanufacture, the Supplier shall dissemble the item where possible to use for spare parts.
     5. Where Goods or spare parts are unsuitable for use, the Supplier shall wherever possible, recycle or use for energy recovery to avoid waste being sent to landfill, and assure that as much of the waste as possible will be recycled.
     6. Any waste to landfill must be done in an environmentally friendly manner.
     7. The End-of-Life Disposal and Waste management Services can be delivered directly by supplier or via a Third Party
     8. The Supplier shall provide DVLA with appropriate evidence that the Goods has been disposed of in accordance with the requirements of the duty of care for waste as set out in the Waste Duty of Care Code of Practice 2018, or its successor.
     9. If items have been re-used this shall include certification of the end result and ultimate end use of items, including sustainability data reporting back to DVLA that will contribute to their carbon net zero objectives.
     10. The Supplier shall take responsibility for management of their production waste. The Supplier shall develop sustainable ways of achieving zero waste to landfill and continuous improvements as advances in technology arise.
     11. Waste materials deposited into landfill sites shall be in accordance with the Government's guidance on the classification of different types of waste
  7. **Design and Space Planning**
     1. The Supplier will be required to provide space planning and/or design services as part of an order placed under this agreement. Where this is the case, this service shall be provided free of charge and framework pricing should be reflective of this potential requirement.
     2. The Supplier will be expected to provide designs and products that create an inclusive, supportive, and respectful environment for neurodivergent people
     3. In exceptional circumstances, the Supplier may also be required to provide space planning at a DVLA member of staff home.
     4. The Supplier may be required to provide space planning and / or design services to DVLA in advance of furniture orders being placed. If this is required, the Supplier shall:
        1. View DVLA’s premises and provide advice on suitable furniture specifications to align to the required DVLA needs and outcomes sought, including hybrid working, inclusive design, and sustainability (including materials and processes with a low carbon footprint, VOC content for example)
        2. Provide advice and guidance on current furniture assets, and the potential for reuse, recycle, remanufacture and other sustainable solutions.
        3. Offer plans and visuals using the latest technology including 3D plans and animated virtual walkthroughs.
        4. Lead or support any DVLA user engagement to ensure end user needs are considered and met.
     5. DVLA is keen to have the opportunity to compliantly engage experts for design services, advice and guidance in line with the above, when determining their requirements. Suppliers shall provide day rates for a range of services at framework tender, which will be used by DVLA to place a Call Off. DVLA will also be able to factor in the other Call Off criteria if required.
     6. Should the designs and plans be taken forward to inform a further competition and the Supplier that initially provided these services is successful, charges for these services shall be free of charge. If ultimately the Supplier that provided these services is unsuccessful, they shall be entitled to charge DVLA in line with the day rate within the framework schedule of rates.
  8. **Site Survey**
     1. If required, the Supplier will provide a free of charge site survey service to view DVLA’s premises to establish the extent of work required, address site accessibility and provide advice to DVLA.
     2. The site survey shall include a filing survey, ergonomic assessment and environmental impact assessment (when required by the DVLA).
     3. The Supplier shall undertake a site survey for their own needs to ascertain access, parking, lift availability.
  9. **Ergonomic Workplace Assessment**
     1. Suppliers shall provide pre-sales support in terms of ergonomic needs assessment and show understanding and competence of relevant Health and Safety Regulations, European Standards and other guidance.
     2. Suppliers shall provide post-sales support in terms of the delivery and set up of furniture with adjustments, and on-going support and maintenance where required.
  10. **Packaging**
      1. DVLA requires all packaging used in performing the Contract to conform to the Packaging Directive 94/62/EC and the Department for Business, Innovation and Skills Packaging (Essential Requirements) Regulations 2015 or the current packaging legislation throughout the life of the Framework.
      2. Packaging must be sufficiently robust to ensure the Goods are securely contained and protected and must consist of readily recyclable material, and/or materials taken from renewable resources, or be a multi-use system, i.e. reusable and/or recyclable.
      3. All packaging materials shall be easily separable by hand into recyclable parts consisting of one material (e.g. cardboard, paper, plastic, textile)
      4. Upholstery shall be covered in polythene wrap or similar packaging to provide protection from water and dirt. Additional packaging shall be used to protect vulnerable product parts e.g. timber legs.
      5. Packaging shall be of sufficient strength to allow DVLA to place the Goods in storage and under reasonable conditions maintain adequate protection over the storage period.
  11. **Installation**
      1. The Supplier shall install and/or assemble products, when requested, in accordance with DVLA’s specified requirements.
      2. The Supplier shall provide and agree with DVLA a programme and method statement for the installation and ensure Goods and Services are delivered as per the agreed implementation plan.
      3. The Supplier is responsible for off-loading of products to DVLA’s point of use. All packages must be securely marked to allow for easy identification.
      4. The Supplier shall be responsible for the conduct of its staff and/or subcontractors attending the site. Supplier personnel attending DVLA premises must comply with any reasonable request made by DVLA. Failure to comply with these requirements may result in the exclusion of supplier personnel from the site.
      5. The Supplier is responsible for the security of its tools and equipment used to complete the installation.
      6. The Supplier shall remove all packaging materials, and any associated waste in accordance with 6.17 from the site and ensure the site is left in a clean and tidy condition upon completion.
      7. The Supplier shall take adequate measures to protect the building and its contents and will be responsible for any damage caused by the negligence of the Supplier Personnel
      8. The Supplier may apply additional installation costs for items installed outside of standard working hours of 08:00-18:00 or at weekends and bank holidays, however, the Supplier must ensure that DVLA is provided full transparency of any supplementary installation costs which are agreed at the time of ordering.
  12. **Performance**
      1. Product testing shall be undertaken by a United Kingdom Accreditation Service, credited test house or equivalent, accredited test house and/or in-house test house to prove conformity.
      2. The Supplier shall be permitted to provide in-house testing from laboratories holding independent accreditation in accordance with ISO/IEC 17025:2017; general requirements for the competence of testing and calibration laboratories. The Suppliers unique reference number must be included in the certification document.
      3. If requested the Supplier shall provide copies of conformity certificates and test reports indicated within the Suppliers Tender submission to undertake compliance checks
      4. All copies of certificates and test reports supplied to DVLA must indicate the standard to which the product has been tested.
      5. All copies of certificates and test reports supplied to DVLA must be written or translated into English as appropriate.
  13. **Move Management and Re-Configuration**
      1. The Supplier shall offer a move management service to uplift DVLA’s existing furniture and store and/or transfer to a new location as required in accordance with the agreed delivery plan.
      2. There is a separate agreement which includes the movement of small numbers of items of furniture and/or crates of staff’s belongings (files etc). DVLA may choose to use that agreement or this, dependent on numbers of items to be moved. DVLA have a large supply of standard lidded crates (L 710mm, D 460mm, H 368mm), which can be used (free of charge) when service provider receives a request to move staff’s belongings.
      3. The scale of moves may vary from, for instance, swapping one standard desk for one electronic height adjustable desk or moving riser blocks from one desk to another, up to moving large numbers of furniture and crates when an entire team relocates from one floor to another.
      4. The Supplier shall offer guidance on re-use, repair and remanufacturing opportunities in line with 6.18 Design and Space Planning
      5. The Supplier shall provide and agree with DVLA a programme and method statement for the move management and re-configuration and ensure items are installed as per the agreed programme.
      6. Prices shall be provided on application, and must cover the uplift, storage, cleaning and reinstallation of existing furniture if required.
      7. The Supplier shall offer a furniture reconfiguration service for Framework products, including reconfiguration of mobile and static storage installations and desk conversion services at a cost agreed by both parties.
      8. DVLA will provide the Supplier with at least 10 days’ notice of all furniture moves. There may be occasions when urgent organisational need necessitates DVLA requesting moves at shorter notice, but these should be rare.
  14. **Guarantee**
      1. To protect DVLA from item defects, the Supplier shall provide the following minimum Guarantee Period for all products, based on normal usage, as listed in the Table below.

|  |  |
| --- | --- |
|  | **Lot 1** |
| General | 8 Years |
| Structural | 8 Years |
| Fabric | 6 Years |
| Mechanical Moving Parts | 5 Years |
| Electrical Components | 2 Years |

* 1. **Item Marking**
     1. Items shall be marked to comply with the Product Liability legislation and include the following:
        1. Manufacturer/Supplier Name
        2. Date of Manufacture and Supply
        3. Guarantee Period
        4. Order Number
        5. Batch Number
        6. Chain of Custody details (where appropriate)
        7. Asset barcode
        8. Product Serial Number/Product Code
        9. Contract
        10. Persistent Organic Pollutants (POP) waste (Yes or No) (broken down into the item’s component parts if needed)
     2. For high-risk installations specific testing and appropriate labelling shall be required relative to the foam and fabric specifications
     3. Additional Marking for Contract Seating

6.26.1. Seating shall be marked in accordance with clause 6 of BS 7176:2007+A1:2011: “Complies with BS 7176: 2007 +A1:2011 direct test medium hazard areas (not recommended for use in higher hazard areas)”. The Supplier shall amend the label appropriately should there be a requirement for a higher or lower hazard area.

6.27. **Order Cancellation Policy**

6.27.1. The Supplier is to provide a free of charge cancellation policy for all items cancelled by DVLA on orders which have not been dispatched.

6.27.2. The Suppliers standard cancellation policy terms and conditions will apply if Goods have already been dispatched to DVLA.

6.28. **Lead Times**

6.28.1. The Supplier shall supply Goods and Services within a maximum lead time of 20 working days from Order receipt to delivery

* 1. **Substrates**
     1. All wood particle board used in the construction of the items shall comply with the requirements specified in BS EN 312:2010 Particleboards Specifications Type P2 Requirements for boards for interior fitments (including furniture) for use in dry conditions. Additionally, particleboard shall meet requirements for Class E1 formaldehyde release as specified in this standard.
     2. Any MDF used in the construction of the Goods shall comply with the Type MDF LA requirements specified in BS EN 622-5:2009 Fibreboards Specifications Part 5 Requirements for dry process boards (MDF)
     3. Particleboard and MDF shall meet requirements for Class E1 formaldehyde release as specified in BS EN 622-1:2003 Fibreboards Specifications Part 1 General Requirements
  2. **Timber Finish** 
     1. The Supplier shall ensure that solid timber is of prime quality and conditioned to a moisture content of 10% +/- 2%.
     2. Solid timber finish shall have straight grain and, where appropriate, match veneer selected for mild figure, straight grain and uniformity of colour.
  3. **Finish**
     1. The Supplier shall ensure that all finishing material is suitable for the base materials used and where appropriate, have good anticorrosive protection.
     2. Finish shall be smooth, free from runs, orange peel, extraneous matter or any other imperfections.
     3. All fixtures and fittings shall have an anti-corrosive finish.
     4. The above applies to all timber products.
  4. **DVLA’s specific requirements** - 
     1. DVLA have their own specific requirements. These may include, but are not limited to:
  5. **Minor Repairs**
     1. DVLA will decide whether to replace damaged furniture or may request minor repairs through this agreement. Repairs to standard office chairs are the most typical, which invariably involves replacing parts.
     2. DVLA will manage the collection and replacement of damaged office chairs, which will be moved by DVLA to the storage location. The Supplier approach to conducting minor furniture repairs is be agreed by DVLA and Supplier during contract mobilisation.
     3. Other furniture repairs will be far more ad hoc. The most likely other furniture repair will be the repair or replacement of damaged desktops. The vast majority of desks are 1600mm x 800mm, but there are a number that are 1400mm x 800mm.
     4. DVLA anticipates the availability of furniture parts at contract commencement, which will be made available for the Supplier to use for repairs. If a desktop is available in stores, a fitting only price should be supplied.
  6. **Furniture Store**
     1. DVLA has a c400 sq. metre furniture store in the Fforestfach area of Swansea, which includes rows of DVLA owned storage racking and an open space where furniture can be repaired, assembled etc.
     2. The racking is owned by DVLA, who will complete regular SEMA approved inspections.
     3. The Supplier must provide suitable and sufficient risk assessments and method statements for all work activities under this agreement, including those undertaken in the furniture store.
  7. **Specific Mandatory Requirements Lot 1**
     1. This Lot is intended for the provision of Office Furniture (Standard and Corporate).
     2. This section provides detail of specific mandatory requirements in conjunction with the general mandatory requirements in Section 5, CCS Framework Schedule 1 that Suppliers shall fulfil in their entirety under Lot 1 in order to meet the requirements of this Framework Contract
     3. Specific goods and services not included in the prices in RM6308-Attachment-4-Price Schedule may be agreed between the Supplier and DVLA and added to the Call Off Schedule 5 – Pricing Details. These non-core products will be offered to DVLA at a discounted rate as per paragraph 6.11.2.4.
  8. **Collaboration and Innovation**
     1. The Supplier shall work closely with the DVLA, and develop collaborative relationships to ensure successful delivery of the programme and Call Off Contract
     2. The Supplier shall adopt collaborative behaviours when working with the DVLA and other delivery partners.
     3. Suppliers shall share lessons learnt with the DVLA and their delivery partners to encourage performance improvements as referenced in Call Off Schedule 3: Continuous Improvement
     4. The Supplier shall maintain active communications with the DVLA and other delivery partners working with the DVLA to ensure all parties are kept up to date with developments.
     5. The Supplier shall provide innovative and/or new product solutions to design challenges where required by the DVLA.
     6. The Supplier shall seek to continuously improve and/or innovate in how they manufacture or how their subcontractors or supply chain partners manufacture products; and how they deliver the project to the DVLA that comply with the requirements of the Framework.
  9. **Environmental**
     1. New product shall be packaged in recyclable material.
     2. Product shall be recyclable at the end of its life.
     3. All Furniture will have at minimum a recycled content (10% post-consumer 50% pre-consumer) – Supplier to provide recycled content for furniture and furnishings.
     4. Supplier to ensure that product meets both mandatory and, where applicable, best practice technical specifications and award criteria of the Government Buying Standards for Office Furniture
     5. Rapidly Renewable Materials – The definition of a rapidly renewable material would be products made from plants that are harvested within a 10-year or shorter cycle.
     6. Product emissions shall meet current standards – Supplier to provide certificate if product is Greenguard Indoor Air Quality Certified
     7. If product is not certified as the above, the Supplier shall provide the emission limits for all products. The limits of which are set out below.
     8. The Supplier to recycle all packing and material.
  10. **Quantities**
      1. The specification of this document provides an outlined description for each furniture type. It is the Supplier’s responsibility to specify all components required from the product line submitted at further competition to meet the specification requirements when applied to the Client produced space plans.
  11. **Detailed Specification Requirements**
      1. **Work Surfaces**
         1. Work surfaces and free-standing filing units shall be initially installed at a height of 730 to 750 mm unless otherwise specified.
         2. All work surfaces shall be of structural 45 PCF particleboard.
         3. Desks / benches shall be supported at each end and at intermediate points as required to support desk top equipment with minimal deflection. Maximum acceptable deflection is 1/360 of the work surface length in accordance with established industry standards.
         4. Work surfaces shall be finished on all sides and edges.
         5. Metal to metal fixings shall be used for hardware fixing into surface.
      2. **System Storage Units**
         1. Unless stated otherwise the following will apply locks: each unit to be lockable with a single locking mechanism and different from each other. All locks shall be master keyed.
         2. Drawer suspension shall be heavy-duty, full-extension, progressive action metal slides with silent ball bearings and positive stop action, Accuride or approved equal. A minimum of 68kg rated load capacity.
         3. All file drawers shall be provided with hanging bars to accommodate either A4 or foolscap suspended filing.
         4. Box drawers shall be capable of compartment segregation with dividers.
         5. Each unit with drawers shall be equipped with an interlocking drawer safety mechanism to prevent tipping by allowing only one drawer at a time to extend into an open position.
         6. Unless stated otherwise the following will apply: Drawer / door pulls to be a concealed, continuous, chamfered finger pull. Drawer / door fronts to be flat.
         7. Locker units shall be of suitable size to accommodate user’s day to day items i.e. laptop, A4 file, jacket and bag. Individual compartments to be lockable, vertical 10-digit digital system with 4-digit code and factory setting code to be unique to Contracting Authority
      3. **Cable Management and Computer Accessories**
         1. The Supplier shall allow for close liaison / coordination with the clients electrical and data cabling contractors. If required the Supplier shall attend site prior to furniture installation, to mark out on raised floor, setting out positions of furniture for purpose of locating floor boxes and grommets.
         2. Horizontal cable management to be a continuous wire basket running under work surface. Cable management shall be of a size able to accommodate power and data outlets, Kopex cables, fibre optic cables with segregated distribution.
         3. Power modules shall be 32A rated and be provided with internal circuit protection in the form of a replaceable fuse rated at 5A maximum. Each power module to be individually switched unless stated otherwise.
         4. CPU holder – solid support from top with cantilever base and restraining strap as required.
         5. Earthing point to be identified.
         6. Monitor arms to be able to be received as required.
      4. **Furniture Finishes**
         1. All work / meeting table surfaces finish to be a light wood colour, to match the existing furniture, unless otherwise specified.
         2. Desk frame and supports to be factory sprayed finish with colour to be project specific.
         3. All meeting table bases to be satin aluminium finish or similar unless otherwise specified.
         4. Upholstery fabrics to be in line with fabric range as specified.
         5. Metal storage units to be factory sprayed finish colour to match system desk frame colour unless otherwise specified.
      5. **Upholstery**
         1. The Supplier shall ensure that textile products comply with the Government Buying Standards mandatory criteria for textiles. The Government Buying Standards for textiles can be found here. https://www.gov.uk/government/publications/sustainable-procurement-the-gbs-for-textiles
      6. **Outdoor Furniture**
         1. Provision of outdoor furniture should be provided in materials that are all weatherproof 24/7, 365 days a year. All outdoor furniture should weigh not less than 10 kgs. The furniture should have the ability to be securely fixed to the floor
  12. **Service Level Agreement (SLA) and Key Performance Indicators (KPIs)**

The details of the SLA and KPIs applicable to this requirement are outlined in Annex 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.

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

The social value theme(s) for this requirement is/are set out below, which requires suppliers to demonstrate how, in the delivery of this contract, they can assist the DVLA in delivering the policy outcome(s) shown:

|  |  |  |
| --- | --- | --- |
| **Theme** | **Policy Outcome** | **Delivery Objective – What good looks like** |
| Tackling economic inequality | Increase supply chain resilience and capacity | **Innovation and disruptive technologies**  Activities that demonstrate and describe the tenderer’s existing or planned:  ● Understanding of opportunities to drive innovation and greater use of disruptive technologies, green technologies,  efficiency and quality to deliver lower cost and/or higher quality goods and services.  ● Creation of a design and tendering environment that is conducive to tenders that offer innovation and disruptive  technologies. Illustrative examples: outcomes-based specifications enabling alternative approaches to be offered; codesign with users and communities; approaches that invite innovative approaches to be proposed and developed;  activities that promote collaboration to access new technologies/green technologies and/or approaches.  ● Measures to ensure the development of scalable and future-proofed new methods to modernise delivery and increase  productivity. |
| Equal opportunity | Tackle workforce inequality | Please demonstrate action to identify and manage the risks of modern slavery in the delivery |
|  |  |  |

An overview of the evaluation process is provided in **Section 12** (Response Evaluation) and the required social value criteria are detailed in Section 13**.** Any specific performance monitoring requirements and Key Performance Indicators (KPIs) relating to social value will be outlined in this document.

The successful Supplier will be expected to demonstrate how they deliver social benefits that support the key social outcomes highlighted in the table above.

* 1. **Modern Slavery Considerations**
     1. **Modern Slavery Assessment Tool (MSAT)**

The MSAT is a modern slavery risk identification and management tool. This tool has been designed to help public sector organisations work in partnership with suppliers to improve protections and reduce the risk of exploitation of workers in their supply chains. It also aims to help public sector organisations understand where there may be risks of modern slavery in the supply chains of goods and services they have procured.

Please note that the successful supplier, as part of the contract, may be requested to complete the MSAT and, where appropriate, work with the DVLA in resolving any issues identified. If completion of the MSAT is required, the DVLA will instruct as appropriate. Suppliers who have previously completed the MSAT for another Government body may share their results with the DVLA.

The requirement to complete and assess the MSAT at appropriate intervals throughout the lifecycle of the contract may also form part of the Contract Management process.

In addition to completing the MSAT, and depending on the outcome of this assessment, it may be necessary for the DVLA to work with the successful supplier to undertake a supply chain mapping exercise to have a more informed position of any modern slavery risks within the wider supply chain beyond first tier/prime supplier. Such an exercise may also cover wider compliance with all relevant social, ethical and legal requirements of first tier/prime suppliers and their supply chain.

For further information on the MSAT and registration process, please visit:

<https://supplierregistration.cabinetoffice.gov.uk/msat>

## 7. Quality Assurance Requirements

Upon delivery, the DVLA will assess the furniture to ensure the tender response solution provided is consistent with product delivered.

All furniture delivered must comply with all relevant legislation.

All furniture supplied shall be fit for purpose and of a quality acceptable to the DVLA. If at any time during the agreement the qualities of any products are found not to be to the appropriate standard, the Supplier shall provide a substitute item at no additional cost.

## 8. Other Requirements

**8.1 Information Assurance and Governance**

**Personnel**

* **Security Clearance**

**Level 2**

The Supplier is required to confirm that Baseline Personnel Security Standard clearance (BPSS) is held for any supplier staff that will have:

* access to or will process DVLA (customer or staff) data or information.
* access to the DVLA site to provide routine maintenance.
* access to the DVLA site and DVLA systems.

The BPSS comprises verification of the following four main elements:

1. Identity.

2. Employment History (past 3 years).

3. Nationality and Immigration Status.

4. Criminal Record Check (unspent convictions only).

The aim of the BPSS verification process is to provide an appropriate level of assurance as to the trustworthiness, integrity and proper reliability of prospective staff.The supplier is required to provide evidence of relevant supplier staff clearance in their response.

* **Employment Contracts**

The supplier shall confirm that organisational and individual responsibilities for information security are clearly defined in the terms and conditions of employment contracts, along with relevant non-disclosure agreements, where the individual with have access to any DVLA data, information and /or the DVLA site or systems.

**Security and Site access requirements:**

* Comply with DVLA access to premises policy for visitors and deliveries. Access is strictly controlled by the DVLA Security team and arrangements are subject to change in accordance with the Government alert status and DVLA parking policy.

* Comply with DVLA Advance Delivery Booking Process where all deliveries must be pre-booked and confirmed 48 hours in advance. Please contact the Logistic and Storage Team Leads, **XXXXXX redacted under FOIA section 40** via or email **XXXXXX redacted under FOIA section 40** via 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.

If a scheduled delivery is delayed in transit (e.g., vehicle break down, significant traffic) please contact **XXXXXX redacted under FOIA section 40** via 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.

DVLA main site delivery location is - D Block Stores, DVLA, Longview Road, Morriston, Swansea. SA6 7JL. (*Between 7am till 3pm Monday to Friday*).

* Ensure that all staff are issued with DVLA staff passes in line with the access to premise policy via the DVLA pass office. Passes must be worn at all times whilst on site.

**Personal Data**

* **Processing Personal Data**

The supplier as part of the contract agrees to comply with all applicable UK law relating to the processing of personal data and privacy, including but not limited to the UK GDPR and the Data Protection Act 2018, and the EU GDPR where applicable to the processing.

The supplier will not be required to process any Personal Data on behalf of the DVLA.

**Use of Artificial Intelligence for delivery of the requirement**

The Buyer wishes to understand and approve any proposed use of any Artificial Intelligence (AI) tools/solutions to carry out activities in delivery of this contract.

Suppliers must state any plans to use such tools/solutions in their proposals.

Any proposed AI tools/solutions or extensive processing of data would need to be discussed and agreed with the Buyer before delivery as part of the contracted work so that the department can carry out the necessary impact assessments to ensure that the proposal is compliant with relevant laws and government policy.

Are AI or machine learning technologies used as part of the products/services you intend to provide?

Yes ロ

No ロ

If Yes: Please describe how AI technologies are integrated into your service offerings.

Should the successful Supplier wish to introduce AI tools/solutions at any point throughout the life of the contract, then a proposal should be submitted to the Buyer’s Contract Manager who will consider the proposal and either confirm or decline the usage of AI tools/solutions.

**8.2 Sustainability**

DVLA is committed to reducing any negative impacts produced by our activities, products, and services. This aligns to the Greening Government Commitments which state we must: “Continue to buy more sustainable and efficient products and services with the aim of achieving the best long-term, overall value for money for society.”

DVLA is certified to ISO 14001:2015 and more information is available in our Environmental Policy at: <https://www.gov.uk/government/publications/dvlas-environmental-policy.> The Supplier shall comply with this policy.

Where appropriate, the Supplier shall assist DVLA in achieving its Greening Government Commitments, current iteration detailed on [Greening Government Commitments 2021 to 2025 - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/greening-government-commitments-2021-to-2025) i.e. Reduce CO₂ emissions through energy consumption and travel, reduce water consumption and waste produced.

The Supplier shall provide the specified goods without the use of single use plastic in line with Government commitments.

The Supplier shall be committed to continual environmental improvements in their own organisation and be able to evidence these, ideally through a certified EMS, i.e. ISO 14001.

The Supplier shall ensure that its own supply chain does not have negative environmental or social impacts, fully understand the carbon emissions involved in the transportation of goods to DVLA’s sites and have full knowledge of the country of origin of any materials used.

If available, the Supplier shall provide a copy of their sustainability or environmental policy.

If requested, the Supplier shall provide data on carbon emissions related to the products being supplied to aid with scope 3 emission calculations and other Government reporting requirements.

The Supplier shall be able to meet and evidence conforming to the relevant [Government Buying Standards](https://www.gov.uk/government/collections/sustainable-procurement-the-government-buying-standards-gbs), as detailed on <https://assets.publishing.service.gov.uk/media/5a750343e5274a59fa716b8d/Furniture_GBS_1407.pdf>

The Supplier shall ensure all goods are compliant with the Timber Procurement Policy, as detailed on <https://www.gov.uk/government/collections/timber-procurement-policy-tpp-guidance-and-support> and be able to provide evidence of legality and sustainability.

The Supplier shall promote resource efficiency and waste avoidance, to reduce waste arising and consumption of natural resources. All waste shall be disposed of correctly and in accordance with the waste hierarchy (as per the Waste (England and Wales) Regulations 2011) and duty of care (as per the Environmental Protection Act 1990 and the Environmental Protection (Duty of Care) Regulations 1991), and any applicable legislation.

The Supplier shall continually aim to travel sustainably whilst conducting DVLA business or attending a DVLA site.

The Supplier shall be committed to reducing their carbon emissions year on year.

**8.3 Health and Safety**

8.3.1 The DVLA requires proactive management of health, safety, and environmental practices across all Services in accordance with and adherence to required health and safety and environmental legislation, compliance, and governance.

The Supplier shall maintain industry best practice health, safety and environmental management systems and record keeping repositories, actively managing associated risks and incidents. The Supplier shall support the DVLA in promoting health, safety, and environmental good practice as a business improvement tool and not just to satisfy the requirement for regulatory compliance.

The Supplier shall provide regular reviews and updates to ensure health, safety and environmental management systems and document repositories remain current and in line with any revisions to and/or amendment of statutory instruments. This information shall be readily available when requested.

8.3.2 The following Standards and Requirements apply to this Service.

8.3.3 The Supplier shall prepare and as appropriate, revise a written safety policy, risk assessment and method statement identifying any safety implications that its activities may have and how they will be managed. The Supplier Managing Director or appropriate senior manager must sign this safety policy.

8.3.4 The Supplier shall have documented, appropriate risk assessments and method statements, covering all significant activities and deliveries of services. Copies shall be made available to DVLA on request.

8.3.5 The Supplier shall ensure:

8.3.6 Its safety policy statement aligns with the requirements of the DVLA.

8.3.7 They have suitable organisational and arrangements in place to implement its safety policy throughout the Contract period; and

8.3.8 Its safety policy aligns with all regulations and any Public Health England / Wales (PHE/W) and Department of Health and Social Care (DHSC) guidelines, in addition to any further measures set out in the health and safety executive guidelines and/or agreed with the DVLA. The Supplier shall recognise the regulations may vary between regions and across Devolved Administrations. The Supplier shall ensure that where required, it adopts and complies with any applicable regulations as appropriate wherever necessary.

8.3.9 The safety policy and safety management plan shall be readily available and accessible to all its employees and anyone, including the DVLA, who may require sight of it.

8.3.10 Details of its Safety Management plan shall be reviewed and revised accordingly to take account of legislation and other factors that may affect its effectiveness.

8.3.11 They have appropriate number of first aid and CPR trained staff deployed to successfully meet its own requirements in accordance with the Health and Safety (First Aid Regulations) 1981.

8.3.12 Have an accident reporting and recording process for all near miss, accidents/incidents, or violent and aggressive behaviours such that any incident on DVLA sites should be reported immediately to the DVLA’s Health & Safety Team.

8.3.13 Indemnify DVLA against all losses where any failure of the company’s product/service and/or its acts or omissions, with regards to health and safety, results in economic penalty, time delay, issue, accident/incident or claim against the DVLA.

8.3.14 The Supplier where required shall provide a health and safety expert who is either a member of the Institution of Occupational Safety and Health (IOSH) or hold an equivalent qualification that is issued by a recognised organisation.

8.3.15 The Supplier shall be responsible for recording and investigating all accidents, incidents, dangerous occurrences and near misses involving its staff, A written report, must be provided including recommendations to prevent any repeat to the DVLA.

8.3.16 The Supplier shall be responsible for ensuring that all RIDDOR related incidents are reported in accordance with HSE legislation. The Supplier shall be responsible for ensuring that the DVLA is notified of any such incidents immediately and followed up in writing.

**8.4 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 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 included at Annex 2

**8.5 Business Continuity**

The Supplier shall have business continuity and disaster recovery plans in place to maintain or quickly resume any services provided to DVLA and shall maintain compliance with relevant legislation.

**8.6 Procurement Fraud**

The Supplier should be aware of the DVLA Fraud Procurement Statement, a copy of which is attached (Annex 3)

**8.7 Use of DVLA Brands, Logos and Trademarks**

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

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

**8.8 Delivery Instructions – Goods Inward**

**8.8.1 Advance Delivery Booking Process**

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

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

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

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

If a scheduled delivery is delayed in transit (e.g. vehicle break down, significant traffic or tacho restrictions) please contact **XXXXXX redacted under FOIA section 40** immediately to provide information updates on progress and a revised estimated time of arrival.

**NOTE:** 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 DVLA Security team.

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

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



**8.8.3 Delivery Address/Locations**

DVLA has four delivery locations as follows: -

|  |  |  |  |
| --- | --- | --- | --- |
| **D – Basement Morriston** | **C – Basement Morriston** | **Ty – Felin Stores & Output Areas** | **Baskerville House, Birmingham** |
| D-Block Stores,  DVLA,  Longview Road,  Morriston,  Swansea  SA6 7JL  **(7am till 3pm)** | C-Block Stores,  DVLA,  Longview Road,  Morriston,  Swansea  SA6 7JL  **(7am till 3pm)** | Ty-Felin DVLA Output Facility,  Felinfach,  Swansea West Ind Park,  Fforestfach,  Swansea  SA5 4AW  **(7am till 3pm)** | Baskerville House,  DVLA,  4th Floor,  Cambridge Street,  Birmingham  B1 2ND  **(8am till 4pm)** |

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

**8.8.4 Onsite equipment**

All three Swansea 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. The Baskerville House site in Birmingham does not have equipment available to facilitate deliveries.

**8.8.5 Site Etiquette**

On arrival delivery drivers must make themselves known to DVLA Security Team at the security sentry post/gatehouse. 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. DVLA Security team will process the vehicle and enable access to site accordingly.

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

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

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

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

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

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

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

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

**8.8.7 Consignment Labelling**

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

**8.8.8 Exceptional Circumstances**

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

## 9. Management and Contract Administration

All communication regarding the Services shall in the first instance be via the main points of contact defined at Annex 7.

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

In terms of Account Management, the DVLA may require the Supplier to provide the following services:

* 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.
* Invoicing. Please see our Purchase to Pay procedure in **Annex 8.**

**Subcontracting to Small and Medium Enterprises (SMEs):**

DVLA is committed to removing barriers to SME participation in its contracts, and would like to also actively encourage its larger suppliers to make their subcontracts accessible to smaller companies and implement SME-friendly policies in their supply-chains (see the Gov.Uk [website](https://www.gov.uk/government/publications/department-for-transport-actions-for-improving-business-opportunities-for-small-and-medium-enterprises) 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 subcontract to SMEs, and are awarded this contract, we will send you a short questionnaire asking for further information. This data will help us contribute towards Government targets on the use of SMEs. We may also publish success stories and examples of good practice.

## 10. Documentation

Warranties and user manuals should be provided upon request.

## 11. Arrangement for End of Contract

The Supplier shall fully cooperate with DVLA to ensure a fair and transparent re-tendering process for this contract. This may require the Supplier to demonstrate separation between teams occupied on the existing Contract and those involved in tendering for the replacement contract to prevent actual (or perceived) conflicts of interest arising.

## 12. Response Evaluation

The evaluation will comprise of the following elements:

1. an evaluation of mandatory requirements, if applicable. These will be assessed on a pass/fail basis. Responses that fail any of the mandatory requirements may be disqualified from further consideration.
2. an evaluation of the response based on the quality criteria and social value criteria. Also non-scored quality criteria -Use of Artificial Intelligence (AI) in Tender Submissions/Use of AI in Service Delivery.
3. an evaluation of the prices submitted.

Your response will be evaluated using the weightings **and** criteria weightings set out below.

Selection will be based on the evaluation criteria, which demonstrates a high degree of overall value for money, competence, credibility and ability to deliver.

Your response will be evaluated using the following weightings **and** the criteria weightings set out in Annex 1, to obtain the optimal balance of quality and cost.

**Mandatory Requirements**

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 failure may result in the response being excluded from further evaluation.

**Quality Criteria:**

Annex 1 provides details of the quality criteria on which responses 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 criterion are included in the table below.

|  |  |
| --- | --- |
| **Points awarded** | **Description** |
| 100 | Fully meets/evidence provided that demonstrates the requirement can be met. |
| 75 | Good with minor concerns |
| 50 | Minor concerns/issues that the requirement can be met. |
| 25 | 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, if a question can be allocated a score between 0 and 100 but carries a weighting of 20%. Supplier A is given a score of 75 for this element so receives a score of (75/100 x 20) = 15% 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 quoted price will be awarded the maximum score available. Each subsequent responses will be baselined to this score and will be awarded a percentage of the maximum score available. The calculation used is as follows:

(Lowest Quoted Price

X Maximum Score Available (i.e. Weighting)

Price Quoted 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)** | 50% |
| **Financial / Price Criteria** | 50% |
| **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.

## Annex 1 Evaluation Criteria, Mandatory Criteria

| **Mandatory Criteria** | **Mandatory Criteria Description** | **Pass/Fail** |
| --- | --- | --- |
|  | Please confirm you can meet the 20-working day delivery timescale on all furniture orders. | Pass/Fail |
| The Supplier agrees to abide by all relevant Health & Safety legislation. | Pass/Fail |
| Are you able to provide all core (RM6308 pricing matrix Lot1) and non-core items listed in the specification? | Pass/Fail |
| Please confirm that all furniture will be compliant with the Timber Procurement Policy and that evidence will be supplied to confirm compliance, legality, and sustainability. | Pass/Fail |

**Scored Quality Criteria**

| **Primary Scored Criteria** | **Primary Scored Criteria Weighting (%)** | **Scored Sub-criteria Description** | **Individual Scored Sub -Criteria Weighting (%)** |
| --- | --- | --- | --- |
| Key Deliverables | **40%** | Please provide a Service Delivery Plan (SDP) outlining how you propose to effectively deliver the service to meet the requirements within the specification, inclusive of any lessons learnt from other contracts.  As part of the SDP, provide detail, including manufacturer, make and model of the proposed furniture to be used for the following items from the RM6308 Lot1 Pricing matrix:   * Task chair * Fully ergonomic chair * Single height adjustable desk   (Max 1500 Words) | 25 |
| Explain how your organisation will maintain delivery of Services for the duration of the contract to ensure continuity of the service with minimal to no disruption.  Provide information for the following:  - Reduced resource due to unforeseen circumstances  - Supply Chain unavailability  (Max 750 Words) | 10 |
| Please provide a waste management plan which clearly details on how you will manage all waste in accordance with the waste hierarchy. <https://assets.publishing.service.gov.uk/media/5a795abde5274a2acd18c223/pb13530-waste-hierarchy-guidance.pdf>  (Max 750 Words) | 5 |
| Social Value Outcomes | **10%** | MAC 3.2: Support innovation and disruptive technologies throughout the supply chain to deliver lower cost and/or  higher quality goods and services.  Using a maximum of 750 words describe the commitment your organisation will make to ensure that opportunities under the contract deliver the Policy Outcome and Award Criteria. Please include:  ● your ‘Method Statement’, stating how you will achieve this and how your commitment meets the Award Criteria, and  ● a timed project plan and process, including how you will implement your commitment and by when. Also, how you will monitor, measure and report on your commitments/the impact of your proposals. You should include but not be limited to:   * timed action plan * use of metrics * tools/processes used to gather data * reporting * feedback and improvement * transparency   ● how you will influence staff, suppliers, customers and communities through the delivery of the contract to support the Policy Outcome, e.g. engagement, co-design/creation, training and education, partnering/collaborating, volunteering. | 5 |
| MAC 6.3: Demonstrate action to identify and manage the risks of modern slavery in the delivery of the contract, including in the supply chain.  Using a maximum of 750 Words describe the commitment your organisation will make to ensure that opportunities under the contract deliver the Policy Outcome and Award Criteria. Please include:  ● your ‘Method Statement’, stating how you will achieve this and how your commitment meets the Award Criteria, and  ● a timed project plan and process, including how you will implement your commitment and by when. Also, how you will monitor, measure and report on your commitments/the impact of your proposals. You should include but not be limited to:   * timed action plan * use of metrics * tools/processes used to gather data * reporting * feedback and improvement * transparency   ● how you will influence staff, suppliers, customers and communities through the delivery of the contract to support the Policy Outcome, e.g. engagement, co-design/creation, training and education, partnering/collaborating, volunteering. | 5 |
|  | **Total = 50%** |  |  |

**Non-Scored Quality Criteria**

| **Use of Artificial Intelligence (AI) in Tender Submissions** | **AI Use Question** | **Information Only** |
| --- | --- | --- |
| AI tools can be used to improve the efficiency of your bid writing process, however they may also introduce an increased risk of misleading statements via ‘hallucination’. | Have you used AI or machine learning tools, including large language models, to assist in any part of your tender submission? This may include using these tools to support the drafting of responses to Award questions? | Not Scored |
| If Yes, please provide details. | Not Scored |
| Only applicable where AI or machine learning tools have been used to support the generation of tender responses. | Where AI or machine learning tools, have been used to support the generation of tender responses, please confirm they have been checked and verified for accuracy. | Not Scored |

| **Use of AI in Service Delivery** | **AI Use Question** | **Information Only** |
| --- | --- | --- |
| The Buyer wishes to understand and approve any proposed use of any AI tools to carry out activities in delivery of this contract. Suppliers must state any plans to use such tools in their proposals. Any proposed AI tools or extensive processing of data would need to be discussed and agreed with the Buyer before delivery as part of the contracted work. | Are AI or machine learning technologies used as part of the products/services you intend to provide? | Not Scored |
| If Yes: Please describe within your tender response how AI technologies are integrated into your service offerings. | Not Scored |

**Financial/Pricing Criteria**

| **Primary Financial/Pricing Criteria** | **Financial/Pricing Weighting (%)** | **Description** |
| --- | --- | --- |
| **Pricing Requirements** |  | **Refer to the Pricing Schedule** |
|  | **Total = 100%** |  |

## Annex 2 - Equality, Diversity and Inclusion Policy



## Annex 3 - Fraud Procurement Statement



## Annex 4 – Standards



## Annex 5 – Estate information

**XXXXXX redacted under FOIA section 43**

## Annex 6– KPIs

****

## Annex 7 – Key personnel

**XXXXXX redacted under FOIA section 40**

## Annex 8 – Purchase to Pay procedure.



## Annex 9 – Armed Forces Covenant

****