



Title: Provision and Maintenance of Audio-Visual Equipment

Reference: PS/25/22

Invitation to Tender – Schedule 20 (Specification)

1. Introduction	3
2. Background to the Requirement	3
3. Procurement Timetable	4
4. Scope	4
5. Implementation and Deliverables	5
6. Specifying Goods and / or Services	5
7. Quality Assurance Requirements.....	8
8. Other Requirements	8
9. Management and Contract Administration.....	16
10. Documentation.....	16
11. Arrangement for End of Contract	16
12. Response Evaluation.....	17
Annex 1 Evaluation Criteria, Mandatory Criteria.....	19
Annex 2 - Diversity and Inclusion Policy	22
Annex 3 - Fraud Procurement Statement	22
Annex 4 – Estate information.....	22
Annex 5 – Key personnel	22
Annex 6 – Purchase to Pay procedure.....	22
Annex 7 – Asset List.....	22
Annex 8 – Armed Forces Covenant.....	22
Annex 9 – Health and Safety Policy	22

1. Introduction

As outlined in the Invitation to Tender (ITT), RM6225 – Audio Visual Technical Consultancy & Commissioning, the Driver and Vehicle Licensing Agency (DVLA) (**the Buyer**) invites proposals for the maintenance and repair of existing audio-visual equipment and the option to purchase new, with similar maintenance and repair arrangements.

2. Background to the Requirement

2.1 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

2.2 DVLA’s Swansea estate consists of three sites: Morriston, ##### Redacted under FOI Section No 41 – Information provided in confidence.

2.3 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.

2.4 ##### Redacted under FOI Section No 41 – Information provided in confidence 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;

- ##### Redacted under FOI Section No 41 – Information provided in confidence; and
- ##### Redacted under FOI Section No 41 – Information provided in confidence with a stream and public pathway in between.

2.5 ##### Redacted under FOI Section No 41 – Information provided in confidence , 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.

2.6 ##### Redacted under FOI Section No 41 – Information provided in confidence

2.7 Our training and meeting room facilities, at our ##### Redacted under FOI Section No 41 – Information provided in confidence received an upgrade of its Audio-Visual equipment in 2019. Moving from an analogue to a digital system. The upgrade included new projectors, plasma screens, speakers, microphones, input points and controls.

2.8 Over recent years, DVLA staff have been doing a combination of working on site and at home. Hybrid working leads to hybrid meetings, which can involve some meeting participants being together in a room, while others join the meeting remotely from their home. The standard equipment that staff typically use for their day-to-day work, such as a laptop, don’t provide the best meeting experience. For example, some participants experience difficulties hearing all the people in a meeting room. This hybrid style of

working, which is set to continue for the foreseeable future, consequently led to DVLA purchasing Video Conferencing (Video Bar) Units for 18 different meeting spaces across the Swansea estate.

2.9 DVLA occasionally runs hybrid Microsoft TEAMS Townhall for up to 6,000 staff (both in person and online) in a suitable location on one of our Swansea sites as required.

3. Procurement Timetable

The timetable for this Procurement is set out in the ITT. The timetable may be changed at any time but any changes to the dates will be made in accordance with the Regulations (where applicable).

Tenderers will be informed if changes to the timetable are necessary.

The key dates for this procurement (**Timetable**) are currently anticipated to be as follows:

Event	Date
Issue of the ITT	30 th May 2025
Deadline for receipt of clarifications	9 th June 2025
Deadline for the publication of responses to ITT clarification questions	17:00 11 th June 2025
Deadline for receipt of responses	12:00pm - 19 th June 2025
Evaluation of responses	20 th June 2025
Notification of contract award decision	26 th June 2025
Confirmation of contract award	30 th June 2025
Contract start date [and start of mobilisation period]	1 st July 2025
Target service commencement date	8 th September 2025

The Buyer reserves the right to amend the above Timetable. Any changes to the Timetable shall be notified to all tenderers as soon as practicable.

4. Scope

4.1 This procurement requires a supplier to provide the maintenance and support of all current Audio-Visual assets and equipment across the DVLA estate, through a planned and reactive service. The supplier will be responsible for ensuring that the register of audio-visual equipment remains accurate.

4.2 The supplier will occasionally be required to provide telephone support if audio-visual equipment malfunctions prior to or during a meeting.

4.3 The addresses of the DVLA's Swansea sites are:

DVLA main site: Longview Road,
Morriston,
Swansea,
SA6 7JL

Redacted under FOI Section No 41 – Information provided in confidence
Redacted under FOI Section No 41 – Information provided in confidence
Redacted under FOI Section No 41 – Information provided in confidence

4.4 DVLA also occupies one floor of a building in #### Redacted under FOI Section No 41 – Information provided in confidence and may choose to purchase audio visual equipment for this location. The address is #### Redacted under FOI Section No 41 – Information provided in confidence

5. Implementation and Deliverables

The target commencement date for this contract is 1st July 2025. The contract will be awarded for a 3-year term, with the option to extend for a further 12 month period.

6. Specifying Goods and / or Services

6.1 Planned and Reactive Maintenance of Audio-Visual Equipment

The Audio-Visual assets and equipment and their locations is listed in Annex 7.

DVLA requires the supplier to complete one preventative maintenance visit each quarter, during which all Audio-Visual assets and equipment will be checked and tested. A service report will be issued to the Contract Owner after each visit, providing an assessment of the performance of each item and any recommendations or ideas, reflecting technological advances during the duration of the agreement. The format of the service report will be agreed during contract mobilisation.

DVLA requires the supplier to respond to Audio-Visual assets and equipment faults. The required response timescale for attending to any Audio-Visual assets and equipment faults will be 24 hours (weekday hours). It is expected that the supplier will always endeavour to complete repairs on the first visit and will take no longer than 7 working days to complete any repair. Reactive works will be charged on a time and materials basis. Suppliers are asked to include hourly rates in their bids.

6.2 Purchase of replacement or additional audio-visual equipment.

DVLA may choose to use this contract to purchase replacement or additional audio-visual equipment for any of the #### Redacted under FOI Section No 41 – Information provided in confidence

Purchases of replacement or additional audio-visual equipment will always include installation. The supplier will bring, rather than despatch, the equipment to site and will remove and dispose of redundant equipment.

Suppliers are asked to provide prices for each of the items highlighted in column A of Annex 7.

6.3 Hybrid Microsoft TEAMS Townhall Events

DVLA may use this agreement to request that the supplier provides support for Hybrid Microsoft TEAMS Townhall Events. This will include setting up and testing the audio visual

equipment in advance of the event and providing on-site support during the event. The events are joined by up to 6,000 staff (both in person and online), in a suitable location on one of our Swansea sites as required. Suppliers should provide a rate for providing this service.

High level requirements are as follows:

Audio setup (clear & echo-free sound)

- wireless microphones for presenters to move freely (noise cancelling for background noise)
- handheld microphones for panel or audience Q & A
- PA system to ensure clear audio in large room
- Audio Mixer to balance sound between online and in-room participants

Video setup (professional quality streaming)

- At least two HD cameras to allow for multiple camera angles (speaker and audience)
- Pan-Tilt-Zoom cameras for flexible framing of speakers and Q&A sessions
- Video switcher – switch between slides, speakers and audience

Effective Presentation and display setup

- Large LED screen or projector
- Confidence monitor (allows presenter to see slides without turning around)
- Screen sharing in Microsoft Teams
- Easy access to recordings

6.4 Service Level Agreement (SLA) and Key Performance Indicators (KPIs)

Key Performance Indicators

KPI Number	KPI Name	KPI Description
1	Attendance	The Supplier shall attend to all audio-visual equipment faults within 24 hours of receipt of the notification
2	Completion	The Supplier shall rectify all faults within 7 working days
3	Monthly Report	<p>The Supplier shall provide a monthly report, within 10 working days of the end of the month. The monthly report should include the following:</p> <ul style="list-style-type: none">• Date and time notification of fault received from DVLA• Attendance date and time• Completion date and time• Site name• Short description of work completed• Comments/Recommendations

4	Reviews	The Supplier will facilitate quarterly reviews with DVLA of the Deliverables and the way in which the Supplier provides them, with a view to improving the quality and efficiency of the service provided. The supplier is also expected to keep DVLA apprised of development within the industry.
---	---------	--

6.5 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 is dedicated 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	<p>Innovation and disruptive technologies Activities that demonstrate and describe the tenderer's existing or planned:</p> <ul style="list-style-type: none"> • 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.

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.

6.6 Modern Slavery Considerations

6.6.1 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

7.1 Risk assessment method statements (RAMS) must be sent to DVLA for review, 10 working days prior to commencement of any site visit.

7.2 All Audio Visual Equipment must meet system design and safety to specific equipment features, the successful supplier will play an important role in developing and promoting these standards to ensure reliable and high quality Audio Visual experiences.

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:

- Identity.
- Employment History (past 3 years).
- Nationality and Immigration Status.
- 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 will 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 ##### redacted under FOI section 40 – Personnel Information ensuring the following information is included.

- Driver's Name
- Vehicle Make and Model
- Vehicle Registration Number
- 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 ##### redacted under FOI section 40 – Personnel Information 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 ##### Redacted under FOI Section No 41 – Information provided in confidence, 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 any proposed use of any Artificial Intelligence (AI) tools that will be used in the delivery of this contract. Tenderers 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.

Where machine learning technologies are used as part of the products/services you intend to provide, please describe how these technologies are integrated into your service offerings.

In addition, 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 Authorised Representative 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://assets.publishing.service.gov.uk/media/5a750343e5274a59fa716b8d/Furniture_GBS_1407.pdf), 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 Buyer 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 ##### Redacted under FOI section 40 – Personnel Information ensuring the following information is included.

- Driver's Name
- Vehicle Make and Model
- Vehicle Registration Number
- 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 ### Redacted under FOI Section 40 Personnel Details 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:

##### Redacted under FOI Section No 41 – Information provided in confidence	##### Redacted under FOI Section No 41 – Information provided in confidence	##### Redacted under FOI Section No 41 – Information provided in confidence	##### Redacted under FOI Section No 41 – Information provided in confidence
Longview Road, Morriston,	DVLA, Longview Road,	##### Redacted under FOI Section No 41 –	##### Redacted under FOI Section

Swansea SA6 7JL (7am till 3pm)	Morrison, Swansea SA6 7JL (7am till 3pm)	Information provided in confidence (7am till 3pm)	No 41 – Information provided in confidence (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 ##### Redacted under FOI Section No 41 – Information provided in confidence 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 5.

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 6**.

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](#) 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:

- 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.
- 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.
- 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:

$$\frac{\text{(Allocated Score)}}{\text{Maximum Score}} \times \text{Weighting}$$

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 $(75/100 \times 20) = 15\%$. 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:

$$\frac{\text{(Lowest Quoted Price)}}{\text{Price Quoted per Supplier}} \times \text{Maximum Score Available (i.e. Weighting)}$$

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 = $100k/100k \times 40 = 40\%$

Supplier B = $100k/180k \times 40 = 22.22\%$

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
M1	The supplier confirms they can meet all the requirements listed within the specification.	Pass/Fail
M2	The supplier confirms they can meet the 'within 24 hours' attendance requirement.	Pass/Fail
M3	The supplier confirms they can complete all faults within 7 working days.	Pass/Fail
M4	The Supplier agrees to abide by all relevant Health & Safety legislation.	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), clearly outlining how you propose to effectively deliver the service to meet the requirements within the specification, inclusive of any lessons learnt from other contracts. (Max 1500 Words)	30
		Please describe and evidence how you will ensure critical spares are always available to ensure continuity of service is maintained. (Max 750 Words)	10
Social Value Outcomes	10%	<p>MAC 3.2: Support innovation and disruptive technologies throughout the supply chain to deliver lower cost and/or higher quality goods and services.</p> <p>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:</p> <ul style="list-style-type: none"> • 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. 	10
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	50%	Refer to the Pricing Schedule
	Total = 100%	

Annex 2 - Diversity and Inclusion Policy

Annex 3 - Fraud Procurement Statement

Annex 4 – Estate information

Annex 5 – Key personnel

Annex 6 – Purchase to Pay procedure.

Annex 7 – Asset List

Annex 8 – Armed Forces Covenant

Annex 9 – Health and Safety Policy