



## Schedule 2 – Requirements Specification

### 1. Requirement Overview

DVSA carry out driving tests; approve people to be driving instructors and MOT testers, carry out tests to make sure lorries and buses are safe to drive, carry out roadside checks on drivers and vehicles, and monitor vehicle recalls.

**We use IBM i2 iBase** software as an intelligence and investigative tool. To allow us to carry out our enforcement duties. The software is used daily by the Intelligence Unit for processing data i.e., all intelligence received by DVSA is graded, recorded, analysed and actioned using this software.

**We also use IBM i2 Analyst's Notebook** as an intelligence analysis tool to turn data into intelligence. It allows us innovative features such as connected network visualizations, social network analysis, and geospatial or temporal views to uncover hidden connections and patterns in data and is used daily by Caseworkers in DVSA's Regional Enforcement teams.

DVSA require the standard training to be contextualised for recently appointed case workers. For both pieces of software. When training has been delivered staff will be able to:

- Add, query and report on their database of Drivers and Companies across the UK's haulage industry. This includes private operators.
- They will be able to search and interrogate records within their jurisdiction.
- They will be able to link records where and when necessary.
- They will be able to Input and manipulate data.

This software is used in different ways across the Intelligence community. It is essential that the supplier contextualise their training to DVSA's specific uses. DVSA will work closely with the supplier to ensure that the build of any training and related materials is relevant. A mobilisation period will be allowed for DVSA and the supplier to discuss the delivery content,

The training must include practical exercises to allow delegates to practice in a safe environment. For example, using third party software like Amazon Workspaces or other similar applications. DVSA will work with the supplier to help create dummy data that is relevant to the exercises. This will maximise practice time and help experiential learning.

All content should be compatible with DVSA's infrastructure and be SCORM 2 and or 2.2 compliant.



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### **2. Quality Assurance Requirements**

The supplier will be required to have quality assurance processes in place as part of their delivery of the services.

DVSA will have the option to review the course material to quality assess before service commencement. DVSA will also have the option to conduct random quality assurance checks on the delivery of the training.

### **3. Information Assurance**

#### **Security**

The supplier will ensure that all data processed in relation to the contract is held securely.

#### **Data Protection**

Delivery of this contract will require the supplier to process Personal Data (as defined in the GDPR) on the Buyers behalf. The Buyer will be the Data Controller and the supplier will act as the Data Processor. The supplier will process Personal Data only on the Buyers documented instructions, as set out in Schedule 8 of the Tender (Authorised Processing Template).

### **4. Accessibility**

One member of the case work team is profoundly deaf, all materials should be designed with this accessibility requirement in mind. This delegate does not lip read.

The delegate will require time to get used to the trainers voice, so an introduction with the team would be helpful for them.

Breaks must be provided throughout the training sessions. A lunch break of 60 minutes must be adhered to. Supplier to suggest any additional accessibility measures they would take for delivery of the training.

### **5. Service Delivery Conditions**

#### **Booking Procedure**

Training should be delivered virtually as a closed cohort course.. The supplier will work with DVSA to mutually agree dates. The supplier will manage the bookings and issue invitations to the respective DVSA managers.



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There are 10 delegates that require training before 31 March 2022. There will be an ongoing requirement to deliver training as and when required due to natural staff turnover.

We anticipate initially running two courses with 5 delegates in each. This initial training will be for staff that have been in post for some time to minimise disruption to services.

### **Delivery conditions**

The course will be delivered virtually utilising online classrooms such as Amazon Workspace or similar virtual platforms. DVSA exclusively use MS Teams as an organisational communication tool. We can access Zoom and other platforms with prior confirmation from DVSA.

The course must be a closed course so that we are able to have a contextualised programme that meets the needs of the team and the organisation.

DVSA need this training to be contextualised to their own specific working practices. This will enable staff to fully utilise the software's benefits to maximise the benefits.

### **Cancellation**

If the supplier cancels an agreed course for any reason, they shall meet all claims for costs incurred by DVSA or its delegates in the cancelling and rebooking of an alternative training course.

DVSA may cancel agreed training dates with the supplier up to and including seven working days prior to that date without incurring costs. Any costs incurred by the supplier due to a cancellation by DVSA within seven working days of the training date will be paid in full by DVSA.

We would reserve the right to substitute delegates at short notice if the needs of our business change.

## **6. Management and Contract Administration**

### **Account Management**

The supplier shall within five (5) days of signing the intended contract send to DVSA's Contract Manager, the name and contact details (including email address and telephone number) of the Account Manager responsible for managing the intended contract and arrange a contract implementation meeting.

The supplier and DVSA will set in place contract review meetings and agree the frequency appropriate to the length, value and complexity of the contract.



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The supplier will agree with DVSA's Contract manager at the contract implementation meeting. What will be reviewed and measured at these meetings, and define the format data should be provided in. No reimbursement of costs will be provided if travel is required for these meetings.

### **Payment and Invoicing**

Unless we specify otherwise, payment will be made by BACS no later than 30 (thirty) days of receipt of a valid invoice. We will aim to pay you within 10 (ten) days. All payments will be made in arrears after works have been approved and signed off by the DVSA Contract Owner.

A Purchase Order Number for this requirement will be provided to the supplier. The supplier must quote the PO number on all invoices, and these must be submitted directly to:

[SSa.invoice@sharedservicesarvato.co.uk](mailto:SSa.invoice@sharedservicesarvato.co.uk)

Invoices received without the correct PO number will be returned and will delay receipt of payment. Invoices should be copied to the DVSA Contract Owner and the Contractor should include any information required to ensure efficient and effective receipting / invoice matching. For example provision of timesheets or an annotated progress report.

Further information on invoicing and payment procedures are contained within our Instructions to Tenderers document.

### **Sub-contracting to Small and Medium Enterprises (SMEs)**

DfT is committed to removing barriers to SME participation in its contracts, and would like to also actively encourage its larger suppliers to make their sub-contacts accessible to smaller companies and implement SME-friendly policies in their supply-chains (see our [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 sub-contract 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 on our website.

## **7. Trainer Skills**



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Trainers should provide evidence of their relevant skills and experience. It's crucial that any trainers have practical experience of having used the i2 software. This will help bring real world examples to allow a better learning experience for delegates.

## **8. Documentation**

The supplier shall provide any documentation required as part of the delivery of the training and include these in their overall costs. DVSA is unable to accept USB sticks, but materials can be either hard copies or sent through email if required.

Handouts and electronic learning aids will help learning retention, Parts of the system are used infrequently. Supporting materials are essential as an aid memoir.

## **9. Arrangement for End of Contract**

The Contractor shall fully cooperate with the Buyer to ensure a fair and transparent re-tendering process for this contract. This may require the Contractor 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.