

Call-Off Schedule 20 (Call-Off Specification)



Driver & Vehicle
Standards
Agency

Statement of Requirements document for:

**Motor Fleet Brokerage & Insurance
(CCS Framework RM6020, Lot 1)**

Contract: K280021896

Driver & Vehicle Standards Agency
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1. INTRODUCTION

The Driver and Vehicle Standards Agency (DVSA) is an executive agency, sponsored by the Department for Transport (DfT). DVSA's primary aim is to improve road safety in Great Britain by setting standards for driving and motorcycling, and making sure drivers, vehicle operators and MOT garages understand and follow roadworthiness standards. DVSA also provides a range of licensing, testing, education, and enforcement services.

DVSA operates nationwide across Great Britain, employing around 4,600 staff in a variety of operational and administrative roles.

Its headquarters are in Bristol, supported by administration offices in Newcastle, Nottingham, Leeds, and Swansea. Operational staff are located across around 400 local site offices to meet local demand for our services.

DVSA is responsible for:

- i. improving driver competency
- ii. developing and publishing driving and riding standards
- iii. developing and publishing driving and riding training standards
- iv. driving and riding tests and assessments
- v. remedial programmes e.g., drink driving rehabilitation
- vi. maintaining the statutory register of approved driving and riding instructors
- vii. maintaining the statutory register for the Driver Certificate of Professional Competence (CPC)
- viii. vehicle testing standards
- ix. vehicle testing services
- x. commercial operator, driver, and vehicle roadworthiness standards
- xi. commercial operator, driver, and vehicle road safety regulations
- xii. providing information, advice, and education on roadworthiness standards
- xiii. providing information, advice, and education on road safety regulations
- xiv. taking enforcement action against candidates, instructors, trainers, operators, garages, MOT testers and commercial drivers who are non-compliant with standards and regulations

Further details of the Agency's activities can be found at www.gov.uk/dvsa

2. OBJECTIVE AND SCOPE OF THE CONTRACT

DVSA wishes to invite suppliers on Lot 1 (Insurance Brokerage and Associated Services) on the CCS framework RM6020 "Insurance & Related Services 3" the opportunity to tender to become a provider for DVSA's (Driver and Vehicle Standards Agency) motor fleet insurance brokerage requirement.

DVSA intends to award a contract to the most economically advantageous tender (MEAT); in accordance with the criteria and weightings in Section 8 (Evaluation Criteria) of this document. However, DVSA is not bound to accept the lowest tender, or any tender received, and reserves the right to call for new tenders should it consider this desirable.

The right is further reserved by DVSA to accept or reject any part of the services offered through this process.

DVSA will in no case be responsible or liable for any costs incurred by tenderers in the preparation, clarification, or negotiation of their tenders regardless of the outcome of the tendering process.

DVSA are seeking a supplier to secure a robust sourcing arrangement for motor fleet insurance on the most advantageous terms through appointment of a broker to manage this process.

Further clarification of the requirement is provided throughout this document.

DVSA is unable to confirm or guarantee any volume of business during the life of this agreement.

3. CONTRACT DURATION

The proposed agreement period will initially run from the 11th April 2023 for a period of up to **four years (until the 31st March 2027)**, subject to DVSA's requirements and the suppliers' performances.

The contract will be formed of an initial 1-year period followed by two separate optional extension periods. Therefore, the contract duration will be constructed as follows:

- Initial period 11th April 2023 to 31st March 2024
- Optional extension 1 1st April 2024 to 31st March 2025
- Optional extension 2 1st April 2025 to 31st March 2026
- Optional extension 3 1st April 2026 to 31st March 2027

Any decision on an extension will be communicated to the awarded supplier in-line with the Terms and Conditions of the Framework Agreement.

No further extensions will be available after 31st March 2027.

4. INSURANCE COVER REQUIREMENTS

DVSA has a requirement to provide fully comprehensive insurance cover for all vehicles whether owned, leased, hired, or otherwise accessed by DVSA, including for the purposes of MSU investigation, and any driver authorised by the DVSA to drive its vehicles. The insurance cover must include business use, private use and commuting.

To ensure DVSA fully meets with its obligations under the Public Procurement Regulations, proposals are also sought from insurance suppliers who deal directly with customers on the CCS framework RM6138, Lot 1: Insurance Services 3 DPS (Dynamic Purchasing System).

DVSA employs approximately 2,000 examiners who conduct practical car, motorcycle, lorry and bus tests.

The majority of DVSA owned and leased vehicles are stored overnight in secure compounds or taken to employees' home address's overnight.

Any driver on behalf of DVSA should be able, with prior written permission from an appropriate DVSA representative, to drive any DVSA owned or leased vehicle or hired vehicle, subject to them holding the right licence.

A limited number of pre-authorised employees need to be able to drive any third-party vehicle, including HGVs (Heavy Goods Vehicles) and PSVs (Public Service Vehicles), subject to them holding the right licence, to support Enforcement prohibition work.

DVSA Training Courses

Vehicle training courses are included relative to DVSA driving examiners attending update courses or candidates achieving the standard of a driving examiner. The introduction of mandatory training for all driving examiners (3rd European directive on driving standards) requires examiners to take a minimum of 35 hours of training every five years.

All training courses will be conducted by qualified DVSA Staff trainers in insured DVSA vehicles or insured hired vehicles. Trainees do not drive the vehicles alone but are accompanied by a qualified trainer as mentioned above.

Motorcycles

DVSA has a fleet of motorcycles which are used by specifically trained motorcycle examiners to conduct motorcycle practical tests. The examiner rides the DVSA fleet motorcycle and follows behind the candidate supplying directions whilst conducting the test through radio communication. Each of these bikes has DVSA reflective livery to the front, rear, and both side aspects.

Motorcycle examiners must pass an intensive motorcycle training course which involves riding a motorcycle to a high standard. Examiners wishing to conduct motorcycle tests must be over the age of 25.

Some DVSA motorcycle examiners also conduct CBT (Compulsory Basic Training) monitoring visits at Approved Training Body sites. They are specifically trained to perform this duty and will ride the DVSA insured motorcycle, following the candidate and trainer, checking the trainer's instructional ability through radio communication.

Approximately 64,000 motorcycle tests are conducted each year. The motorcycle is usually taken home by the examiner each evening and is kept securely. Several motorcycles and cars are kept securely at DVSA training academy locations and used for training purposes.

Road-based Enforcement Vehicles

For many years, the Police supported DVSA examiners by stopping cars for spot checks to ensure vehicles comply with roadworthiness and road traffic legislation. The Police Reform Act 2002 allows Chief Officers to accredit other persons or organisations to stop vehicles. DVSA's accreditation, backed up by specialist training, allows its staff to stop vehicles without a police officer in support.

These vehicles are referred to as 'Powers to Stop' (PtS) vehicles and DVSA currently operates 95 vehicles of this type. Each PtS Car has DVSA reflective livery to the front, rear, and both side aspects, and a light bar with Amber lights.

In support of the PtS traffic enforcement work, DVSA uses large light commercial vans as mobile offices. These vehicles are referred to as Roadside Check vehicles and DVSA currently operates 50 vehicles of this type. Each Roadside Check vehicle has DVSA reflective livery to the front, rear, and both side aspects.

Both the PtS and Roadside Check vehicles are heavily converted for DVSA operational use. It is common for the value of the conversion to equal the value of the 'standard' base vehicle.

DVSA Mystery Shopping/SORN vehicles

DVSA is tasked by the Department for Transport to undertake covert emissions testing on several vehicles each year. Whilst these vehicles are in DVSA's possession they are not

used on the road and do not need to be covered for road use – only the asset value needs to be covered. The supplying organisation arranges insurance cover to the point of delivery to DVSA and from the point of collection.

Similarly, DVSA has several vehicles, across all vehicle classes, that are used specifically for training our Vehicle Testing engineers. These vehicles are also not used on the road at all and only need to be covered for the asset value.

Hired Vehicles

Many hire vehicles are hired on a short-term basis and are used by employees to travel to business meetings and between test centres. Hire cars are occasionally used for car to bike driving tests, i.e., the examiner uses a hire car to follow a bike rider during his/her test. Hire cars are not used for driving tests.

Several hire vehicles are on long term hire and used by DVSA training academy locations. As well as being used for usual DVSA business the vehicles are used to train driving examiners. Prospective driving examiners can already drive to a high standard before they arrive at DVSA for additional training.

Insurance Requirements

The number of each type of vehicle on the fleet changes each year as dictated by business requirements. To provide an indication of the full breakdown of the fleet, this is a typical indication of the vehicles that would require cover under a motor fleet insurance policy.

The supplier is required to ensure that their panel on insurers contains a minimum of three insurers that are capable and willing to always meet this requirement.

Vehicle Type	DVSA	RAIB	VCA	Total
Private Motor Cars	832	1	5	933
Enforcement 'PtS' Cars	95			
Motorcycles – unmarked/training	54			193
Motorcycles – examiner (DVSA livery)	139			
Commercial/Goods Carrying Vehicles - unmarked	30	3		83
Commercial – Roadside Check (DVSA livery)	50			
Minibuses	1			1
Coaches	2			2
Trailers	2			2
Trade Plates				Nil
Mystery Shopping/SORN	20			20
Estimated annual vehicle hires – full vehicle equivalent usage	123	1	4	128
Maximum value any one Insured Vehicle	£100,000 *			

* Maximum value any one Insured Vehicle – relates to the 50 Commercial vehicles (Roadside Check (DVSA Livery) vehicles), post-conversion.

5. SERVICE REQUIREMENT

DVSA wishes to appoint an insurance broker to manage the process of sourcing a suitable motor fleet insurance policy to meet DVSA's Insurance Cover requirements, as detailed in Section 4 of this document. The supplier should note that the route for accessing appropriate Insurers is through CCS Framework RM6138 Insurance Services 3 DPS.

This section provides details of the mandatory requirements that the supplier shall be expected to fulfil in their entirety to meet the service requirements of CCS Framework Agreement RM6020.

It is important that contractors take time to fully understand this important part of the service delivery requirements, as all mandatory requirements as listed below shall be required to commence from the implementation of the Call-Off Agreements with DVSA.

The supplier is required to demonstrate that they comply with all aspects of the listed requirements as described in the relevant paragraph(s) of the RM6020 Insurance & Related Services 3, Framework Schedule 1 (Specification), and demonstrate that they can access all insurers including those that deal directly with customers.

DVSA is willing to receive proposals for a conventional all risk premium, funded Accidental Damage and insured third party premium, and a multi-year Long term Agreement.

All terms and conditions applicable to this contract should similarly cover any sub-contractors appointed to work on the contract on your behalf.

The supplier is required to work in partnership with DVSA and any of DVSA's contracted partners who may be able to provide relevant goods or services, particularly in respect of accident management, FNOL and claims administration (which is provided by Knowles Associates Limited through CCS Framework RM6096 Vehicle Lease, Fleet Management & Flexible Rental Solutions, Lot 3).

It is expected that services will be accessed through these Frameworks (and those where the current framework has been superseded with subsequent frameworks) where the supplier can gain an improved financial and/or efficiency outcome than through the suppliers existing contracted arrangements.

Where the supplier has been able to access benefits from the use of these frameworks that demonstrate improved financial and/or efficiency outcomes, the supplier will be required to report this saving.

Please include a glossary of all abbreviations and technical terms used throughout your tender.

5.1 INSURANCE PLACEMENT

DVSA requires that the supplier works with DVSA Commercial Category (Fleet & Travel) Team to develop an understanding of the DVSA fleet operations.

DVSA requires the supplier uses this acquired knowledge to make innovative recommendations to increase the efficiency, effectiveness, and value for money of its fleet insurance.

DVSA requires that the supplier shares relevant industry information regarding best practice and any relevant new or revised legislation with DVSA so appropriate informed decisions can be made.

We would expect the supplier to ensure that DVSA is maintained within current legislation at all times.

The supplier must be able to provide details of the following items for all insurance policies offered:

- a) Explain any offered GAP cover, including conditions
- b) Specify all services included within the insurance policy offering (including ULR), and all respective charges that are applicable to these
- c) Specify any 'standard' or 'expected' services NOT included within the insurance policy offering.
- d) Confirm the insurer's delegated authority for accident repairs
- e) Explain the insurer's MID management process
- f) Detail the insurer's Accident Damage Excess policy
- g) Confirm the insurer's Event Limit
- h) Confirm whether the offered OBU cover extends to cover employees driving for other Public Sector Organisations (PSO's)
Confirm whether the insurer is prepared to provide third party only cover for vehicles that are not use on the road i.e. vehicle MOT test training

The supplier should provide guidance to DVSA on whether non-road-based vehicles should be included on its returns.

5.2 CLAIMS MANAGEMENT

DVSA requires that the supplier works with DVSA's Fleet Management Services provider (Knowles Associates Limited) to deliver a professional and efficient Claims Management service to manage claims through to resolution.

DVSA requires that the supplier provides a full Uninsured Loss Recovery Service.

The supplier should provide proactive monitoring of the claim and provide regular progress feedback to the DVSA Claims Handler (Knowles Associates Limited).

5.3 RISK MANAGEMENT & PROFILING

The supplier should ensure that the DVSA Claims History for at least the last 3-years is regularly cleansed. This is to enable an accurate representation of the DVSA fleet risk to be presented to the market at any time.

The supplier should perform this action in conjunction with the DVSA Claims Handler, who will perform an integral part of this activity and verify the claims performance on no less than a quarterly basis.

Annual renewal

The supplier should produce a detailed claims history and confirmed claims experience (CCE) annually at month 10. The CCE will be confirmed with DVSA before the supplier approaches the market to obtain quotes.

This service shall include (but is not limited to):

- Obtaining and updating accurate 'reserve' costs for 'open' claims
- Accurate presentation of 'closed' claims
- Details of recoveries
- Update of the current claim value ratio

5.4 VEHICLE INSURANCE/MOTOR INSURANCE DATABASE

DVSA confirms that it intends to continue to provide a commercial motor fleet insurance policy for all fleet vehicles and authorised drivers.

The policy will cover road-based vehicles under a 'comprehensive insurance' basis. Where a suitable option is available, non-road-based vehicles (such as the Mystery Shopping/SORN vehicles) could be included on a Third-Party basis.

5.5 MOTOR INSURANCE DATABASE (MID)

DVSAs Fleet Management Services provider actively updates the Motor Insurance Database in a timely manner to ensure that the MID (Motor insurance database) accurately reflects all vehicles listed on the DVSA fleet. This service is to include additions to and deletions from the fleet.

Hire and loan or trial vehicles where the period of use by DVSA extends past 14 consecutive days will be updated to the MID by DVSA directly unless the supplier has access to the relevant information and is able to perform this service on DVSAs behalf.

6. MANAGEMENT REQUIREMENTS

This section provides details of the management requirements that the supplier shall be expected to fulfil in their entirety to meet the service requirements of CCS Framework Agreement RM6096.

It is important that contractors take time to fully understand this important part of the service delivery requirements, as all requirements as listed below shall be required to commence from the implementation of the Call-Off Agreements with DVSA.

All terms and conditions applicable to this contract should similarly cover any sub-contractors appointed to work on the contract on your behalf.

Please include a glossary of all abbreviations and technical terms used throughout your tender.

6.1 ACCOUNT MANAGEMENT

DVSA requires the supplier to provide an account management service to DVSA.

It is particularly important that the supplier can provide an appropriate staffing complement to effectively manage all peaks and troughs of demand – both in the sense of demand generated by DVSA activity and demand generated by the supplier's or fleet industry's activities - placed upon the supplier in managing the DVSA account.

DVSA requires a high quality and consistent service and implementation through the provision of Account Management services.

The supplier will be required to:

1. provide DVSA with an Organisation Chart, showing all departments, responsibilities, and reporting lines relevant to the contract.
2. nominate a dedicated Account Manager within the company, and a suitably qualified deputy to act in their absence, as a single point of contact for DVSA's Contract Manager.
3. provide details of all personnel with responsibility for the contract, including the amount of their working time that is expected to be given to the management of the DVSA contract.
4. Have a rigorous approach to customer service and a clearly defined complaints-handling procedure, a copy of which must be provided to DVSA.
5. be proactive in monitoring its performance against the agreement and immediately report to DVSA's Contract Manager any areas where it is having or may have difficulties in fulfilling the terms of the agreement. Performance of the supplier will be measured against the Service Levels and Key Performance Indicators detailed in item 6.6 of this Statement of Requirement.
6. agree changes to processes with DVSA as part of the variation process, prior to implementation.
7. provide management information to DVSA; the content and format of which is to be agreed between the parties.

DVSA would require regular meetings (usually no less than quarterly) with their dedicated account manager to either their Bristol or Nottingham offices, or at the contractor's premises, or 'virtually' via MS Teams, as appropriate.

Contract Review Meetings (CRMs) will be held on a quarterly basis. CRMs should focus on the following areas (list not exhaustive):

1. Contract performance against agreed KPIs/SLAs
2. Sustainability performance
3. Complaints received & resolved
4. Review of Claims history
5. Potential future developments and Continuous Improvement opportunities
6. Review of risks and current/future issues

Contract Risk Management and Complaints Resolution

Creation, maintenance and management of the Risks Registers and Issues Logs are the responsibility of the DVSA Contract Manager. These are reviewed at the quarterly Contract Review Meetings with the Supplier.

6.2 COMPLAINTS MANAGEMENT

In the first instance, disagreements between DVSA and the Supplier will be managed through the appointed Contract Managers. A formal Dispute is triggered through email correspondence between the two parties.

All complaints received must be recorded and categorised by the supplier and reported for the attention of the DVSA Contract Manager. Each complaint should be allocated a unique identifier so that the complaint can be tracked through to resolution. The unique identifier should be used in all communication regarding the issue.

The supplier should provide details of escalation points and procedures and nominated personnel who will work to seek a resolution if initial complaints procedures fail to resolve.

For reporting purposes, working hours should be classed as Monday to Friday, 09:00 to 17:00 inclusive, excluding statutory Public and Bank Holidays (England).

DVSAs Contract Manager will be responsible for monitoring the performance of this agreement.

6.3 SUPPLY CHAIN MANAGEMENT

The supplier shall nominate its primary (key) sub-contractors for this contract and will be responsible for all aspects of their work and conduct under this contract. This may include, for example, the supplier's chosen service and repair network that are responsible for the maintenance work performed under this contract. Wherever possible the supplier should aim to ensure that DVSA Terms and Conditions are mirrored in the first line of sub-contracting.

The supplier must provide assurances of any sub-contractors appointed to work under the terms of this contract. The supplier is required to advise DVSA Contract Managers in writing of any change of sub-supplier throughout the life of the contract, ensuring that the same assurances are provided.

6.4 CONSOLIDATED INVOICING

The supplier must be able to provide DVSA with a separate, single consolidated invoice for all services provided. The invoice should be split between service types (e.g., Broker Management Fees, Insurance Premium, Insurance Premium Tax, Credits, VAT (Value Added Tax), etc.) to assist DVSA with invoice reconciliation.

Prior to any invoice payment DVSA shall ensure that the appropriate goods and/or services have been delivered to the required standard [a three-way purchase-to-pay matching process shall be undertaken to ensure compliance with internal processes].

The following outlines the contract invoice payment processes:

1. The supplier, if not already, will be required to register in the Government eMarketplace and trade electronically with the Agency, including receiving electronic purchase orders, transmitting electronic invoices and where appropriate creating and maintaining an electronic catalogue of the goods and/or services that will be provided
2. The supplier should not start work until they have received an authorised, system-generated purchase order or, as a minimum, having been given the number
3. The supplier must not supply any goods or services other than that outlined on purchase orders. Any new or extra work agreed during the term of the agreement will need a new or revised purchase order and the supplier must make sure they have this before starting work
4. It is important that all invoices contain the correct information, or they will be returned. Sufficient data must be included on every invoice to assist with reconciliation against MI (Management Information) reports.

Typically, invoices will be checked fully prior to payment release authorisation.

In instances of dispute, DVSA team members may contact the supplier to confirm and resolve queries. Unresolved queries should be escalated to the respective Contract Managers.

If an invoice needs to be withdrawn for any reason you will need to send a credit note quoting the original invoice and purchase order numbers.

Payment will be made by BACS no later than 30 days after receipt of a valid invoice. DVSA aims to pay valid invoices within 5 working days.

6.5 MANAGEMENT INFORMATION

The supplier is required to provide a range of management information as required, in line with the reporting schedule agreed between the contracting parties.

To include, but not limited to:

Frequency	Received by Date	Report Title	Purpose of Report
Monthly	5th working day of the month following the end of the period being reported	Case Management Report	To provide detail of complaints/issues reported to the Supplier, and the resolution actioned/proposed
Quarterly	5th working day of the month following the end of the period being reported	Claims History Report	To provide a cleansed and verified claims history.
At 'Month 10' (Usually the end of March)	5th working day of the month following the end of the period being reported	Confirmed Claims Experience YTD	To provide a cleansed and verified claims history for DVSA to confirm as appropriate for use in the annual renewal process.
Annually	5th working day of the month following the end of the period being reported	KPI (Key Performance Indicator) Dashboard	To provide an overview of Supplier Performance through the contract.
		Workforce Equality Report	To provide metrics against agreed Workforce Equality criteria.
		Environment Stewardship Report	To provide metrics against agreed Environment Stewardship criteria.

All these reports should be encrypted/protected for data protection reasons

DVSA (Driver and Vehicle Standards Agency) also requires the Claims History report to be available to be produced on an ad-hoc basis, either through a user demand requests system or by request to the supplier directly.

The appointed Contract Manager and Deputy Contract Manager will be responsible for ensuring that performance is delivered to the required standards.

Where performance falls below the required standard, service credits shall apply. Where service credits apply these shall be calculated in accordance with the Service Level/KPI metrics as set out in section 6.6 of this specification.

6.6 PERFORMANCE MEASUREMENT & MANAGEMENT

i. Contract Performance

Contract Performance will be managed through the Contract Review Meetings and reported to the Contract Owner on a quarterly basis. Where performance falls below the required standard, DVSA will work with the supplier to rectify the service failure. Where this process has been exhausted and fails to provide a solution, service credits shall apply.

Contract Managers have the authority to make changes to the operational outputs of the contract within the scope of the original tendered specification, or any formal variations accepted since.

Contract performance will be managed by a set of Service Level Agreements (SLAs) as outlined below. **Publishable KPIs (Key Performance Indicators) appear in red text.**

SLA Ref.	Performance Criteria	Service Level Agreement	Measurement Methodology (how we measure)	Measurement (what we measure)
Management Information Systems and Reporting				
1	Agreed Reports provided on time, accurate and distributed correctly	100%	Reports received by email to DVSA Vehicle Admin	Frequency defined in section 6.5 above; Received on 5 th working day of the month following the end of the period being reported
2	Freedom of Information Requests responded to in timely manner, accurate and distributed correctly	100%	Reports received by email to DVSA Vehicle Admin	Monthly; Received within ten working days of request from DVSA
3	Invoice is provided on time with full data support	100%	Invoice received by email to DVSA Vehicle Admin	Annually; Received on 20 th working day of the month following the start of the new Insurance or brokerage period.
Issue Resolution				
4	Resolve Buyer complaints/Issues	90%	Case Management Report received by email to DVSA Vehicle Admin	Monthly; Resolution provided to DVSA or agreed action plan in place within 5 working days of complaint/issue receipt
Social Value				
5	Provide evidence of improving standards	TBA % increase on the baseline	Reports received by email to DVSA Vehicle Admin	Annually; Received on 5 th working day of the

	of Tackling Workforce Inequality	at the start of the contract		month following the end of the period being reported
6	Provide evidence of Effective stewardship of the environment	TBA % decrease on the baseline at the start of the contract	Reports received by email to DVSA Vehicle Admin	Annually; Received on 5 th working day of the month following the end of the period being reported

Please note these SLAs and KPIs are subject to review and amendment throughout the life of the contract.

Contract success will partly be defined by the supplier successfully meeting all SLA (Service Level Agreements) measures on a consistent basis.

ii **Performance Reporting and Service Credits**

The Contract Manager and Deputy Contract Manager will be responsible for ensuring that that performance is delivered to the required standards. Within the timescales defined within this document, the supplier will provide a performance monitoring report to DVSA containing details of the actual performance achieved over the period in accordance with the contract performance monitoring system with a summary of any issues identified by such monitoring, including any occurrences of service failures having the effect of taking the service levels below the required level, and the actions taken to address those failures.

Where performance falls below the required standard, service credits shall apply.

Service Levels				Service Credits
SLA ref.	Key Indicator	Specification	Target	Service Credit for each Service Period
1	Management Information	The Supplier is to submit timely, full, and accurate MI reports each quarter.	Verified Claims History report received by DVSA Vehicle Admin by 5th working day of the month following the end of the period being reported. Measured quarterly	£50 Service Credit gained for each working day over the specified Service Level Performance Measure
3	Invoicing	The Supplier is to submit timely, full, and accurate invoices.	Invoice received by DVSA Vehicle Admin by 20th working day of the month following the start of the new Insurance or brokerage period. Measured quarterly	£50 Service Credit gained for each working day over the specified Service Level Performance Measure
4	Buyer complaints/ issues	The Supplier is to submit timely complaint/issue	Resolution provided to DVSA or agreed action plan in place	0.5% Service Credit gained for each percentage

		resolutions or action plans.	within 5 working days of complaint/issue receipt. Measured monthly	point under the specified Service Level Performance Measure
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The Service Credits for SLA 4 shall be calculated individually based on the following formula:

Formula Step	Worked Example
$x\%$ (Service Level Performance Measure) - $y\%$ (actual Service Level performance) = z percentage points deficit from the expected Service Level Performance Measure.	90% (Service Level Performance Measure requirement for Service Level Performance Criterion of accurate and timely billing to Customer) - 75% (e.g., actual performance achieved against this Service Level Performance Criterion in a Service Period) = 15 percentage points deficit.
z percentage points applied at the rate of the 'Service Credit for each Service Period' criteria as specified in the table above = $A\%$ Service Credit Gained.	15 percentage points applied at the rate of 0.5% Service Credit gained for each percentage point under the specified Service Credit for each Service Period (i.e., Service Level Performance Measure requirement for Service Level Performance Criterion of accurate and timely billing to Customer) = 7.5% Service Credit Gained.
Brokerage Fee for the period being assessed $\times A\%$ = Service Credits to be awarded to the Customer.	If the annual Brokerage Fee = £5,000, then the Brokerage Fee for the period being assessed (e.g., per month) = £416.66 Multiplied by 7.5% Service Credit Gained = £31.25 Service Credits to be reimbursed to the Customer.

Where poor Supplier performance exists, DVSA will arrange meetings at which the Supplier's presence is mandatory to discuss at risk work areas and work out key steps to improve the service. Deficient performance entails a failure to meet one or more of the targets laid out in the table in section 6.7(ii) in consecutive months.

Service Credit Cap

For the purposes of this Call Off Contract the **Service Credit Cap** means:

- (a) In the period from the Call Off Commencement Date to the end of the first Call Off Contract Year, **25%** of the Brokerage Fees; and
- (b) during the remainder of the Call Off Contract Period, **50%** of the Brokerage Fees payable to the Supplier under this Call Off Contract in the period of 12 Months immediately preceding the Month in respect of which Service Credits are accrued.

7. CORPORATE SOCIAL RESPONSIBILITY REQUIREMENTS

In contracting with the UK Government, suppliers are expected to provide value not only through the services delivered to the users of the contract, but also to the wider community that the Government is elected to serve. This is commonly referred to as [Social Value](#).

This can be delivered across a wide variety of initiatives that the supplier chooses to involve themselves in to deliver benefits to UK citizens, including but not limited to:

- Recovery from the COVID-19 pandemic
- Tackling economic inequality
- Fighting climate change
- Equal opportunity
- Wellbeing

It is important that contractors take time to fully understand this important part of the service delivery requirements, as all requirements as listed below shall be required to commence from the implementation of the Call-Off Agreements with DVSA.

All terms and conditions applicable to this contract should similarly cover any sub-contractors appointed to work on the contract on your behalf.

Please include a glossary of all abbreviations and technical terms used throughout your tender.

7.1 EQUAL OPPORTUNITY

DVSA, as part of the Department for Transport and the wider Civil Service, works to a standard code of practice that actively promotes workforce equality for existing staff members and job applicants irrespective of their race, ethnic or national origin, nationality, age, religion, sex, gender identity, marital status, disability, sexual orientation, working hours, working pattern, employment status, caring responsibility, trade union membership, union office or union work.

DVSA staff have a right to:

- equality of opportunity in all aspects of employment, including advancement and training
- a working environment free from discrimination, harassment, bullying and victimisation (see relevant sections of this Staff Handbook, specifically the Department's equal opportunities policy and the Department's procedures and guidance for dealing with harassment and discrimination in the workplace)
- a complaints and dispute resolution procedure for dealing with discrimination, harassment, bullying and victimisation in the workplace

DVSA aims to promote similar outcomes in the wider workforce by working with suppliers that actively promote and embed similar policy statements within their workforce, and any supply chains supporting their commercial activities.

The Supplier should be able to describe and provide evidence of the commitment of their organisation makes to ensure that opportunities under the contract deliver equality within their workforce.

7.2 FIGHTING CLIMATE CHANGE

The government is committed to environmental improvement through integrating environmental protection and sustainable development into its decision-making processes in respect of both the execution of its core functions and responsibilities and the management of day-to-day operations.

The 25 Year Environment Plan sets out what the Government intends to do to improve the environment, within a generation. This is available to view at <https://www.gov.uk/government/publications/25-year-environment-plan>

The supplier shall ensure that they consider the relevance of sustainability at all lifecycle stages of the Services provided under this contract. This includes not only consideration of commercial needs and minimisation of negative impacts but also the maximisation of positive impacts on society and the environment.

The supplier shall comply with each of the following government standards (hyperlinked) for the duration of this contract:

1. [Sustainable Development](#)
2. [Directive on the promotion of clean and energy efficient road transport vehicles: guidelines](#)
3. [Government Buying Standards](#)

DVSA requires the supplier to have robust plans in place to reduce its own impact on environment and deliver effective stewardship of the environment. The supplier must be able to demonstrate how these are to be achieved, along with current successes already evidenced.

8. EVALUATION CRITERIA

This contract will be awarded based on the best value for money tender.

CRITERIA		Element Contribution Score	Section Contribution Score
SECTION A - SERVICE REQUIREMENTS			30%
A1	Insurance Placement	50	
A2	Claims Management	20	
A3	Risk Management & Profiling	30	
SECTION B - MANAGEMENT REQUIREMENTS			20%
B1	Account Management	50	
B2	Complaints Management	50	
SECTION C - CORPORATE SOCIAL RESPONSIBILITY			20%
C1	Equal Opportunity	50	
C2	Fighting Climate Change	50	
SECTION D - FINANCIAL SOLUTION			30%
D1	Brokerage Charges	100	
OVERALL PROPOSAL QUALITY			100%