



Driver & Vehicle
Standards
Agency

Specification

Maintenance of Garage Equipment at DVSA Sites

K280021394

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1. PURPOSE

- 1.1 DVSA (Driver Vehicle Standards Agency) is seeking a single Contractor to service/maintain and repair Individual Vehicle Approvals (IVA) testing equipment at DVSA sites including Goods Vehicle Test Stations (GVTS). The Contractor shall provide technical expertise and services to enable continued compliant use of the equipment.

2. BACKGROUND TO THE CONTRACTING AGENCY

- 2.1 DVSA is an executive agency, sponsored by the Department for Transport, and carries out driving tests, approves people to be driving instructors and MOT testers, carries out tests to make sure lorries and buses are safe to drive, carries out roadside checks on drivers and vehicles, and monitor vehicle recalls.
- 2.2 DVSA helps you stay safe on Great Britain's roads by:
- helping you through a lifetime of safe driving.
 - helping you keep your vehicle safe to drive.
 - protecting you from unsafe drivers and vehicles.
- 2.3 DVSA employs around 4,600 staff in Great Britain in a variety of operational and administrative roles. DVSA's Head Office is at Berkeley House, Croydon Street, Bristol with other administrative offices and operational sites across Great Britain.

3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 DVSA requires routine service/maintenance and repair of legacy garage equipment located at GVTS.
- 3.2 The equipment includes (but is not limited to) turning plates, exhaust extraction units, pit jacks, jacking beams, load simulators, motorcycle lifts, Wheel Play Detectors (WPD) and Dynarollers. It is used for Heavy Goods Vehicles (HGV) and Public Service Vehicles (PSV) to carry out Individual Vehicle Assessment (IVA) and Enforcement Activities.
- 3.3 A full list of the equipment associated with this Contract and its current locations is in Annex C towards the close of this document.
- 3.4 Primarily the Contract will provide for the routine service/maintenance of the equipment including a repair service at DVSA facilities throughout Great Britain.
- 3.5 The Contractor will be required to source spare parts, where required, to meet the repair service level requirement.
- 3.6 DVSA wish to remain compliant within all areas of the incumbent Health and Safety regulations and requirements (See section 9), consequently DVSA may

request the Contractor to provide services supporting DVSA's continued compliance throughout the duration of this Contract.

- 3.7 There may be an element of equipment supply throughout the Contract period, however there is no commitment to this and the DVSA Contract Manager will make the final decision in any such cases.

4. THE REQUIREMENT AND TIMETABLE

- 4.1 The agency is seeking to award a Contract to a single Contractor for the provision of services covered within this document and supporting annexes. The Contract will be subject to the Department for Transport (DfT) Standard Conditions of Contract.
- 4.2 This Contract will be for a period of 2 years with a possible extension annually up to a further 2 years. These will be agreed on a 1 + 1 basis.
- 4.3 The timetable for this procurement exercise is set out in the table below.
- 4.4 This timetable may be changed by the Authority at any time. The potential provider will be informed if changes to this timetable are necessary.
- 4.5 Your tender must be submitted via Jaggaer and received by the Authority before the tender submission deadline.
- 4.6 If your tender is received on or after the tender submission deadline, it may be rejected by the Authority. If you are having any issues completing your submission or uploading your submission, this must be highlighted to the Authority as soon as possible. The decision whether to reject a tender received after the tender submission deadline is made entirely at the Authority's discretion.

DATE	ACTIVITY
26 May 2021	Publication of the Invitation to Tender Documents and Clarification period starts
16:00hrs 2 nd June 2021	Clarification period closes (" Tender Clarifications Deadline ")
4 th June 2021	Deadline for the publication of responses to Tender Clarification questions
12:00hrs 11 June 2021	Deadline for submission of a Tender to the Authority (" Tender Submission Deadline ")
14-18 June 2021	Negotiation period
21 June 2021	Contract award notification.
28 June 2021	Finalise and issue Contract

DATE	ACTIVITY
28 June 2021	Mobilisation
18 July 2021	Contract start

5. KEY MILESTONES AND DELIVERABLES

5.1 The following Contract milestones/deliverables shall apply:

Milestone/ Deliverable	Description	Timeframe or Delivery Date
1	Contract Start Meeting with the Agency	Within 5 working days of Contract Award
2	Provision of schedule for Routine Maintenance	Within 2 days of Contract Start and 6-monthly thereafter
3	Provision of Security Management Plan to be submitted to the Agency (to include details on Security Management Policy)	Within 20 working days of Contract Start and annually thereafter
4	Provision of Business Continuity Plan (BCP)	Within 5 working days of Contract Start and annually thereafter
5	Contractor to provide monthly and cumulative reporting to the Agency as detailed in section 6.	5 th of every month.

6. MANAGEMENT INFORMATION/REPORTING AND DOCUMENTATION

6.1 The Contractor shall provide a complete management information (MI) function, enabling data and trend analysis.

6.1.1 The Contractor shall provide monthly and cumulative statistics, narrative, and analysis to DVSA, reporting on achievement of the agreed KPIs, by 5th of the month.

6.2 The Contractor's narrative analysis shall cover delivery timescales and review.

6.3 The Contractor shall make available to the Contract Manager, via an electronic portal or similar, all work certificates within 10 days of completion of works. The documents should describe the scope of maintenance or repair work that has been performed on equipment. All documents should be

uploaded into the Contractor portal and made available to DVSA throughout the life of the agreement.

- 6.4 At the end of the Contract all documents must be made available to DVSA for mass downloading and retention in a word or pdf format. Files must be made available to DVSA for 30 days after the end of the Contract for the purpose of retention by DVSA.
- 6.5 Further guidance can be sought from the DVSA Contract Manager on specific information that should be contained in the equipment maintenance documents.
- 6.6 The supplier must provide a BCP within 5 working days of contract start and then update annually as minimum. The BCP is expected to include as minimum:
- Relevant policies,
 - identification of potential risks,
 - key roles and responsibilities including contact information of those key people,
 - Risk mitigation procedures and plans.
 - Business recovery & continuity plans.

7. VOLUMES

- 7.1 Volumes for this requirement are not guaranteed. The services will be undertaken at circa 21 DVSA GVTS and Enforcement sites. The volume of sites will reduce during the life of the Contract with equipment removed from the Contract upon notice from DVSA. The rate of site closure is not currently known, updates on the closure programme will be shared at each Contract review meeting or when known.

8. CONTINUOUS IMPROVEMENT

- 8.1 The Contractor shall continually improve the way in which the required Services are to be delivered throughout the Contract duration.
- 8.2 The Contractor shall present new ways of working to the Authority during Contract review meetings at the schedule detailed within section 16.1 of this Specification.
- 8.3 Changes to the way in which the Services are to be delivered must be brought to the DVSA's attention and agreed prior to any changes being implemented.

9. HEALTH AND SAFETY AND SUSTAINABILITY

9.1 HEALTH AND SAFETY

- 9.1.1 The Contractor shall work within all relevant Health & Safety Legislation in force during the period of the Contract. Particular attention is drawn to compliance with the following where the latest amendments apply:
- a) The Manual Handling Operating Regulations 1992
 - b) The Control of Substances Hazardous to Health (Amendment) Regulations 2004
 - c) Personal Protective Equipment at Work Regulations 1992
 - d) The Provision and Use of Work Equipment Regulations 1998
 - e) The Management of Health & Safety at Work Regulations 1999
 - f) The Lifting Operations & Lifting Equipment Regulations 1998
 - g) The Supply of Machinery (Safety) Regulations 2008
 - h) Electrical Equipment (Safety) Regulations 2016
- 9.1.2 A copy of DVSA's Risk Assessment document will be available upon request. The Contractor must supply a risk assessment to the Contract Manager for the service/maintenance activities at least 10 days prior to coming to site on the first time under this contract.
- 9.1.3 The Contractor shall be expected to adapt their Risk Assessment document to include all relevant parts of DVSA's Corporate Risk Assessment document and to advise DVSA of any additional risks that their Technicians may be exposed to when delivering the services required.
- 9.1.4 A site-specific risk assessment and method statement must be submitted to the Contract Manager for each task. The format will be agreed at the Contract implementation meeting.
- 9.1.5 The Contractor's Technicians are expected to adhere, always, to the requirements defined in the DVSA Approved Risk Assessment (Contractor's own risk assessment document which has been endorsed by the DVSA Contracts Manager).
- 9.2 **ETHICAL STANDARDS OF PRODUCTION**
- 9.2.1 The Contractor must ensure that their supply chain has established standards of production and logistics, where:
- 9.2.1.1 Working conditions are safe.
 - 9.2.1.2 Good health is promoted.
 - 9.2.1.3 Employment is freely chosen.
 - 9.2.1.4 Working hours are not excessive.
 - 9.2.1.5 Wages meet at least national legal standards.

- 9.2.1.6 Training is provided.
- 9.2.1.7 No discrimination is practised.
- 9.2.1.8 Diversity and good workforce practices are encouraged.
- 9.2.1.9 Child labour is eliminated; and
- 9.2.1.10 No inhumane treatment is allowed.

9.3 SUB-CONTRACTING TO SMALL AND MEDIUM ENTERPRISES (SMES)

- 9.3.1 Department for Transport is committed to removing barriers to SME participation in its Contracts and would like to also actively encourage its larger Contractors to make their sub-contacts accessible to smaller companies and implement SME-friendly policies in their supply-chains (see DVSA's website for further information).
- 9.3.2 To help the DVSA measure the volume of business they do with SMEs, their Form of Tender document asks about the size of the Potential Contractor's own organisation and those in their supply chain.
- 9.3.3 If the Contractor tells the DVSA that they are likely to sub-contract to SMEs, and are awarded this Contract, the DVSA will send the Contractor a short questionnaire asking for further information. This data will help the DVSA contribute towards Government targets on the use of SMEs. The DVSA may also publish success stories and examples of good practice on their website.

10. SPECIFYING GOODS & / SERVICES

10.1 The Contract will comprise of:

- 10.1.1 The planning and provision of routine service/maintenance to all test equipment listed in Annex A at the specified intervals thereby ensuring DVSA remains compliant within all aspects of vehicle testing regulations and industry standards such as ISO 17025 for the duration of the Contract.
- 10.1.2 The provision of ad-hoc service/maintenance for all items of testing equipment listed in Annex A including any software updates. Any software updates initiated by legislation must be authorised by the Contract Manager who will require a breakdown of costs prior to the installation.
- 10.1.3 The provision of repair services to attend and rectify any breakdowns or ad-hoc repairs to the equipment at any DVSA premises throughout Great Britain within the specified timescales of this Contract.
- 10.1.4 The supply and installation of new equipment. This neither compels nor infers DVSA will purchase new equipment, any requirements will

be discussed and approved with the Contract Manager. Where supply of new is considered, this will be after a review by the Contract Manager of the cost/benefit assessment against the utilisation of DVSA owned decommissioned equipment.

- 10.1.5 The provision of technical assistance and advice as requested by the Contract Manager.
- 10.1.6 The provision of a telephone helpline to receive and log breakdowns and assist DVSA staff resolve problems where possible over the phone. In your tender response, you are required to provide details of the helpline service, including operating periods etc.
- 10.1.7 The provision of an e-mail address to log breakdowns. In your tender response, you are required to provide details of the e-mail address including response operating periods etc.
- 10.1.8 The Contractor must ensure the availability of trained staff to meet the above obligations of the Contract as outlined in the specification.

10.2 Testing Network Sites and Equipment Availability

- 10.2.1 The Contractor shall carry out all routine services/maintenance on a self-organised basis confirming all arrangements directly with the site. Where the Contractor has difficulty establishing contact with a site the DVSA Contract Manager or representative will assist in the process, however, a minimum of 10 working days' notice is required by the DVSA Contract Manager in these circumstances.
- 10.2.2 The test halls housing the testing equipment are hanger-like structures and regardless of weather conditions, the doors remain open whilst testing is being carried out. A few Road Traffic Enforcement locations have Roller Brake Testers positioned outside of inspection buildings where they are open to the prevailing weather conditions.
- 10.2.3 In all instances delivery of the equipment maintenance and repair services required under this Contract will take place on site at these Vehicle Testing and Road Traffic Enforcement sites.
- 10.2.4 Annex A towards the end of this document contains a full list of the sites and the equipment contained that is to be included in this Contract.
- 10.2.5 The core hours of Equipment Availability shall be 08:00 hrs to 15:30 hrs Monday to Friday, excluding Bank Holidays (note, local Bank Holidays apply in Scotland).

10.3 Specified Levels of Cover

10.4 Level 1 Maintenance Cover – Gold Cover

- 10.4.1 This is sometimes referred to as 'Total Maintenance' Cover and will offer the most comprehensive maintenance service with reference to the other 2 levels of cover.
- 10.4.2 At present, no equipment listed in Annex A require Level 1 Maintenance Cover. Should Level 1 cover be required during the life of the contract this will be actioned via a contract variation and agreed between both parties.
- 10.4.3 Under the terms of the Contract, the Contractor shall provide the following within the tendered price.
- 10.4.4 **6-Monthly the Contractor shall provide:**
- a) A forward planning routine maintenance schedule for the test equipment in Annex A.
 - b) A rapid response & repair service for all equipment on Contract regardless of cover, to cater for unexpected breakdowns.
 - c) A breakdown profile including a brief condition and maintainability statement for the equipment at each site.
- Parts a), b) and c) above are not limited to Level 1 Cover.
- This will apply annually for the Exhaust Extraction Unit
- 10.4.5 This Level of Cover shall attract an all-inclusive charge for all parts of each machine except for consumables and spares required due to misuse and abuse. These spares or items shall be chargeable separately.
- 10.4.6 The Contractor shall ensure that the equipment is maintained in full working condition, and that all equipment has a valid inspection certificate. The Contractor shall be required to take account of the forward dates planned for maintenance.
- 10.4.7 The minimum frequency for preventive maintenance is once in a 6-month period and this applies to both Level 1 and 2 cover. Where reliability data proves this frequency to be unsuitable, the Contractor would be expected to increase the frequency to quarterly and any necessary adjustment to service rates discussed and agreed on a case-by-case basis with the DVSA Contract Manager.
- 10.4.8 The Contractor shall organise all routine service/maintenance appointments directly with the site at least 4 weeks in advance. In return, the site will ensure the equipment is available to the Contractor for the agreed appointment.
- 10.4.9 Should the Contractor experience difficulties making arrangements with a site, the DVSA Contract Manager must be informed a minimum of 3 weeks in advance of the desired appointment date.
- 10.4.10 There is no mandate to procure spares from the original Contractors; however, only spares equal to or exceeding the original specification

shall be acceptable. Where it is not possible to meet this requirement, the DVSA Contract Manager must be informed immediately.

10.4.11 Repairs required due to misuse and abuse of the equipment up to a value of £250 may be completed by the engineers whilst on site using the existing works order, however, in all cases of abuse and misuse the DVSA Contract Manager must be informed prior to invoicing.

10.4.12 Where repairs equal to or exceeding £250 are required the Contractor must seek approval from the DVSA Contract Manager prior to completion of the task. DVSA retain the right to adjust the pre-approved value upon notification to the Contractor during the life of the Contract.

10.5 Level 2 Maintenance Cover – Standard Cover.

10.5.1 Level 2 Standard Maintenance will cover the equipment outlined in Annex A for service/maintenance.

10.5.2 Repairs shall be charged separately on an ad-hoc 'open book' basis based on agreed parts, labour and callout fee. A works order shall be raised prior to the Contractor's attendance at site. Repairs identified by the engineers whilst on site must be authorised by the DVSA Contract Manager prior to completion if over £250. In all cases where these costs exceed £250 the DVSA Contracts Manager will request a quote prior to approval.

10.5.3 All parts used during service/maintenance shall be inclusive within the service charge of each machine except for consumables and spares required due to misuse and abuse. These spares or items shall be chargeable separately.

10.5.4 Prior to commencement of the Contract, DVSA will inform the Contractor of the volume of equipment requiring cover under this maintenance category. This decision will be considerate to DVSA's present and future business requirements.

10.6 Level 3 Non-Planned Maintenance Cover – Ad-hoc

10.6.1 There is a possibility that some testing equipment may not require planned maintenance and therefore will not fall within the scope of Level 1 and 2 Maintenance Cover. Equipment meeting these criteria under this maintenance agreement will be maintained on an ad-hoc basis.

10.6.2 No work will be conducted under this maintenance cover without a work order being issued by the DVSA Contract Manager or representative. Additional works not covered under Level 1 or Level 2 scope would be charged under the Level 3 ad-hoc pricing.

10.7 Fault/Incident Reporting Procedure

- 10.7.1 All faults will be reported directly to the Contractor via email or phone.
- 10.7.2 The Contractor shall provide a point of contact between the “core hours” of 08:00 to 15:30 Monday to Friday to facilitate the reporting of defects, telephone technical support, and any incidents relating to the provision of maintenance/repair services.
- 10.7.3 In cases where it is not possible to resolve an issue by telephone, the Contractor must email the requesting officer and the Contract Manager with details of when an engineer will visit site. These details will include a time and date in accordance with the Service Levels listed below, the incident reference number, the time of receipt of the request and the nature of the incident.
- 10.7.4 Where the Contractor receives an incident request outside of “core hours”, resolution by the Contractor shall begin as soon as core hours commence.
- 10.7.5 The Contractor shall retain an electronic system recording details of all service visits and breakdown incidents, this will record the logged time of repair requests, details of the rectification action taken and the time and date that the equipment was declared serviceable again.
- 10.7.6 DVSA will request an exception report listing all occasions where the Contractor has failed to meet the Contractual requirements. This will include details of the reason for the non-compliance and will be provided for discussion at Contract Review Meetings (See section 17).

10.8 Spare Parts

- 10.8.1 At the start of the Contract, the Contractor shall be expected to have:
 - a) Appropriate premises for the safe, secure, housing of spare parts and complete assemblies as required to support the Contract.
 - b) Appropriate stock control and ordering procedures to maintain adequate stock levels.
 - c) Suitable arrangements for the delivery of spares and assemblies to all DVSA sites.
- 10.8.2 The Contractor shall ensure Field Service Technicians have the required spares, or ready access to such spares, such that the response and repair times are not jeopardised.
- 10.8.3 The provision and operation of the stores shall not be separately chargeable to DVSA.

- 10.8.4 Transport of any spares provided direct to sites under the ad-hoc element of this Contract shall be covered by a DVSA work order and all associated cost shall be covered by DVSA. The Contractor shall be expected, in all cases, to use the most cost-effective method of transportation for parts and assemblies.
- 10.8.5 If any item/part is found to be consistently problematic it shall be the Contractors responsibility to investigate and supply a suitable alternative.
- 10.9 **On-site Housekeeping**
 - 10.9.1 The Contractor is responsible for the removal from site of all waste materials arising from the works. The Contractor must comply with all waste disposal regulations and requirements applicable at the time of the works.
- 10.10 **Sub-Contracting**
 - 10.10.1 If a sub-contractor is employed, the Contractor will be responsible for service quality, Health and Safety and full compliance to all applicable industry standards and Legislation in force at time of work completion. The Contractor shall notify the DVSA Contract Manager in advance of the work sub-contracted out. See section F1 of the General Conditions of Contract for Services document.
 - 10.10.2 Where the Contractor sub-contracts any elements of the Contract to a third-party the responsibility of meeting the defined response and repair times shall remain with the Contractor.

11. PRICE

- 11.1 Prices are to be submitted via the Jaggaer e-Sourcing Suite using the Price Schedule excel document from this Invitation to Tender pack. Prices submitted are to be excluding VAT and including all other costs relating to Contract delivery.
- 11.2 The Pricing Schedule allows for price comparison for the 3 levels of cover and response times discussed in the specification (10.3-10.6) as well as comparison of the SLAs within the service levels (for example: L1 a or b vs L2 a, b, c, or d). All prices quoted in the pricing schedule must include costs of all service parts replaced during the service/maintenance visits.
 - 11.2.1 At present, no equipment listed in Annex A require Level 1 Maintenance Cover.
- 11.3 The most appropriate service level for each type of equipment will be selected and contracted for based on the technical and price response, for example L2b for equipment type X and L1a for equipment type Y (X and Y are for example purposes only).

- 11.4 The service level selected for each type of equipment will be based on the Authorities level of confidence, from the tender response provided, in the Contractors ability to minimise and mitigate equipment downtime whilst delivering Value for Money (VFM) to the Authority.
- 11.5 Ad-hoc maintenance/ repair requirements, under level 1 or 2 service levels, identified during a visit must be quoted and approved with the Contract Manager prior to being undertaken and incurring additional cost if over the £250 threshold.
- 11.6 All billing must be itemised to support reconciliation of invoices.

12. STAFF AND CUSTOMER SERVICE

- 12.1 The Contractor shall provide a sufficient level of trained resource throughout the duration of the Contract to consistently deliver a quality service.
- 12.2 The Contractor's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.
- 12.3 The Contractor shall ensure that staff understand the agency's vision and objectives and will provide excellent customer service to the agency throughout the duration of the Contract.

13. MANAGEMENT AND CONTRACT ADMINISTRATION

- 13.1 The DVSA Contract Manager will set in place Contract review meetings at a frequency appropriate to the length, value, and complexity of the Contract. The Contract Manager will agree with the Contractor at the Contract implementation meeting what will be reviewed and measured at these meetings, and define the format data should be provided in.
- 13.2 The Contract will be measured against the following Service Level Agreement (SLA's) and Key Performance Indicators (KPIs) on a task-by-task basis:

Maintenance cover	SLA	Notes
Level 1 Maintenance Cover,	The completion of all repairs including breakdown rectifications within 1 working day of receipt of a fault report or the identification during routine maintenance.	Timing of an incident commences from the moment a report is submitted to the Contractor's Help Desk by a user via email or phone communication and will end when the equipment is back in service.

Level 2 Maintenance Cover,	The rectification period will be no more than 1 working day or within a period agreed with the Contract Manager. This is to accommodate instances where parts are not immediately available to facilitate the repair.	Timing of an incident commences from the moment a report is submitted to the Contractor's Help Desk by a user via email or phone communication and will end when the equipment is back in service. Where the report is submitted after 4pm the rectification period will be no longer than 2 working days. Where requests are submitted for equipment which is still operational the rectification period will be no later than 3 working days.
Level 3 Ad hoc maintenance and repairs Cover,	The rectification period will be no more than 1 working day or within a period agreed with the Contract Manager. This is to accommodate instances where parts are not immediately available to facilitate the repair.	Timing of an ad-hoc request commences from the moment a request is submitted to the Contractor's Help Desk by a user via email or phone communication and will end when the equipment is back in service. Where the report is submitted after 4pm the rectification period will be no longer than 2 working days. Where requests are submitted for equipment which is still operational the rectification period will be no later than 3 working days.

- 13.3 The DVSA Contract Manager must be informed of and agree to any exceptions from these Service Levels (SL) prior to their implementation. The SLs will be assessed by the Contract Manager on a monthly basis and the results shall form part of the monthly payment review; See Section 15 for details. The Contractor shall resolve all incidents according to the appropriate SL and in all cases the incident shall be considered resolved when the Contractor has stated, and DVSA has confirmed the equipment is in service and fully operational.
- 13.4 A DVSA Contract Manager will be available to aid DVSA staff and the Contractor in the delivery of the Contract requirements.
- 13.5 The Contractor shall use reasonable endeavours to resolve Incidents at any of the Sites listed in Annex A where it has opportunity to do so within the time scales set out in 13.2.
- 13.6 The Contractor shall be entitled to notify the DVSA Contract Manager in writing, via an exception report, of any circumstance which the Contractor believes will not allow it to meet the provisions of Section 13. The Authority agrees to consider such notification promptly and shall, at its discretion but always acting reasonably, be entitled to grant or refuse an extension of time to the Contractor commensurate with the delay caused by the circumstance notified to the Authority in accordance with this paragraph 13.7.
- 13.7 If at any time, the Contractor fails to provide the required services in accordance with the KPI's and is unable to provide satisfactory reason by provision of exception reports, then DVSA shall:
- 13.7.1 Make deductions to cover periods of equipment unavailability dependent on Level of Maintenance Cover and pay the Service Credit percentage as set out below in section 13.8.
- 13.7.2 Request the Contractor, at no additional charge to the DVSA, promptly remedy any failure to meet the KPI's or re-perform any non-conforming service.

13.8 The following KPIs apply:

Key Performance Indicator	Measurement/Service Credit to be applied
Adherence to Service level Agreement.	<p>For equipment covered under Level 1 Maintenance Cover the following formula shall be applicable for each item of equipment: Service Credit = DNA x £780</p> <p>DNA = "Days NOT Available" each 24-hour period, after the initial SLA from notification of equipment breakdown, within core hours not</p>

	covered by acceptable exception reports.
MI to be provided by 5 th of each month.	On-Time in Full (OTIF), monthly tracker/ graph. No service credit to be applied.
Maintenance certificates and works documents to be available within 10 days of works completion.	On-Time in Full (OTIF), monthly tracker/ graph. No service credit to be applied.
Invoices submitted with all applicable information and backing data as reasonably requested by DVSA.	On-Time in Full (OTIF), monthly tracker/ graph. No service credit to be applied.

- 13.9 Service credits shall be paid monthly and calculated from the invoice month of the first day of unavailability.

14. SECURITY AND CONFIDENTIALITY REQUIREMENTS

- 14.1 The Contractor must ensure confidentiality of commercial and sensitive information and prevent theft of DVSA property.
- 14.2 A Security Management plan must be submitted within 20 working days after start and updated annually as minimum.

15. PAYMENT AND INVOICING

- 15.1 The Contractor shall submit a single monthly invoice in arrears to the Authority for costs incurred under the contract within the previous month.
- 15.2 Payment can only be made following satisfactory completion of all pre-agreed work and/or receipt of goods invoiced.
- 15.3 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.
- 15.4 Credit notes should be raised, as necessary.
- 15.5 Contractors must email their invoices as PDF to DVSA's Finance Shared Services with a valid Purchase Order (PO) number:
- 15.6 Upon receipt, Shared Services completes a 3-way match of the Contractor's invoice as follows:
- 15.6.1 Valid purchase order, with PO number.
 - 15.6.2 Goods receipt confirmation – completed on receipt of goods/services; and

- 15.6.3 Correct invoice – matches PO and goods receipt confirmation.
- 15.7 In accordance with C2 of the general conditions of Contract the Authority is committed to pay invoices as soon as possible and shall pay all sums due to the Contractor within 30 days of receipt of a valid invoice, submitted monthly in arrears.
- 16. CONTRACT MANAGEMENT**
- 16.1 Regular Contract Management meetings will be held during the life of the Contract: monthly, as necessary at the inception of the Contract, but then quarterly as the Contract matures. It is expected that meetings will be held at DVSA's premises, or elsewhere, by agreement of DVSA. By agreement of parties' virtual meetings will be carried out in replacement of face-to-face meetings.
- 16.2 Contract Management meetings are for both parties to discuss Contract performance against KPIs, any issues arising from delivery of the Contract and to review progress on any developments. The Contractor will meet the cost of its travel to any DVSA premises. DVSA's Head Office: Berkeley House, Croydon St, Bristol BS5 0DA.
- 16.3 When necessary, the Contractor must bring to the attention of DVSA any issues arising with the delivery of the Contract, in line with KPIs, and to propose a communication/escalation process/path, which will be agreed by both parties, on award of Contract.
- 16.4 DVSA will reference and maintain a Contract Management Plan, to ensure that terms of the Contract are delivered.
- 16.5 Terms of Reference and Agenda for meetings will be agreed between DVSA and the Contractor and, as standard, the Agenda will include minutes and actions of the previous meeting, performance against the KPIs and continuous improvements. An Actions log will be kept, to track progress. Minutes of meetings will be completed by a DVSA attendee and agreed with the Contractor. DVSA anticipates that other ad-hoc meetings will be required to support the Contract, usually by phone, to discuss e.g., the planning or status of projects, service management, equipment list changes and service innovation.
- 16.6 The Contractor is expected to make themselves available with reasonable notice for any additional ad-hoc meetings that may be requested by DVSA, such as product demonstrations/roadshows, up to twice a year.
- 16.7 Attendance at Contract Review meetings shall be at the Contractor's own expense.
- 17. QUALITY SYSTEMS**
- 17.1 DVSA will require the Contractor to provide details of any established quality systems and compliances with BSI/ISO industry standards at time of tendering.

- 17.2 DVSA reserves the right to carry out audit checks at any time to verify the standard of the work and to ensure the service/maintenance is performed at the required frequencies.
- 17.3 The Contractor shall retain an electronic service/maintenance history for each site and shall make this information available to the DVSA Contract Manager as requested, for example at Contract Review Meetings.
- 17.4 The Contractor shall assist the Contract Manager in identifying trends in equipment performance or maintainability.

18. DATA PROTECTION

- 18.1 The Contractor will be required to comply with all applicable requirements of the Data Protection Legislation (including the General Data Protection Regulation ((EU) 2016/679) (“GDPR”), the Law Enforcement Directive (EU) 2016/680), and all applicable Law about the processing of personal data and privacy.
- 18.2 Personal Data means any information relating to an identified or identifiable living individual, e.g., a staff member, member of the public, customer, etc. This includes but is not limited to an individual’s name, address, phone number, date of birth, place of work, dietary preferences, opinions, trade union membership, political beliefs, ethnicity, religion, sexuality and email address or job title (if they can be identified from it). Processing includes storage.
- 18.3 Further information on GDPR is available from the Information Commissioner’s Office: <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/>

19. AWARD CRITERIA

- 19.1 See document 05. Response Guidance for further information.

ANNEX A - CURRENT LIST OF IN-SERVICE EQUIPMENT

List of current equipment, volume, & location. Volume of equipment is subject to change based on site closures and equipment Beyond Economical Repair. Service levels for each piece of equipment to be updated upon Contract award within the Contract Schedule.

Site no.	Model Code	Equipment Description	Serial Number	Level of Cover	Requirements
Aberdeen GVTs (67)					
	TURNPLATES	Automint Turnplates	To be confirmed by supplier	Level 2	6-monthly Routine Maintenance
	DYNAROLLER	Dynamometer Speed Tester	DYN/0422	Level 2	6-monthly Routine Maintenance
	EXH	Exhaust Extraction Unit	To be confirmed by supplier	Level 2	Annual Routine Maintenance & Inspection
	CPJ	Churchill 13 Tonne Pit Jack	P81000050	Level 2	6-monthly Routine Maintenance
	PSM 0.5	Motus PSM 0.5 Motorcycle Lift	A03MT068	Level 2	6-monthly Routine Maintenance
	3WA	Three Wheel Adaptor	WRES17/A1	Level 2	6-monthly Routine Maintenance
Avonmouth GVTs (103)					
	DYNAROLLER	Dynamometer Speed Tester	DYN/0101	Level 2	6-monthly Routine Maintenance
	EXH	Exhaust Extraction Unit	To be confirmed by supplier	Level 2	Annual Routine Maintenance & Inspection
	CPJ	Churchill 13 Tonne Pit Jack	P81000160	Level 2	6-monthly Routine Maintenance
	CPJ	Churchill 13 Tonne Pit Jack	NO PLATE/L1PJ	Level 2	6-monthly Routine Maintenance
	PSM 0.5	Motus PSM 0.5 Motorcycle Lift	B03MT319	Level 2	6-monthly Routine Maintenance
	3WA	Three Wheel Adaptor	DG01	Level 2	6-monthly Routine Maintenance
Beverley GVTs (42)					
	WPD	Tec Wheel Play Detector	P30000082	Level 2	6-monthly Routine Maintenance

	TURNPLATES	Automint Turnplates	To be confirmed by supplier	Level 2	6-monthly Routine Maintenance
	DYNAROLLER	Dynamometer Speed Tester	DYN/0420	Level 2	6-monthly Routine Maintenance
	EXH	Exhaust Extraction Unit	LEV01	Level 2	Annual Routine Maintenance & Inspection
	EXH	Exhaust Extraction Unit	LEV02	Level 2	Annual Routine Maintenance & Inspection
	CPJ	Churchill 13 Tonne Pit Jack	P81000076	Level 2	6-monthly Routine Maintenance
	B500M	Balco Motorcycle Lift	B03MT0142	Level 2	6-monthly Routine Maintenance
Carlisle GVTs (57)*					
	TURNPLATES	Automint Turnplates	SR008298	Level 2	6-monthly Routine Maintenance
	DYNAROLLER	Dynamometer Speed Tester	DYN/0417/0503?	Level 2	6-monthly Routine Maintenance
	EXH	Exhaust Extraction Unit	To be confirmed by supplier	Level 2	Annual Routine Maintenance & Inspection
	CPJ	Churchill 13 Tonne Pit Jack	P81000119	Level 2	6-monthly Routine Maintenance
	CPJ	Churchill 13 Tonne Pit Jack	P81000089	Level 2	6-monthly Routine Maintenance
	PSM 0.5	Motus PSM 0.5 Motorcycle Lift	BO3MT296	Level 2	6-monthly Routine Maintenance
	3WA	Three Wheel Adaptor	WRES 16/A1	Level 2	6-monthly Routine Maintenance
Chadderton (Stn) (96)					
	DYNAROLLER	Dynamometer Speed Tester	DYN/0104/0236	Level 2	6-monthly Routine Maintenance
	EXH	Exhaust Extraction Unit	LEV01	Level 2	Annual Routine Maintenance & Inspection
	EXH	Exhaust Extraction Unit	LEV02	Level 2	Annual Routine Maintenance & Inspection

	CPJ	Churchill 13 Tonne Pit Jack	4800232	Level 2	6-monthly Routine Maintenance
	CPJ	Churchill 13 Tonne Pit Jack	4800231	Level 2	6-monthly Routine Maintenance
	CPJ	Churchill 13 Tonne Pit Jack	P81000038	Level 2	6-monthly Routine Maintenance
	PSM0.5	Texo Motorcycle Lift	A03MT067	Level 2	6-monthly Routine Maintenance
	3WA	Three Wheel Adaptor	CE01	Level 2	6-monthly Routine Maintenance
Chelmsford GVTS (35)					
	EXH	Exhaust Extraction Unit	To be confirmed by supplier	Level 2	Annual Routine Maintenance & Inspection
	B500M	Balco Motorcycle Lift	BO3MT0114	Level 2	6-monthly Routine Maintenance
Derby GVTS (30)					
	WPD	Tec Wheel Play Detector	P30000062	Level 2	6-monthly Routine Maintenance
	DYNAROLLER	Dynamometer Speed Tester	DYN/0206	Level 2	6-monthly Routine Maintenance
	EXH	Exhaust Extraction Unit	To be confirmed by supplier	Level 2	Annual Routine Maintenance & Inspection
	CPJ	Churchill 13 Tonne Pit Jack	P81000156	Level 2	6-monthly Routine Maintenance
	PSM0.5	Texo Motorcycle Lift	BO3MT0293	Level 2	6-monthly Routine Maintenance
	3WA	Three Wheel Adaptor	WRES STD 660KG	Level 2	6-monthly Routine Maintenance
Exeter GVTS (18)					
	DYNAROLLER	Dynamometer Speed Tester	DYN/0421	Level 2	6-monthly Routine Maintenance
	EXH	Exhaust Extraction Unit	To be confirmed by supplier	Level 2	Annual Routine Maintenance & Inspection
	CPJ	Churchill 13 Tonne Pit Jack	P81000175	Level 2	6-monthly Routine Maintenance

	B500M	Balco Motorcycle Lift	B02MT0123	Level 2	6-monthly Routine Maintenance
	3WA	Three Wheel Adaptor	WRES MOD 660KG	Level 2	6-monthly Routine Maintenance
Gillingham GVTS (6)					
	DYNAROLLER	Dynamometer Speed Tester	DYN/0418	Level 2	6-monthly Routine Maintenance
	EXH	Exhaust Extraction Unit	To be confirmed by supplier	Level 2	Annual Routine Maintenance & Inspection
	CPJ	Churchill 13 Tonne Pit Jack	P81000010	Level 2	6-monthly Routine Maintenance
	PSM 0.5	Motus PSM 0.5 Motorcycle Lift	B03MT312	Level 2	6-monthly Routine Maintenance
	3WA	Three Wheel Adaptor	WRES STD 660KG	Level 2	6-monthly Routine Maintenance
Inverness GVTS (65)					
	CPJ	Churchill 13 Tonne Pit Jack	P81000152	Level 2	6-monthly Routine Maintenance
Kidderminster GVTS (22)					
	DYNAROLLER	Dynamometer Speed Tester	DYN-0208	Level 2	6-monthly Routine Maintenance
	CPJ	Churchill 13 Tonne Pit Jack	P81000045	Level 2	6-monthly Routine Maintenance
	PSM 0.5	Motus PSM 0.5 Motorcycle Lift	C03MT0359	Level 2	6-monthly Routine Maintenance
	3WA	Three Wheel Adaptor	WRES STD 660KG	Level 2	6-monthly Routine Maintenance
Kirkwall GVTS (90)					
	EB31	Crypton Load Simulator	P50000141	Level 2	6-monthly Routine Maintenance
	WPD	Tec Wheel Play Detector	P30100054	Level 2	6-monthly Routine Maintenance
	TURNPLATES	Automint Turnplates	To be confirmed by supplier	Level 2	6-monthly Routine Maintenance

	EXH	Exhaust Extraction Unit	To be confirmed by supplier	Level 2	Annual Routine Maintenance & Inspection
	CPJ	Churchill 13 Tonne Pit Jack	P81000170	Level 2	6-monthly Routine Maintenance
Leighton Buzzard GVTS (37)					
	DYNAROLLER	Dynamometer Speed Tester	DYN/0314	Level 2	6-monthly Routine Maintenance
	EXH	Exhaust Extraction Unit	To be confirmed by supplier	Level 2	Annual Routine Maintenance & Inspection
	CPJ	Churchill 13 Tonne Pit Jack	P81000008	Level 2	6-monthly Routine Maintenance
	PSM 0.5	Motus PSM 0.5 Motorcycle Lift	A03MT066/110	Level 2	6-monthly Routine Maintenance
	3WA	Three Wheel Adaptor	DG03	Level 2	6-monthly Routine Maintenance
Livingston (Stn) (64)					
	DYNAROLLER	Dynamometer Speed Tester	DYN/0210	Level 2	6-monthly Routine Maintenance
	CPJ	Churchill 13 Tonne Pit Jack	P81000070	Level 2	6-monthly Routine Maintenance
	PSM 0-5S	Motorcycle Lift	B03MT0141	Level 2	6-monthly Routine Maintenance
Llantrisant (Stn) (60)					
	DYNAROLLER	Dynamometer Speed Tester	H04	Level 2	6-monthly Routine Maintenance
	CPJ	Churchill 13 Tonne Pit Jack	P81000124	Level 2	6-monthly Routine Maintenance
	B500M	Balco Motorcycle Lift	C03MT0377	Level 2	6-monthly Routine Maintenance
	3WA	Three Wheel Adaptor	552302242-2A	Level 2	6-monthly Routine Maintenance
	3WA	Three Wheel Adaptor	552302202-2B	Level 2	6-monthly Routine Maintenance
Lochgilphead GVTS (85)					

	EB31	Crypton Load Simulator	P50000148	Level 2	6-monthly Routine Maintenance
	TURNPLATES	Automint Turnplates	To be confirmed by supplier	Level 2	6-monthly Routine Maintenance
	EXH	Exhaust Extraction Unit	To be confirmed by supplier	Level 2	Annual Routine Maintenance & Inspection
	CPJ	Churchill 13 Tonne Pit Jack	P81000142	Level 2	6-monthly Routine Maintenance
Newcastle GVTs (51)					
	EXH	Exhaust Extraction Unit	To be confirmed by supplier	Level 2	Annual Routine Maintenance & Inspection
	CPJ	Churchill 13 Tonne Pit Jack	P81000101	Level 2	6-monthly Routine Maintenance
	B500M	Balco Motorcycle Lift	B03MT0143	Level 2	6-monthly Routine Maintenance
	3WA	Three Wheel Adaptor	WRES15/A1	Level 2	6-monthly Routine Maintenance
Northam (Stn) (99)					
	DYNAROLLER	Dynamometer Speed Tester	DYN/0211	Level 2	6-monthly Routine Maintenance
	EXH	Exhaust Extraction Unit	LEV01	Level 2	Annual Routine Maintenance & Inspection
	PSM 0-5S	Motorcycle Lift	B03MT313	Level 2	6-monthly Routine Maintenance
	3WA	Three Wheel Adaptor	WRES01/A	Level 2	6-monthly Routine Maintenance
Norwich GVTs (38)					
	DYNAROLLER	Dynamometer Speed Tester	DYN/0315	Level 2	6-monthly Routine Maintenance
	EXH	Exhaust Extraction Unit	To be confirmed by supplier	Level 2	Annual Routine Maintenance & Inspection
	CPJ	Churchill 13 Tonne Pit Jack	P81000029	Level 2	6-monthly Routine Maintenance
	PSM0.5	Texo Motorcycle Lift	A03MT0106/A03MT062	Level 2	6-monthly Routine Maintenance

Nottingham GVTS (29)					
	DYNAROLLER	Dynamometer Speed Tester	DYN/0207 OR 9	Level 2	6-monthly Routine Maintenance
	CPJ	Churchill 13 Tonne Pit Jack	P81000061	Level 2	6-monthly Routine Maintenance
Perth GVTS (68)					
	EB31	Crypton Load Simulator	P50000086	Level 2	6-monthly Routine Maintenance
	CPJ	Churchill 13 Tonne Pit Jack	P81000129	Level 2	6-monthly Routine Maintenance
Portree GVTS (91)					
	WPD	Tec Wheel Play Detector	P30100059	Level 2	6-monthly Routine Maintenance
	EB31	Crypton Load Simulator	P50000147	Level 2	6-monthly Routine Maintenance
	CPJ	Churchill 13 Tonne Pit Jack	P81000176	Level 2	6-monthly Routine Maintenance
Wick GVTS (88)					
	EB31	Crypton Load Simulator	P50000139	Level 2	6-monthly Routine Maintenance
	CPJ	Churchill 13 Tonne Pit Jack	P81000168	Level 2	6-monthly Routine Maintenance
Yeading GVTS (1)					
	DYNAROLLER	Dynamometer Speed Tester	DYN/0105	Level 2	6-monthly Routine Maintenance
	EXH	Exhaust Extraction Unit	To be confirmed by supplier	Level 2	Annual Routine Maintenance & Inspection
	CPJ	Churchill 13 Tonne Pit Jack	P81000179	Level 2	6-monthly Routine Maintenance

*Carlisle site due to be decommissioned shortly but no decision made on which equipment will be kept for other sites at present time

Annex B - Minimum Preventative Maintenance Schedule

Annex B describes the 'Minimum Preventative Maintenance Schedule' required for this Contract.

The following are to serve as a guide and may not necessarily apply to the actual equipment to be maintained.

No	Minimum Planned Maintenance Requirement for Wheel Play Detector (WPD)	<input type="checkbox"/> = OK X = NOK
1	Check with staff if there are any known problems	
2	Check for any outstanding updates/refits etc.	
3	Vacuum dirt from mechanisms and housings.	
4	Check all hydraulic pipework for wear, twisting correct location and leakage	
5	Check all bolts for security.	
6	Check condition of surrounding floor and report any problems to station staff.	
7	Check all electrical connections.	
8	Check hydraulic oil level.	
9	Check feed cable for damage and operation of handlamp/control buttons.	
10	Clean relay box and handlamp assembly	
11	Check incoming mains voltage	
12	Check all labels for clarity/legibility	
13	Enter service details in logbook	

ANNEX C – SITE INFORMATION

Testing dates subject to change – Contractor to contact Contract Manager for latest testing dates.

UK – IVA Sites

Site	Current Testing dates
Aberdeen	One or Two days per month
Avonmouth	Monday to Friday
Beverley	Monday to Friday
Chadderton	Monday to Friday
Derby	Tuesday to Thursday
Exeter	Monday to Thursday
Gillingham	Monday to Friday
Kidderminster	Monday to Friday
Leighton Buzzard	Monday to Friday
Livingston	Monday to Friday
Llantrisant	Every Wednesday
Newcastle	Monday to Friday
Norwich	Monday to Friday
Northam	Monday to Friday
Nottingham	Monday, Wednesday, Friday
Yeading	Monday to Friday