



Department
for Transport

AN EXPRESSION OF INTEREST (EOI)

FOR

WORKPLACE ADJUSTMENTS:

**A SOFTWARE PROCUREMENT AND MANAGEMENT
PACKAGE**

**THE DEPARTMENT FOR TRANSPORT CENTRAL
(DfTc)**

1. EXPRESSION OF INTEREST

We require information on your capability and capacity to provide the services detailed below.

Please advise if you are interested in bidding for this opportunity by responding to the questions in section 4 of this EOI.

If you are not interested in bidding, please provide reason(s) as this will be valuable feedback for the DfTc.

Any supplier which does not respond to this EOI in accordance with the procurement timetable below will exclude themselves from the bidding process for this project.

2. PROCUREMENT TIMETABLE

EOI publication date: 24/07/2023

EOI return date: 11/08/2023

Next steps: Provided that two or more invited suppliers demonstrate the capacity to provide this service, the DfTc will progress this EOI to further competition.

It is the DfT's intention to award a contract by November 2023. As such, it is anticipated that an ITT for the competition will be released in late August/early September. This timeframe is, however, provisional and may be subject to change.

3. BACKGROUND TO THE REQUIREMENT

The Department for Transport Central (DfTc) invites proposals for the following:

The DfTc is looking to appoint a supplier to provide workplace assessments and specialised software (which may include bulk licenses) which are outside the remit of standard IT provision for staff and required due to specific disability, medical related condition or need.

This includes providing any compatible equipment, relevant advice, coaching or training on the software items provided in scope of this requirement, as well as workplace strategy coaching.

Customer organisation overview:

The Department for Transport <https://www.gov.uk/government/organisations/department-for-transport> works with our agencies and partners to support the transport network that helps the UK's businesses and gets people and goods travelling around the country. We plan and invest in transport infrastructure to keep the UK on the move.

Base location of services to be delivered:

DfTc current employs approximately 4000 staff, primarily based in London and South-east England, with a number of staff in locations such as Birmingham, Hastings, Leeds, Newcastle, Swansea and York.

The appointed supplier will be responsible for managing the ordering and delivery of the relevant software, assessments, accompanying equipment and training/support to the Department's staff in both home and office locations.

Delivery will be virtually by default and face to face where required.

Purchase history and service volumes:

A list of products/services previously purchased has been provided. The supplier will be responsible for providing the services below, except for those optional services which have been italicised and marked as 'information only'.

Please note that this list is not exhaustive, and that actual service volumes over the duration of the contract may vary depending on Buyer needs.

Historical service volumes for 25 Oct 2021 – 31 May 2023 are as follows:

Product/Service	Qty.
Assessments	
<ul style="list-style-type: none">1-to-1 Workplace Strategy SessionAssistive Technology/Reasonable Adjustment ReviewCognitive Diagnostic AssessmentHearing Loss AssessmentHolistic Workplace Needs AssessmentNeurodiverse Workplace Needs AssessmentSight Loss AssessmentWorkplace Needs Assessment	140
Assistive technology software	
<ul style="list-style-type: none">Aspire StrategiesDragonInspirationGlobal AutoCorrectMindViewRead & Write Access to WorkTexthelpTint & Track – Screen softwareZoomText	51
Assistive technology physical product	
<ul style="list-style-type: none">A4 Overlay YellowCaption.EdCochlear Mini Microphone 2+Olympus DM-770Phonak Roger X Receiver 03 BandPhonak DAI Shoe AS18/Phonak Nathos Auto	25

<ul style="list-style-type: none"> • Plain Window Reading Ruler: 10 Colours Mixed • Roger ON - Graphite Grey • USB Conversion to Headset Pack 	
Assistive technology training	
<ul style="list-style-type: none"> • On Site Setup and Training - Phonak Roger • Dragon Software Training (2 hours approx) 	4
Coaching and coping strategies training	
<ul style="list-style-type: none"> • Specialist Coping Strategy/Job Coaching Training • Workplace Strategy 	27
<i>Diagnostic assessments – information only</i>	
<ul style="list-style-type: none"> • ADHD Screening Assessment • Autism Spectrum Conditions (ASC) Screening 	5
<i>Others – Headsets, phones, keyboards, etc. – information only</i>	
<ul style="list-style-type: none"> • Andrea NC-181VM USB Monaural Mic Headset Noise Canceling • *DISC* Cherry Mini Keyboard • HANA Laptop Support 230V EU/UK - Black • Jabra Evolve 30 II - USB A/3.5mm Headset - Dual • Jabra Evolve 65 UC Duo Bluetooth • Plantronics Blackwire C3225 Bin USB/3.5mm Headset • Plx Blackwire Bin C3225 USB-A • Tilde Pro+ Noise Cancelling Headphones Bluetooth • Voyager Focus UC B825 Worldwide With Stand 	14

Contract duration:

The contract start date is 09 December 2023.

The length of the contract is one year, concluding on 08 December 2024 with an option to extend for a further:

- One year from 09 December 2024 to 07 December 2025
- One year from 08 December 2025 to 06 December 2026
- One year from 07 December 2026 to 05 December 2027

Security and vetting requirements:

The supplier 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 (Directive (EU) 2016/680), and all applicable Law about the processing of personal data and privacy).

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

Cyber Security Essentials

The Government has developed Cyber Essentials, in consultation with industry, to mitigate the risk from common internet-based threats.

It will be mandatory for new Central Government contracts, which feature characteristics involving the handling of personal data and ICT systems designed to store or process data at the OFFICIAL level of the Government Security Classifications scheme (link below), to comply with Cyber Essentials.

<https://www.gov.uk/government/publications/government-security-classifications>

All potential tenderers for Central Government contracts, featuring the above characteristics, should make themselves aware of Cyber Essentials and the requirements for the appropriate level of certification. The link below to the Gov.uk website provides further information:

<https://www.gov.uk/government/publications/cyber-essentials-scheme-overview>

Incumbent supplier details:

Bennett Workplace Solutions Ltd
Bennett House
Viking Street
Bolton
BL3 2RR

Budget range:

Expenditure may vary depending on Buyer requirements and service volumes (to be reviewed annually), but the expected annual budget range is £60,000 - £80,000.

4. EOI REQUEST FOR SUPPLIER INFORMATION

Suppliers are requested to provide the following information to register their interest in bidding for this opportunity.

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| 1 | DfTc requires a supplier for the provision of specialist software and associated services (see previous services above). This includes software and assessments for staff with disability and/or health conditions, such as (holistic) Workplace Needs Assessments for those with neurodiversity. |
|----------|---|

	Please provide a brief summary (maximum 2 pages), outlining your suitability and experience delivering such specialist services. Please include information about your assessors' suitability and qualifications to provide such services.
2	Please provide a list of software, products, assessments, training and services offered by your organisation.
3	DfTc currently employs approximately 4000 staff. Please confirm your organisation can deliver to an organisation of a similar size.
4	<p>DfTc staff are primarily based in London and Southeast England, with a number of staff in locations such as Birmingham, Hastings, Leeds, Swansea and York.</p> <p>Please advise on your organisation's capacity to deliver:</p> <ul style="list-style-type: none"> • To organisations of a similar geographic scale • Both virtually and in person to DfTc's locations
5	Please provide any brochures or promotional information that you feel it may be useful to share.

5. EVALUATION CRITERIA

Criteria	Weighting
Quality includes Social Value	70%
Price	30%

The following provisional list of questions is included for information purposes only – and will be reviewed after this EOI closes. Please note that these may be subject to change, including the weights assigned to quality and price.

Questions (maximum 2 pages each):	
4.1	<p>DfT requires a consistent, reliable service. Please explain your process for responding quickly to requests for assistance, undertaking assessments and delivering equipment. In particular, please confirm:</p> <ul style="list-style-type: none"> • Standard timeframes for requests for assistance • Standard timeframes for Workplace Need Assessments • Standard timeframes for all other assessments and screening (please specify individual timeframes for all assessments and screening you provide) • Standard timeframes for delivery of equipment • Whether these timeframes can be met nationally and virtually
4.2	<p>Please outline any additional support you will offer, beyond the core requirements of this contract (e.g., support for workplace adjustments, advice on health & wellbeing strategy, training/webinars) and supporting with Satisfaction Surveys. Please confirm what you are able to offer in this area.</p>
4.3	<p>Please explain how you will work with DfT to maximise value for money, for instance in the recommendation and ordering of equipment</p>
4.4	<p>Please explain how you will ensure that your advice for workstation adjustments will be based solely on appropriateness for the DfT staff member. In particular, we would appreciate details on:</p> <ul style="list-style-type: none"> • How we can be confident that your organisation will not be influenced by a financial incentive to recommend certain products • Any limitations to what products you can recommend (e.g., are your recommendations for products limited by certain companies)
4.5	<p>Describe your process for virtual home-based assessments, including supporting with the installation of any required equipment.</p>
4.6	<p>Please confirm how you can support the nationwide requirements of DfT, including locations such as, London, Leeds, Birmingham Hastings, Newcastle, Swansea and York. To substantiate this, please detail any past experience you have supporting organisations of a similar size and geographic scale to DfT.</p>
5.1	<p>Describe how your organisation would perform the contract to ensure that environmental impacts are reduced, and how you would monitor and measure this. Responses should set out how the prime Supplier and any key suppliers in the supply chain would minimise or mitigate any negative environmental impacts, and contribute to the appropriate targets in the HM Government 25-Year Environmental Plan https://www.gov.uk/government/publications/25-year-environment-plan in the performance of the contract including the top goals from the environmental plan below where appropriate:</p> <ul style="list-style-type: none"> • clean air • clean and plentiful water • thriving plants and wildlife • reducing the risks of harm from environmental hazards • using resources from nature more sustainably and efficiently • enhancing beauty, heritage and engagement with the natural environment • mitigating and adapting to climate change • minimising waste • managing exposure to chemicals • enhancing biosecurity • reducing the use of consumer single-use plastics <p>The above is an indicative list of acceptable evidence but should not be considered as exhaustive criteria.</p>
5.2	<p>Describe how your organisation would recruit, train, retain and support employees (e.g., apprenticeships and work placements) engaged in the performance of the contract, and how you would monitor and measure your compliance with relevant labour laws. Responses should set out how the prime Supplier and any key suppliers in the supply chain would recruit, train, retain and support employees engaged in the performance of the contract, including apprenticeships and work placements.</p> <p>Responses may include:</p> <ul style="list-style-type: none"> • evidence of recruitment and employment policies that attract candidates with diverse backgrounds • how the supplier mitigates the risk of Modern Slavery, evidence of Modern Slavery statement (if applicable) and compliance with relevant labour laws • how the supplier supports people into work by providing career mentoring, including mock interviews, CV advice, and careers guidance - how the supplier offers opportunities for work experience, apprenticeships, work placements or similar activities • how the supplier encourages and provides an inclusive working environment to employees from all backgrounds. The supplier should provide evidence of Company Policy on Equal Opportunities and Diversity in the workplace <p>The above is an indicative list of acceptable evidence but should not be considered as exhaustive criteria.</p>

6. RIGHT TO CANCEL OR VARY THIS EOI

We reserve the right to: amend, clarify or cancel any part of this EOI at any time.

7. EOI CUSTOMER CONTACT

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