Specification

Provision of Senior Executive Officer Qualified Accountant (SEO(Q))

**Contract Reference: PS/24/73**

**Framework Title & Reference: RM6229 - Permanent Recruitment Services 2**

**Date: 18.06.24**

**Version: 1.0**

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## 1. Introduction

In accordance with the terms and conditions of the **RM6229 : Permanent Recruitment 2** Framework Agreement the Driver and Vehicle Licensing Agency (**DVLA**) invites proposals for the following role: **SEO (Q) Qualified Accountant.**

## 2. Background to the Requirement

The DVLA is an Executive Agency of the Department for Transport (DfT), based in Swansea. The 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 (VED).

DVLA operates nationwide across Great Britain, employing around 6,000 staff in a variety of operational and administrative roles.

DVLA’s headquarters are located at various locations within the Swansea area.

The aim of the contract is to provide a recruitment service to include sourcing suitable candidates to fill the **SEO (Q) Qualified Accountant role at DVLA**.

Candidates will need to have relevant skills and experience for the role aligned to the job profile and person specification.

## 3. Procurement Timetable

The timetable for this procurement is set out in the Invitation to Tender (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).

Suppliers 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** |
| Tender goes live | 19th June 2024 |
| Clarification questions period closes | 28th June 2024 @13:00 |
| Tender submission date | 9th July 2024 @ 13:00 |
| Evaluation Ends | 12th July 2023 |
| Award | 15th July 2023 |
| Engagement Exercise Begins | 16th July 2023 |

DVLA reserves the right to amend the Timetable. Any changes to the Timetable shall be

notified to all suppliers as soon as practicable.

## 4. Scope

The requirement is for 1 x **SEO (Q) Qualified Accountant.**  This exercise also should include a merit list that we may utilise going forward.

This recruitment needs to support both the capability of the DVLA but also reinforce the organisation's brand values and help build its reputation. A professional, commercial feel to the recruitment will be essential to build brand value. In addition, this recruitment is key in bringing in high calibre individuals who will themselves strengthen the culture and reputation of the organisation.

We require a supplier who is flexible in how they provide the solution and can demonstrate a degree of innovation across the requirement. The supplier should have a proven track record in the recruitment to the Civil Service of CCAB or equivalent qualified accountants at a senior level in the South Wales area.

## 5. Implementation and Deliverables

We will work with the supplier to agree appropriate dates for the direct sourcing of candidates once awarded based on the requirements provided below:

* Provision of quality and appropriately skilled candidates quickly and efficiently
* Reduce administrative burden and management overheads for DVLA
* Maximise opportunities for early matching of people to roles

## 6. Specifying Goods and / or Services

The supplier will be required to:

* Meet with the hiring manager to understand the brief
* Provide market insight
* Support the hiring manager in developing a recruitment pack for advertisement
* Carry out a candidate search and find a good quality range of candidates to enter the selection process
* Manage the candidate to ensure they remain engaged throughout the process
* Co-ordinate selection process dates
* Provide regular updates to the hiring manager throughout the process
* Receive and manage the candidate application
* Carry out longlisting for review by the hiring manager – DVLA may have some involvement in this, to discuss post-award.
* Carry out interviews to inform shortlisting- DVLA may some involvement in this, to discuss post-award.
* Carry out shortlisting for review by the hiring manager
* Collect diversity data throughout the campaign
* Communicate outcomes to candidates and provide feedback. DVLA may some involvement in this, to discuss post-award.

DVLA are flexible in its approach, and if there are reasonable recommendations to alter how this is done, they can be discussed following award. This also applies for timescales.

As indicated above, DVLA will be conducting the final interviews and would expect that this is reflected in the submitted response (Pricing Schedule) where optional discounts from the rate card are able to be submitted.

Additionally, DVLA is happy to discuss with the successful supplier which of the parties does each of the tasks listed above.

DVLA would request that a reasonable portion of time/effort saved in them as buyer performing these roles be factored into the final submitted invoice.

**6.1 Social Value Considerations**

DVLA is committed to adding to Social Value and mandates a 10% of each procurement exercise to make sure that its contracts help deliver this.

Please see below embedded document which includes a link to the Social Value Model, and also the criteria and question that is being asked for this procurement.



## 7. Quality Assurance Requirements

The following metrics are what DVLA will use to monitor performance during the lifetime of the contract (if applicable to the agreed process):

* Quality and quantity of applications received
* Quality of a diverse range of candidates
* Quality of initial sift by suppliers
* Quality and timeliness of sift results to candidates
* Quality and timeliness of interview invites to candidates
* Quality and timeliness of interview results to candidates
* Quality and timeliness of successful candidates being sent to vacancy holder to enable them to start the manual recruitment process
* Quality and handling of MI data and diversity data, providing market insight by role type where appropriate, including:
  + Number of applications received
  + Number of applications passing sift
  + Number of candidates invited to interview
  + Number of candidates interviewed
  + Number of candidates passing interview
  + Number of candidates offered role

DVLA expect a solution to be provided by the winning supplier (eliminating the need for another procurement), which mitigates the cost of the campaign should the candidate be not suitable following a trial period (to be agreed) or if the candidate leaves the agency within a specified timeframe (to be agreed).

As stated before, a merit list is required, so subsequent discounts on the framework will be applied based on an estimated figure of one subsequent appointment.

## 8. Other Requirements

**Information Assurance**

|  |
| --- |
| **IAG Security Schedule**  Where the supplier processes Government data, including but not limited to, personal data on behalf of the DVLA the following requirements shall apply, unless otherwise specified or agreed in writing.  **Assurance and Audit**   * **Statement of Assurance**   This contract will require the supplier to process government data on DVLA’s behalf. The successful tenderer will be required to complete a Statement of Assurance Questionnaire (SoAQ) prior to formal contract award and before any processing of data commences in relation to this contract, to satisfy DVLA that its data will be appropriately protected. The purpose of the questionnaire is to assess the maturity of policies, systems and controls associated with the handling of our data.  As part of this, the supplier must confirm how DVLA data or information will be securely managed at each stage of the supply chain, including any sub-contractors, sub-processors or any other third parties.  The questionnaire must be completed and returned prior to contract award, and annually thereafter, and will be assessed by our Information Assurance & Governance team. DVLA will work with the supplier to address any information aspects requiring improvement.  **Certification**  The supplier shall ensure they hold relevant certifications in the protection of personal data and/or evidencing the effectiveness of technical and organisational measures they have in place. These certifications must be maintained throughout the entirety of the contract, including any applicable extension periods. Evidence of valid certificates and corresponding documentation shall be provided upon request by the DVLA's representative or an agent acting on DVLA’s behalf.  **Supplier Devices**   * **Removable Media**   The supplier shall not use removable media in the delivery of this contract without the prior written consent of the DVLA.    **Governance**   * **Organisational Structure**   The supplier shall have a senior individual responsible for DVLA assets within your custody.   * **Asset Management**   The supplier shall implement and maintain an asset register that identifies and records the value of sensitive DVLA assets which require protection. This includes both physical and information assets. Risk assessments should be managed to ensure that the security of the asset is proportionate to the risk depending on value and sensitivity.   * **Policies**   The supplier shall establish, or indicate that they have in place, policies which detail how DVLA assets should be processed, handled, copied, stored, transmitted, destroyed and/or returned. These shall be regularly maintained. The supplier shall provide evidence of relevant policies upon request.   * **Risk Assessment** * **Technical**   The supplier shall perform a technical information risk assessment on the service/s supplied and be able to demonstrate what controls are in place to address any identified risks.   * **Security**   The supplier shall ensure an annual security risk assessment is performed at any sites used to process or store any DVLA data. This assessment must include perimeter security, access controls, manned guarding, incoming mail and delivery screening, secure areas and/or cabinets for the storage of sensitive assets, and have a demonstrable regime in place for testing controls against operational requirements.   * **Incident Management**   The supplier shall have policies in place which set out how information security incidents, and personal data breaches or data loss events (including breaches to the confidentiality, integrity, availability, and resilience of data) should be managed and who it should be escalated to, including notifying the DVLA immediately, or in any case within 24 hours, of becoming aware of the incident/s and/or breach/es.  This policy shall also include:   1. individual responsibilities for identifying and reporting security incidents and information security breaches; 2. a reporting matrix including escalation points; 3. an up to date list of relevant internal and external contact points; and 4. a timeline detailing at which point the policy should be implemented.   **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.   * **International Transfers (Offshoring) of Government Data**   When international transfers or offshoring is described, the focus is typically on the physical location where data is hosted (such as where the data centres are located). However, whilst physical location of data is a critical part of the offshoring question, it is important to understand how and where data might be logically accessed. Administrators or technical support staff may be located anywhere in the world, with logical access to data.  The supplier (and any of its third party sub-contractors, sub-processors or suppliers) shall not, transfer, store, process, access or view DVLA data outside of the UK without the prior written approval of DVLA, which may be subject to conditions. Any changes to offshoring arrangements must also be approved by DVLA.  Any request to offshore DVLA data must receive formal approval from DVLA prior to the commencement of any data processing activity. This is requested through the completion of DVLA’s offshoring questionnaire.  In the event that the supplier proposes to offshore any DVLA data as part of the contract, they would be required to provide details in the offshoring questionnaire about the processing to be carried out offshore, including:   1. the privacy risks and the security controls in place to protect the data; 2. how the offshoring arrangement is legitimised to comply with relevant data protection legislation (e.g. adequacy decision, appropriate safeguards, Standard Contractual Clauses/International Data Transfer Agreements); and 3. where applicable details of any transfer risk assessment that has been conducted, along with any supplementary measures implemented.   **Personnel**   * **Security Clearance** * **Level 1** The supplier is required to acknowledge in their response that any supplier staff that will have access to the DVLA site for meetings and similar (but have no access to the DVLA systems), must be supervised at all times by DVLA staff. * **Employment Contracts**   The supplier shall confirm that organisational and individual responsibilities for information security are clearly defined in the terms and conditions of employment contracts, along with relevant non-disclosure agreements, where the individual with have access to any DVLA data, information and /or the DVLA site or systems.   * **Training**   The supplier shall maintain a mechanism to ensure employees and contractors receive appropriate information security awareness and data protection training upon appointment, and perform regular updates to organisational policies and procedures, as relevant for each job function. Evidence must be provided where reasonably requested by DVLA.   * **Access Rights**   The supplier shall ensure their staff are provided only the necessary level of access (using the principle of least privilege) to DVLA data or information, to deliver their job function within the contracted service(s).  Upon staff migration, or termination of employment, the supplier shall verify that there is a process in place to ensure assets are returned and rights to assets revoked without undue delay.  Evidence of the above must be provided where reasonably requested by DVLA.  **Business Continuity and Disaster Recovery**  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. |

**Health and Safety**

Please be aware of DVLA’s Health and Safety policy, which must be adhered to whilst on DVLA premises.

Attached with Invitation to tender.

**Business Continuity**

Suppliers shall provide a statement regarding the scope of their Business Continuity and Disaster Recovery Plans to protect the Agency from the consequences of business interruptions.

## 9. Management and Contract Administration

DVLA will ask for progress reviews on an ad-hoc basis to ensure timescales are achievable. Following award of this contract, we expect a quick turnaround with engagement occurring as soon as possible post award, with a view to achieving as early as possible a start date for the successful candidate.

## 10. Training / Skills / Knowledge Transfer

Not applicable.

## 11. Documentation

Any report will be required in electronic format, and should outline the approach that was taken, and why the supplier believes the successful candidate is appropriate for the role.

In addition the following information will be required post-award:

* Completion of Annex 8 (Schedule of Processing Personal Data & Data Subjects)
* An eligibility check for the candidates right to work in the UK
* Information will be needed for the successful candidate as part of the Pre- Employment Checks process.
* The successful supplier may also be provided with an electronic Diversity Questionnaire that all candidates will need to complete as part of the recruitment process. This may be provided to the supplier during initial engagement.

## 12. Arrangement for End of Contract

The successful bidder shall fully cooperate with DVLA as contract owner for this procurement, 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.

## 13. Response Evaluation

**Quality Factors:**

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

This tender will be evaluated using the weightings set out at Annex 1 to obtain the optimal balance of quality and cost.

**Quality Criteria Scoring Methodology:**

The scoring methodology used to assess and allocate scores to each criteria are included in the table below

|  |  |
| --- | --- |
| **Points awarded** | **Description** |
| 100 | Fully meets/evidence provided that demonstrates the requirement can be met |
| 60 | Minor concerns/issues that the requirement can be met |
| 30 | Major concerns/issues that the requirement can be met |
| 0 | Does not meet the requirement, not addressed or no evidence provided |

Based on the allocated score, a percentage will be calculated against each element using on the following calculation:

(Allocated Score

X Weighting

Maximum Score)

For example, “Quality Element 1” can be allocated a score between 0 and 100 but carries a weighting of 10%. Supplier A is given a score of 60 for this element so receives a score of (60/100 x 10) = 6%. 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 tendered price will be awarded the maximum score available. Each subsequent bid will be baselined to this score and will be awarded a percentage of the maximum score available. The calculation used is as follows:

(Lowest Tendered Price)

X Maximum Score Available (i.e. Weighting)

(Tender Price Submitted per Supplier)

For example, if the Financial/Price weighting allocation is 40%, the maximum score available is 40. Supplier A submits the lowest price of £100,000 and Supplier B submits a price of £180,000. Based on the above calculation Supplier A and B will receive the scores shown below:

Supplier A = 100k/100k x 40 = 40%

Supplier B = 100k/180k x 40 = 22.22%

**Overall Weighting Allocation**

|  |  |
| --- | --- |
| **Evaluation Criteria** | **Weighting** |
| **Quality Criteria and Social Value Criteria (if applicable)** | 60% |
| **Financial / Price Criteria** | 40% |
| **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. The cost of the contract is dictated by the CCS Rate Card for RM6229, but the Pricing Schedule offers the opportunity to allow the supplier to include a discount, based on the fact that DVLA itself, will conduct the interviews. This discount is optional. The net price, following discount will be used to give the Price score for the bid.

## Points of Contact

|  |  |  |
| --- | --- | --- |
| **Commercial Advisor** | Name | XXXXXXredacted under FOIA section 40 |
| Tel | XXXXXXredacted under FOIA section 40 |
| e-mail | XXXXXXredacted under FOIA section 40 |
| **Project Lead DVLA** | Name | XXXXXXredacted under FOIA section 40 |
| Tel | XXXXXXredacted under FOIA section 40 |
| e-mail | XXXXXXredacted under FOIA section 40 |

**All queries/questions should be sent to the Commercial Advisor**

## Annex 1

**Annex 1 – Evaluation Criteria**

**Scored Quality Criteria:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Primary Scored Criteria** | **Primary Scored Criteria Weighting (%)** | **Scored Sub-criteria Description** | **Individual Scored Sub -Criteria Weighting (%)** |
| Evidence of recruiting specified roles for an organisation of the scale (size, nature and scope) of DVLA. | 70% | Outline experience of, including providing examples of recruiting senior qualified accountant roles within the civil service including any data on how long recruited candidates have stayed in the appointed roles. | 40% |
| Outline of the methods used. | 10% |
| Please provide evidence of, including providing examples of recruiting to a single location in Wales / South West. | 10% |
| Any testimonials/feedback from similar organisations. | 5% |
| Any added value / innovation which may benefit a positive outcome. | 5% |
| Back Office Systems and Management Information / Candidate Management | 10% | Outline the candidate journey, and how you manage the candidate from start to finish of the process. | 5% |
| Outline the use of any systems used to help manage the process including any Management Information this produces. | 5% |
| Implementation Plan / Transfer of Staff | 10% | Outline the timescales expected to recruit suitable candidates with key milestones. | 5% |
| Outline factors that could cause potential delays and how this could be mitigated. | 5% |
| Social Value Question | 10% | **Theme 4 : Equal Opportunity**  Policy Outcome: Tackle workforce inequality  Please see section 6.1 (embedded document) for the Question relating to this which should be answered as described. | 10% |
|  | **Total = 100% (60 marks)** |  |  |

**Financial/Pricing Criteria**

| **Primary Financial/Pricing Criteria** | **Financial/Pricing Weighting (%)** | **Description** |
| --- | --- | --- |
| Pricing Requirements | 100% | The total cost as completed in the embedded pricing schedule (Annex 2) |
|  | **Total = 100% (40 marks)** |  |

**Annex 2 – Pricing Schedule**



**Annex 3 – Health and Safety Policy (for information)**

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**Annex 4 – Procurement Fraud Statement (for information)**

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**Annex 5 - Diversity and Inclusion Policy (for information**)



**Annex 6 – Invoicing Procedures (for information)**

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**Annex 7 – Armed Forces (for information)**



**Annex 8: Schedule of Processing, Personal Data & Data Subjects**

This Schedule shall be completed by the Controller. The Controller may take account of the view of the Processor(s), however the final decision as to the content of this Schedule shall be with the Controller at its absolute discretion.

1. The contact details of the Controller’s Data Protection Officer are: [DPM@dvla.gov.uk](mailto:DPM@dvla.gov.uk)
2. The contact details of the Processor’s Data Protection Officer are: [insert contact details].
3. The Processor shall comply with any further written instructions with respect to processing by the Controller.
4. Any such further instructions shall be incorporated into this Schedule.

|  |  |
| --- | --- |
| **Description** | **Details** |
| Identity of the Controller and Processor | The Parties acknowledge that for the purposes of the Data Protection Legislation, the Authority is the Controller and the Contractor is the Processor in accordance with Clause [E1.1]. |
| Subject matter of the processing | This contract is awarded for the supply of recruitment services supporting the attraction and recruitment of prospective staff supporting DVLA’s ability to recruit into key posts. |
| Duration of the processing | For the duration of all recruitment campaigns, estimated to be up to 24 months depending on time taken to advertise, sift and interview and volume of applicants. |
| Nature and purposes of the processing | Recruitment exercise using the services of a recruitment and selection contractor, The specific activities are given below.  The process will flow as follows;   * The Authority will discuss requirements with the Contractor in respect of specific recruitment campaigns i.e. role, person specification, etc * The Authority will provide the Contractor with the Role Profile and advert, this will also go out through the normal Department Resource Group process * The Authority will liaise with the Contractor so that the contractor can produce an advert which will direct applicants to a contact in the Contractor to apply. * The Contractor will liaise with the Authority so that the advert can be placed on the Civil Service Jobs [CS Jobs] website. * The Contractor will communicate with the candidates and undertake an initial sift against the criteria the Authority have provided * The Authority will perform the final ‘blind’ sift of all applications provided by the Contractor. * The Contractor will issue the sift results to all candidates and invite the those successful at sift to an interview (virtual interview are being used at this time) * The Contractor will send the Authority the contact information of sifted candidates for interview * The Authority will undertake an interview * The Authority will select successful candidate and advise the Contractor to contact the applicants to inform them of the interview outcome, the successful applicant will be offered the role (subject to the Authorities recruitment checks), at this point they will complete forms etc. via the Authorities recruitment system. * The Contractor then invoice us for service in line with agreed fees. |
| Type of Personal Data being Processed | The personal information that will be processed is as follows:   * Name * Email address * Recruitment Information (e.g. CV, certificates, performance assessments, reference letters etc.) * Job function/occupation, professional history/employer details/institutional affiliation * Education * Phone number/s * Address * DoB * Marital Status * Gender * Ethnicity, Diversity Data (may be optional but included) * Nationality * Images (Part of the Right to work in the UK checks for successful candidates) * Criminal Activity (part of background checks for the successful candidate) * National Insurance Number * Pay * Health Status/Health Records (part of the background checks) * Recruitment audit trail |
| Categories of Data Subject | * Personnel/Staff * Candidates |
| Plan for return and destruction of the data once the processing is complete  UNLESS requirement under union or member state law to preserve that type of data | At the written direction of the Controller, The Contractor shall delete or return Personal Data (and any copies of it) collected and processed in accordance with this contract, to the Controller on termination of the Agreement unless the Processor is required by Law to retain the Personal Data. |

**Annex 9 – Statement of Assurance Questionnaire**

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**Annex 10 – Corporate Environment Policy**

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**Annex 11 – Information to be provided by Bidders**

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