

Contract Reference: K28/002/0777

Hybrid and Electric Vehicle Training

Q & A Document

Q1 With regards to the specification within the tender of a 'nationally recognised qualification' please could you confirm is this needs to be a formally regulated Qualification or if an industry recognised accreditation for the qualification (such as RTITB, IRTEC, NRI etc.) would be acceptable?

A1 An industry recognised accreditation is also acceptable.

Q2 Is there a requirement for the training to be delivered at all locations where the target audience are to be found, i.e. across the country or could the learners travel to a central UK location?

A2 Due to the diversity of the workforce and their commitments, as well as the geography, a central location on its own will not be acceptable.

Q3 In Appendix B Specification section 4. It states that 'The scope is delivery of a nationally recognised qualification, Level 2 to all DVSA inspection staff across Great Britain (approximately 1100 staff), on the safe inspection of Hybrid and Electric vehicles'. Does this imply that the qualification to level 2 requires that a national certificate needs to be issued from an Awarding body such as The Institute of the Motor Industry?

A3 Please see A1 above.

Q4 Can you please confirm the estimated maximum value for this tender, on the full notice text there are two separate estimated total values?

A4 £276000 is the estimated value for the 3 year initial period of the contract, £460,000 is the estimated value of the initial contract, plus the value of the possible 2, 1 year extensions.

Q5 With the DVSA looking for innovation in this contract, would it not be more suitable for the top score (4/4) to be awarded to those bidders who meet the requirement in full, as well as provide innovative solutions?

With just meeting the requirement in full being demoted to a score of 3 out of 4.

A5 We will be continuing with the current scoring methodology on page 14 of the Specification.

Q6 Please can you confirm your expected aims at the end of this training programme.

Do you require a Level 2 Qualification which demonstrates Knowledge, skill and competence with hybrid systems. Or is it a Level 2 accreditation which demonstrates a knowledge of hybrid systems.

A6 We require the knowledge of hybrid systems along with the safe practice of inspection of the systems, be that in a workshop or in roadside situations. Our staff will encounter these vehicles in both situations and some will also need additional information on dealing with such vehicles in an Road Traffic Collision (RTC) situation.

Q7 Please may i expand on the delivery location question. I appreciate that 1 single central location would not be suitable, but would it be possible to offer a central location based on region so that learners from a similar geographical location could travel in to? I would imagine the majority of providers will not have physical premises/facilities that offers full national coverage so I want to understand the flexibility in location delivery.

Subsequently, would the DVSA have their own national centres which could be used for 'on site' delivery?

Finally, should a provider be able to arrange multiple location facilities via a sub letting agreement with local centres, would the DVSA be willing to contribute/negotiate the costs associated with this or would be we just build this in to the contract price?

A7 The supplier would need to consider that regional sites will need to cover the whole country and provide a reasonable travelling distance to all DVSA staff. This is normally considered around an hour each way.

The supplier would need to consider that regional sites will need to cover the whole country and provide a reasonable travelling distance to all DVSA staff. This is normally considered around an hour each way. The only sites that DVSA can provide currently are Chadderton (Manchester) and Avonmouth (Bristol). In the event of face to face delivery, the Supplier will either use a venue of DVSA's choice (a DVSA site or venue hired through DVSA's venue hire contract) or be required to hire a venue based on value for money and provide a minimum of three (3) quotes. The cost for venues should not be included in the cost for delivery of the course. Please note, it is anticipated that the Supplier will predominantly deliver the training virtually.

Q8 We respectfully submit the following clarification questions please:

1. Can it be assumed that all learners will have access to IT equipment that has speakers and a camera and support Microsoft Teams?

2. Would DVSA consider a delivery model which is delivered 100% online?

3. Does the DVSA accept that a Level 2 award in electric/hybrid vehicle hazard management for emergency and recovery personnel (IMI 603/1467/9)?

A8 The answer is Yes to 1 and 2 above. In regards to 2 above, pricing for face to face delivery will still need to be included in the pricing template.

For no. 3 This would apply in full to some of our staff who have to inspect vehicles following an RTC. However for the majority the level needs to include the understanding of an electric and hybrid type vehicle and how to safely inspect it during a safety inspection at the roadside and for annual test.

This does put DVSA in a fairly unique position as none of our staff are required to dismantle or repair these types of vehicles. All we require is the safe inspection of these vehicles in the three scenarios;

a. Roadside encounter by DVSA staff

b. Annual test inspection

c. Inspection following RTC. The numbers in this category are very small – around 50 to 60 staff.

Q9 Further to your response to question 8. Further clarification is required. We note your response regards suitability of IMI 603/1467/9. However, on page 8 and 9 of the buyers Appendix B specification it clearly states the content on training which must be included. The stated content matches word for word the IMI qualification ID 603/1467/9. So we assume this is the suitable training and qualification being asked for? Please confirm or clarify.

A9 Yes it is to be included. Therefore, it is not exclusive to that requirement.

Q10 Section II.1.4 of the original Full Notice details a requirement for inspection of both Hybrid and Electric vehicles but Section II.2.4 of the same Notice then details the requirements as being for Heavy Goods Vehicles (HGV) and Public Service Vehicles PSV. Section 2 of Appendix B then appears to use the looser reference of 'Hybrid and Electric vehicles' in Paragraph 3 before referencing HGV and PSV requirements of Paragraph 4 of the same section. Please can the awarding body clarify whether this service is to provide training on cars and light vehicles as well as the stated requirements for HGV / PSV?

A10 Services are to be provided on HGV and PSV only.

Q11 We note that Page 3 of Appendix B, Specification offers indicative numbers of personnel by region but also note the desire for any face-to-face training to be delivered within an hour's travelling distance. Can any additional breakdown of

locations be provided to ensure locations etc can be optimised to meet potential demand?

A11 There are quite a few locations all over the country, most of them are listed below, and there may be a few additional ones.

Aberdeen, Inverness, Perth, Bishopbriggs, Livingston, Kilmarnock, Carlisle, Newcastle, Darlington, Chadderton, Leeds, Beverly, Grantham, Peterborough, Norwich, Chelmsford, Birmingham, Nottingham, Leicester, Grimsby, Bristol, Caernarvon, Wrexham, Doncaster, Exeter, Gillingham, Purfleet, Edmonton, Mitcham, Yeading, Kirkham, Lancing, Leighton Buzzard, Newbury, Southampton, Plymouth, Shrewsbury, Stoke on Trent (Stone), Liverpool, Northampton (Weedon).

Q12 A project plan has been requested to cover Activities, Resources, Milestones and Critical Points in both 'Implementation and Delivery' (weighted section, 10%) and also with the same wording as 'Delivery of training' (weighted section, 10%). Please confirm if this is the same document / expectation or advise of how this is to be addressed.

A12 Two separate project plans are required. The project plan required in the 'Implementation and mobilisation' question will need to focus on the implementation and mobilisation phase. The project plan required in the 'delivery of training' question will need to focus on the delivery of training over the required timescales.

Q13 Please confirm why Professional Indemnity Insurance is believed to apply to this Contract - Clause G2, page 71 of Appendix D, General Conditions. Please also confirm Limit of Indemnity at £5m as this would appear to be excessive when considered in relation to anticipated Contract Value.

A13 These are DfT's General Conditions of Contract for Services below £5million and these will be the terms of contract between DVSA and the Supplier for this requirement.

Q14 Is there a minimum level of digital competency that we can expect from all delegates when designing virtual delivery methods?

A14 No.

Q15 In terms of locations, would the requirement for one hour each way travel be from delegates homes or work locations. If the latter, do you have a list of all DVSA sites that we could work from?

A15 Travel will be from work locations. Please see answer above A14.

Q16 Could you confirm if practical assessment needs to be carried out on a HGV or PSV, or could a light vehicle be used for the purposes of achieving accreditation?

A16 As the training can be done 100% online, then the assessment would need to reflect this. Any practical assessment would need to be on an HGV or PSV.

Q17 We feel that there is 2 qualifications required to meet the needs of your requests which we can accommodate in the main , however to run session across different site we would need access to an electric vehicle for these dates. Is this something that DVSA would/could supply for demonstration purposes or would the provider be expected to supply a training vehicle?

A17 This is something that the supplier would need to arrange.

Q18 Do the DVSA see this as different qualifications for different staff members as indicated above?

A18 No.

Q19 While conducting an inspection will there be any requirement to make the heavy electric/hybrid vehicle high energy system "safe" to work on?

A19 This is not required for DVSA purposes. The inspection staff will only be visually inspecting the vehicles and not working on them. There is only small group of Vehicles Examiners involved in post RTC inspections that may need to know how to put the vehicle in "safe" mode.

Q20 Regards response "£276000 is the estimated value for the 3 year initial period of the contract, £460,000 is the estimated value of the initial contract, plus the value of the possible 2, 1 year extensions"

The specification states 1100 staff.

Will all 1100 staff require delivery?

Is delivery to all 1100 staff assumed as covered in the £460k (5 year) contract? If so, what number are anticipated to access in the initial 3 years?

A20 Approximately 1100 staff will be required to undertake the training. This number is an estimate and is not a commitment from the Authority. It is required that approximately 1100 staff undertake the training in the initial 3 years of the contract. The 1 + 1 extension years are optional and may be exercised if there are further staff (for example new staff) requiring the training.

Q21 The Level 2 qualification for both the Service and Repair as well as the Hazard Management requires the candidate to demonstrate the "Safety Disconnect" of a vehicle as well as carry out a written report on the procedures. It is our understanding that the procedure is what the assessment is on, not the type of vehicle. The process on a light vehicle would be the same as a heavy vehicle or PSV.

None of the qualification documentation specifies the vehicle, just that the procedures have been correctly followed. If a heavy goods vehicle is to be worked on, would the make of the vehicle also matter?

We have been doing this type of training for the past 10 years, both in the UK and also around the world. For this reason we have supplied suitable vehicles for the training already, which we were expecting to use if successful with the tender. Our expectation was to use DVSA suggested sites for the training, and use our vehicles to attend at each venue. To buy or hire a vehicle just to use at the practical assessments that will be required for the training would make our situation impossible. If the DVSA were to be able to provide one of these vehicles for use for the training we would then be able to carry this forward or be allowed to use our existing vehicles, with tuition for the HGV comparison carried out in the virtual learning. We are confident that this method would prove suitable.

A21 Make of vehicle is not an issue.

DVSA are not in a position to be hiring vehicles and expects the supplier to provide all supporting material for the training, including vehicles if required.

Please note DVSA can only guarantee the use of two sites for training in the country, one in Manchester and one in Avonmouth. This is not sufficient to provide nationwide coverage and it would not meet the needs of the organisation.

The use of virtual reality training is encouraged. There just needs to be clarification that the DVSA systems will support the software, if required.

Q22 For the implementation and mobilisation project plan and the delivery of training project plan (specified to be submitted in Excel format), would you like us to produce these for the preferred solution, i.e. the 100% virtual delivery model, or would you like us to show the different solutions within the project plan for each of the suggested delivery models i.e. Blended, 100% face to face delivery and 100% virtual delivery?

A22 We would like to see your plans, based for your proposal for delivery.

Q23 The tender specification stipulates that there is a requirement for the majority of the training to be delivered virtually, however it equally states that the Level 2 Award in Electric/Hybrid Vehicle Hazard Management is only suitable for a small portion of the candidates. This is currently the only qualification which is able to be delivered via virtual means as all of the other qualifications have a practical assessment attached to them which requires face-to-face learning. Please can DVSA clarify this point?

A23 The requirement is for a Level 2 award for all our inspection staff. The majority will conduct mostly visual examinations and a small number conducting in depth post

collision examinations. Whichever inspection they undertake they will need to be able to conduct this inspection safely.

The geographic spread of the audience means a delivery method suitable to relate to all staff and locations.

Q24 Is Zoom a suitable platform to use, considering your systems and IT requirements, for virtual contact?

A24 Our preferred platform is Microsoft Teams, but Zoom is acceptable.

Q25 If the exam is placed within your own LMS, would we be able to be provided with access to mark the paper in order to grade and sign off certification? We would need to retain this access for External Verification with the awarding body also.

A25 Yes The platform we use is provided by a 3rd party and can be accessed by anyone given access by our admin team.

Q26 Would you like to have printed hard copy certificates or e-certificates?

A26 E certificates.

Q27 You mention practical delivery at your DVSA centres in Bristol and Manchester – could you please clarify if you have your own equipment to use or if we need to provide this?

A27 The DVSA sites in Avonmouth and Chadderton will supply with classroom and workshop facilities. However, with current restrictions the capacity of the classrooms are severely limited. This is currently 3 or 4 per room, depending on the size of the room. When allowed to fully open, the classrooms will take a maximum of 12 per session at either location.

There are no EV/hybrid vehicles available at either site and will need to be supplied by the supplier.

Q28 The bid requires learners to achieve a Level 2 qualification however it is advisable (as guided by the IMI) that they complete a Level 1 en-route to this – is this something that will be looking for or will this be a hindrance to the bid?

A28 Our requirement is for Level 2 only, as Level 1 is not necessary.

Q29 We can't see what the arrangements are for booking candidates onto the courses, we are assuming we will have a contact within the DVSA with whom we can liaise with – i.e. we give them dates for the online activity and/or attendance and they fill the groups? Please clarify, as this will no doubt impact on our administration costs.

- A29 The course planning and dates will be agreed with the DVSA Learning and Development Team, and the courses will be supported by the admin team. A named contact and back up will be supplied once the contract is established.
- Q30 Whilst we can see that you have approximately 1100 staff who need this qualification and the contract is over a 3 year period, do you have any plans for staff to do refresher training or updates moving beyond the 3 year period?
- A30 There is no plans in this current round to supply refresher training. We have the option to extend the contract for a further one (1) + one (1) years if we wish to, and we will work with the supplier on delivering to new staff.
- Q31 The pricing schedule requests the confirmed 'development day rate'. Can you please advise what you mean by 'development day rate'. Does it relate to all activity during the mobilisation period or is it something else?
- A31 The 'development day rate' is not related to mobilisation. As the pricing template explains "Please note there is not an intention for any development under this contract however if DVSA requires development under this contract the below day rates would be applied".
- Q32 For the question relating to Implementation and delivery / implementation and mobilisation, we are to include in the method statement "the feasibility of implementation". Can you please advise what you mean by the phrase "feasibility of implementation" and the type of detail you are looking for?
- A32 The phrase 'feasibility of implementation' means how easily the implementation phase can be done and detail around that is expected.
- Q33 If we were to utilise Microsoft Teams who would be required to provide the licences for all delegates to access the system? Are assumption is that all DVSA staff delegates for the training will already have access to this system?
- A33 Teams is widely available across the DVSA IT systems.
- Q34 Would we be penalised via the scoring if we to submit only one option of delivery type i.e. - Fully remote or fully classroom based?
- A34 In the quality factor question 'proposed methodology for delivery of training', bidders are required to outline the ratio of virtual delivery and face to face delivery and the reasons for the proposed ratio. The ratio can be fully remote or fully classroom based or a mixture. DVSA are not providing a commitment around the ratio of the delivery methods as DVSA are expecting this to be proposed by the Supplier. DVSA are however asking for pricing for both virtual and face to face delivery so pricing evaluation can be made on a like for like basis. Suppliers must ensure that the pricing allows for 100% virtual delivery or 100% face to face delivery and any ratio of delivery methods in between i.e. 40% virtual and 60%

face to face or 30% Face to face and 70% virtual. Pricing must be fixed and cannot be amended in the event the delegate numbers are reduced or the ratio of delivery methods is amended.

Q35 The tender documentation differentiates two phases, implementation and mobilisation and delivery. What type of activities are DVSA anticipating would be covered in the first of these and what precisely is DVSA's definition of mobilisation?

A35 The type of activities during the implementation and mobilisation phase are any activities that are required during the period from the commencement of the contract to the service being commenced. Bidders need to outline what needs to be done in preparation for the delivery of the training. The definition of mobilisation therefore means the period between contract commencement and service commencement.

Q36 With regard to question 8 and the response in A8, should the tender submission take account of COVID with regard to the face to face work, or would prices for face to face delivery need to reflect a non-covid world, or are both required?

A36 Prices should be provided based on the covid world. The circumstances aren't likely to change in the near future.

Q37 We are aware that a number of questions have already been raised throughout the tender process by a number of providers including ourselves. We have reviewed these Q&As and we are struggling with one aspect. The desired delivery methodology within the tender would appear to be at odds with the assessment criteria for one of the 3 awards we would suggest to meet the objectives of the tender. Specifically this is in relation to the request for completely virtual delivery model.

It is possible to operate a completely virtual delivery for this first award. IMI Level 2 award in Electric/Hybrid Vehicle Hazard Management for Emergency and Recovery personnel (IMI 603/1467/9) is a theory based qualification and lends itself well to a remote delivery model. However after a review of the Q&A document, we understand that the DVSA deem this route to be suitable for only 50 or 60 individuals in the organisation. The document suggests that the majority of the contract would be to deliver IMI Level 2 Award in Electric/Hybrid Vehicle Routine Maintenance Activities (IMI 603/1466/7), which includes some practical learning activity and assessment of practical skills.

The IMI have confirmed that the latter Level 2 award (603/1466/7) does require some practical assessment of skills in order to complete the award, hence it is difficult see a 100% virtual solution as the tender indicates. In summary, the theory based awards which lend themselves to online delivery are:

- Level 1 - EV/Hybrid Awareness (IMI603/1465/5)

- Level 2.1 – EV/Hybrid Vehicle Hazard Management for Emergency and Recovery Personnel (IMI 603/1467/9)

The Q&As suggests that the majority of delivery will be for the following:

- Level 2.2 – Electric/Hybrid Vehicle Routine Maintenance Activities – Includes some practical delivery with practical skills assessment (IMI 603/1466/7)

I would appreciate it if you could to provide some clarity please.

A37 Level 1 is not suitable as the requirement is for a level 2 qualification. As per A8 above (which is in response to clarification Q8), some of our staff will require more in depth training than others within the level 2 standard which is why there is a requirement for the Supplier to look at innovative ways to deliver this requirement and tailor to the DVSA roles. In regards to A9 (which is in response to clarification Q9), while the content of (IMI 603/1467/9) needs to be included, DVSA's requirement is not exclusive to only that qualification.

Additionally, it is anticipated that the Supplier will predominately deliver the training virtually. There is still an option within the pricing schedule that does allow for the option of delivering the course online and the assessment face to face, for example.

Q38 Please can you confirm that the Level 2 award in electric / hybrid vehicle hazard management IMI 603/1467/9 is acceptable and that you require the assessment element of the qualification to be completed using a PSV/ HGV? Is there any scope for you to accept the assessment being completed on a car or light vehicle?

A38 The staff will be mainly engaged on the inspection of HGV and PSV vehicles, so to make the training relatable the vehicles supplied should reflect this.

Q39 Reference Conditions for Services, A1 -

Can you please confirm that not vetting will be required if no staff are visiting DVSA premises?

In relation to the Security Policy, could you please let us know if this only includes the requirements in the tender documents including the Conditions of Services, or if there is a separate policy to be considered? If the latter is the case, could you please provide?

A39 Vetting will not be required for the Supplier's staff if they are not visiting DVSA premises.

The Security Policy is only the requirements in the tender documents including the Conditions of Services in the Contract. There is not a separate policy to be considered.

Q40 Reference Conditions for Services, E7 -

In relation to Supplier's Intellectual Property Rights, can we assume that section E7.1 b) does not apply and the Supplier's Intellectual Property Rights will remain the property of Supplier? In case Supplier's Intellectual Property Right are used, only the licence as set out in E7.11 is required?

Can we further assume that the licence under E7.11 is only required for Supplier's Intellectual Property Rights used for the services under the contract and for the duration of the contract and that, considering the scope of services, there is no requirement to grant a further sublicense to Supplier's Intellectual Property Rights?

A40 Clause E7.1 (b) will only be applicable if the DVSA (the Authority) added to the Contractor's Intellectual Property which is unlikely for this intended Contract.

It is anticipated that for this intended Contract only the licence set out in E7.11 is required and a sub-licence will not be required.

Q41 Reference Form of Tender 2

The General Terms and Conditions for Services at the link stated in the Form are dated 24 January 2019. Can we assume that for this project the version dated 6 August 2020 sent by email for this tender apply?

A41 The General Terms and Conditions for Services that apply are those included in the tender document pack dated 6th August 2020.

Thank you very much for all the questions received. Just a reminder, that the deadline for tender submissions is Thursday 17th September 12:00 noon.