

Specification

Provision of Support and Maintenance of Electric Vehicle Enabling Services

Contract Reference: PS/24/78

Framework Title & Reference: RM6213 Vehicle
Charging Infrastructure Solutions

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1. Introduction	3
2. Background to the Requirement	3
3. Procurement Timetable	3
4. Scope	4
5. Implementation and Deliverables	4
6. Specifying Goods and / or Services	4
7. Quality Assurance Requirements.....	8
8. Other Requirements	8
9. Management and Contract Administration.....	15
10. Training / Skills / Knowledge Transfer	16
11. Documentation.....	16
12. Arrangement for End of Contract	17
13. Response Evaluation.....	17
14. Points of Contact	19
Annex 1	20
Evaluation Criteria	20

1. Introduction

In accordance with the terms and conditions of Vehicle Charging Infrastructure Solutions – RM6213 the Driver and Vehicle Licensing Agency (DVLA) invites proposals for the Provision of Support and Maintenance of Electric Vehicle Enabling Services.

2. Background to the Requirement

2.1 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).

2.2 DVLA requires a contract to provide support and maintenance to its electric vehicle charging units on DVLA sites in Swansea along with a back-office hosting system and RFID cards (Radio Frequency Identity Card) to ensure that DVLA's electric fleet, along with staff and visitors' electric vehicles have sufficient charge for their journeys.

3. Procurement Timetable

The timetable for this procurement is set out in the table below. 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
Issue of the ITQ to all potential suppliers	14 June 2024
Deadline for receipt of clarifications	13:00 on 28 June 2024
Deadline for the publication of responses to ITQ clarification questions	15:00 on 1 July 2024
Deadline for receipt of responses	13:00 on 18 July 2024
Evaluation of responses	19 – 22 July 2024
Notification of contract award decision	23 July 2024
Confirmation of contract award	24 July 2024
Contract start date	1 August 2024

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

4.1 DVLA wishes to procure a contract for the provision of support and maintenance of our current electric vehicle charge points and any potential new units which includes a back-office hosting system along with RFID cards and a mobile application (App) to allow electric vehicles to charge. The option to charge via a RFID card and an App is essential.

The contract will be for a period of 2 years with the option to extend for up to a further two separate 1 year periods (2+1+1).

4.2 The contract will ensure that DVLA, staff and visitors are able to charge their vehicles on DVLA sites. Units will need:

- a tariff assigned to them (visitors and general use by DVLA staff). These could be different tariffs.
- other units will be free running with no tariff assigned to them (DVLA's electric fleet, used for business purposes).

4.3 Any requests from DVLA to have the tariffs on the units changed must be completed within 5 working days of DVLA's request.

4.4 DVLA's current infrastructure consists of:

- 6 x eVolt APT Urban Post 7kW Double Charging units and 1 x Circontrol Wall Box 7Kw Single Charging unit. These all have a 'type 2' connections and were installed in 2014/15. Please see Annex A for further details
- an additional 16 x Dual eVolt 22kw units and 1 x single eVolt 7kw unit were installed in 2022, these also have a 'type 2' connection.
- the contract will include DVLA's current units along with any other units DVLA install during the term of the contract (approx. 15 double units)

5. Implementation and Deliverables

5.1 This contract will be required to commence on **01 August 2024** for the support and maintenance element and the hosting/back office and RFID cards.

5.2 The successful supplier must ensure there is no break in the service DVLA provide and will be expected to ensure their mobilisation period commences 1 week prior to contract start date.

6. Specifying Goods and / or Services

Support and Maintenance:

6.1 DVLA will require as a minimum the supplier to:

- provide a bi-annual maintenance plan, which includes two service inspections per year, with a major service and inspection on one visit and a minor service on the other. Ensuring all units are in good working order and flag up any potential issues.
- the planned dates for the two service inspections will be every 6 months and within a 2-month defined maintenance period (i.e., if due 01/08/2024 maintenance will be carried out within a 2-month period between 01/06/2024 – 31/07/2024)
- technical support will be provided to DVLA/Customer as part of the contract during the specified hours; Monday - Friday 07.00 -19.00 hrs via phone, email and/or in person (if necessary); excluding public holidays
- the supplier will endeavour to respond to a customer(s) call within 2 working hours of all calls received during core hours. The first response maybe made via remote connection to the charging unit to establish if any issues can be resolved remotely
- in the event of equipment failure and upon receipt of a request from the Customer to correct a fault the supplier shall provide a service engineer, or, at its discretion, shall gain access to the system via the remote communication
- for all faults that require a physical attendance, the supplier will endeavour to attend within 2 working days. However, for sites where there are only one or two charging units, we would expect priority to be given, ensuring continuity of service
- upon completion of any works, the supplier must provide the DVLA with work reports, detailing work completed and confirmation that the equipment is safe for use (or otherwise), prior to leaving any DVLA premises.
- a dedicated Account Manager for DVLA contract
- DVLA will require an extended warranty on the 17 units installed in 2022 along with any new/additional units we install during the term of the contract.

6.2 Planned Preventative Maintenance (PPM) service of each charging point will include as a minimum:

- visual inspection of equipment and installation
- check all weather proofing seals
- RCD test (unit within charging equipment)
- earth leakage test
- check fault code log held in charge post software
- test of Mode 3 charging protocol using vehicle simulator if applicable
- test of Mode 4 charging if applicable
- ensure equipment has the latest software and firmware updates
- ensure equipment has latest component version if applicable
- check connection to remote back office if applicable
- perform and carry out software/ firmware updates as per specifications
- clean charging equipment
- log notes and results of all testing and provide these to DVLA electronically within 10 working days of the service
- bi - annual service inspection
- best and good industry practice.

Hosting and Back Office:

6.3 DVLA requires access to a back office, live webhosted system which shows real time data regarding the units and vehicle charging. The existing electric vehicle charging points have OCPP or the ability to be set up through a back of office contract. In terms of communication, either by its Ethernet port (by default) or 3G/GPRS modem (optional) the charger can be connected to a back-office system (by means of OCPP) obtaining benefits such as user management, billing, remote error diagnostic, etc.

6.4 The supplier must be able to be contacted via phone and email during core business hours along with an out of hours number for staff and visitors to ring should they experience issues when using the units.

The system must be able to:

- display the status of the Electric Vehicle Charging Point (EVCP) on our network
- show DVLA's energy consumption data and management
- allow remote user authorisation
- only some of our units can be displayed on a live map as available to the public with the rest restricted to DVLA
- display users start/ end times and dates
- indicate charging technical issues and faults
- highlight CO2 emission savings
- allow software updates remotely
- permit remote diagnostics for fault finding

6.5 All work undertaken by the supplier must comply with:

- IEC 61851, Electric vehicle conductive charging system (IEC 61851-1)
- IEC 62196, Plugs, socket-outlets, vehicle couplers and vehicle inlets
- Conductive charging system (IEC 621961 and IEC 62196 -3)
- RFID complies with ISO 14443A
- BS7671: 2018 including amendments.
- H&S at work act 1974
- Electricity of work regulations 1989

6.6 All electrical installations and appliances must, at all times adhere to the current electricity at work regulations.

6.7 RAMS will need to be provided for any works to be completed. The works will not be allowed to proceed until all Health and Safety Issues have been properly covered. A permit to work system will be in place to cover all works, Isolations, etc.

6.8 These charging units are mainly used for our pool cars along with staff electric vehicles. The rest will be used for visitors who own electric vehicles.

6.9 The charging points shall be accompanied by a warranty period and details of this must be supplied.

6.10 The electrical charging points must have the ability to be serviced and maintained on the open market.

6.11 The works shall be undertaken during normal business DVLA working hours.

RFID Cards

6.12 The supplier will initially need to provide DVLA with 25 access cards to allow our vehicles to charge on site, the cards will need to be compatible with our existing units and the network. Additional and/or replacement cards will need to be received within 5 working days of ordering.

6.13 The supplier must be able to offer 2 options for charging, (1) via an app and (2) via an RFID card.

Service Level Agreement (SLA) and Key Performance Indicators (KPIs)

The details of the SLA and KPIs applicable to this requirement are outlined below:

- technical support will be provided to the Customer as part of the contract during the Core Hours of 07:00 to 19:00; Monday-Friday via phone and in person; excluding public holidays
- for all faults that require a physical attendance, the supplier will endeavour to attend within 2 working days notwithstanding events beyond their control, including, but not limited to, transport schedules (e.g., ferry crossings)
- the supplier will endeavour to respond to customers calls within 2 working hours of all calls received during core hours. The first response maybe made via remote connection to the charging unit to establish if any issues can be resolved remotely.

Social Value Considerations

The Social Value Act (2012) requires contracting authorities to consider social value when procuring services, by taking into account the additional social benefits that can be achieved in the delivery of its contracts. It has been identified that Procurement Policy Note 06/20 – taking account of social value in the award of central government contracts applies to this procurement.

Using policy outcomes aligned with Government's priorities, a weighting of 10% of the overall score for this requirement is dedicated to social value criteria.

The social value theme for this requirement is set out below, which requires suppliers to demonstrate how, in the delivery of this contract, they can assist the DVLA in delivering the policy outcome shown:

Theme	Policy Outcome	Delivery Objective
Theme 3: Fighting climate change	Effective stewardship of the environment	MAC 4.1 Deliver additional environmental benefits in the performance of the contract including working towards net zero greenhouse gas emissions.

An overview of the evaluation process is embedded in the document below.

Xxxxxx Redacted under FOIA Section 43 – Commercial Interests

The successful Supplier will be expected to demonstrate how they deliver social benefits that support the key social outcomes highlighted in the table above.

7. Quality Assurance Requirements

Quality Assurance will be monitored and measured in line with the standards set out within the Contract.

8. Other Requirements

8.1 Information Assurance and Governance

Assurance and Audit

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.

- **Return of Data / Information to DVLA**

The Supplier must be able to demonstrate they can supply a copy of all data or information on request or at termination of the service.

- **Destruction / Deletion of Data or Information**

The Supplier must be able to securely erase or destroy all DVLA-related data or information that it has been stored and processed for the service, upon DVLA request.

- **Redundant Equipment / Media**

The Supplier shall securely destroy all redundant equipment or media that has held DVLA data in line with good industry practice and DVLA instructions. The Supplier must also be able to provide a certificate or confirmation of destruction/erasure upon request.

- **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:

- a) individual responsibilities for identifying and reporting security incidents and information security breaches;
- b) a reporting matrix including escalation points;
- c) an up-to-date list of relevant internal and external contact points; and
- d) 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:

- a) the privacy risks and the security controls in place to protect the data;

- b) 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
- c) where applicable details of any transfer risk assessment that has been conducted, along with any supplementary measures implemented.

Processing of Sensitive Information (not Personal Data)

- **Security Classification of Information**

If the provision of the services requires the Supplier to process DVLA data which is classified as OFFICIAL:SENSITIVE or higher, the supplier shall implement such additional measures as agreed with the DVLA to enhance the safeguarding of such information. A copy of the Government Security Classification scheme can be found at: <https://www.gov.uk/government/publications/government-security-classifications>

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.

Data Sharing

DVLA's Contract Owner will work with the successful tenderer to implement any information sharing or data sharing procedures and associated DVLA requirements that may be needed at any point during the lifecycle of the contract.

Information or data sharing procedures will need to be formally assessed and approved by DVLA through the Data Sharing Clearance Process, managed by the Information Assurance & Governance Team.

The Supplier will submit any requirements for information / data sharing via the Contract Owner to the DVLA who will consider the changes through this Data Sharing Clearance process. Any proposals shall be considered and if approved an implementation plan will be formally offered to and accepted by both the DVLA and the Supplier before commencement.

This approvals process is designed to assess and identify additional measures and safeguards that may be required to protect data to those already stated in this specification document.

8.2 Cyber Security

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 suppliers 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>

As this requirement features the above characteristics, you are required to demonstrate in your response that:

- your organisation has [Cyber Essentials certification.
- your organisation will be able to secure [Cyber Essentials certification prior to commencement of the required services/deliverables; **or**
- your organisation has other evidence to support that you have appropriate technical and organisational measures to mitigate the risk from common internet-based threats in respect to the following five technical areas:
 - Boundary firewalls and internet gateways
 - Secure configuration
 - Access control
 - Malware protection
 - Patch management

The successful supplier will be required to provide evidence of Cyber Essentials certification 'or equivalent' (i.e. demonstrate they meet the five technical areas the Cyber Essentials Scheme covers) prior to commencement of the required services/deliverables. This will be through the completion of the Statement of Assurance Questionnaire (SoAQ).

The successful supplier will be required to secure and provide evidence of [Cyber Essentials] re-certification 'or equivalent' (i.e. demonstrate they meet the five technical areas) on an annual basis.

Further information regarding the certification process can be found here:

<https://www.ncsc.gov.uk/cyberessentials/overview>

8.3 Sustainability

The DVLA is committed to reducing any negative impacts produced by our activities, products and services. This aligns to the Government's Greening Commitment which states we must: "Continue to buy more sustainable and efficient products and services with the aim of achieving the best long-term, overall value for money for society."

DVLA is certified to ISO 14001:2015 and more information is available in our Environmental Policy at:

<https://www.gov.uk/government/publications/dvlas-environmental-policy>

The DVLA require the Supplier to confirm their understanding and acceptance of each point **S1 – S6** and supply information if it has been requested.

S.1 - The DVLA is committed to sustainability and as such the Supplier should consider this as part of their submission.

The DVLA requires the Supplier to:

- comply with the DVLA's Environmental Policy: <https://www.gov.uk/government/publications/dvlas-environmental-policy>
- where appropriate, assist the DVLA in achieving its Greening Government Commitments as detailed on [Greening Government Commitments 2021 to 2025 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/greening-government-commitments-2021-to-2025) i.e. Reduce CO₂ emissions through energy consumption and travel, reduce water consumption and waste produced;
- be able to evidence continual environmental improvements in their own organisation (ideally through a certified EMS, i.e. ISO 14001, Green Dragon etc);
- ensure its own supply chain does not have negative environmental or social impact;
- where required, be able to provide data on carbon emissions related to the products / services being supplied to aid with scope 3 emission calculations;
- comply with GGC to provide the specified goods / services without the use of consumer single use plastic.

S.2 - The Supplier shall provide their sustainability or environmental policy.

S.3 -The Supplier shall be able to meet and evidence conforming to the relevant [Government Buying Standards](#).

Waste

S.4 - The Supplier shall promote resource efficiency and waste avoidance, to reduce waste arising and consumption of natural resources. Any waste shall be disposed of correctly and in accordance with the waste hierarchy and duty of care, and any applicable legislation.

Transport

S.5 – The Supplier shall continually aim to travel sustainably between sites whilst conducting DVLA business.

IT

S.6 – Ensure that any activities conform to overarching principles in the [Greening Government ICT and digital services strategy 2020-2025](#). Namely the Government's vision to be a global leader in sustainable ICT. The Supplier must confirm their understanding and acceptance of the strategy.

8.4 Health and Safety

DVLA has an Occupational Health and Safety Management System that is certificated to ISO45001. Further information on our Health & Safety Policy, is available on request.

All Supplier Staff working in the DVLA on any of our premises must fully comply with relevant health and safety legislation, together with health, safety and welfare policy and management arrangements applied by the DVLA. If appropriate, these issues must be addressed at or before the award of the contract and may form part of the procurement process. Where requested, Suppliers will be required to provide copies of their health and safety policy statement, risk assessments and method statements, clearly identifying any safety implications that their activities may have and how these will be managed. Contract management staff are responsible for checking health and safety information provided by Suppliers and passing relevant information to local line management and staff. Supplier's safety performance will be monitored and checked as part of normal contract management.

Suppliers must:

Have an appointed competent person responsible for H&S, details to be made available to DVLA on request

- have emergency arrangements and plans for their goods/product/service, and observe DVLA's arrangements whilst on site, or through the course of the business or contract
- have adequate provision for your own first aid when on site
- have an accident reporting and recording process for all near miss, accidents/incidents, or violent and aggressive behaviours. Any incident on DVLA site should be reported immediately to the DVLA's Health and Safety Team
- communicate with DVLA on any health and safety matter or issue in relation to the contract/product/supply of goods or service, notifying DVLA of any Health and Safety hazard, which may arise in connection with its supply of goods, products, or services
- indemnify DVLA in the instance where failure of the company's product/service, acts or omissions, with regards to health and safety, results in an economic penalty, time delay, issue, accident/incident or claim against the DVLA
- have suitable and sufficient insurance cover for all business/products/services supplied/that are provided to DVLA
- have documented, suitable and sufficient, risk assessments and method statements, covering all significant activities and deliveries of products, goods and services. Copies to be made available to DVLA on request
- provide suitable and sufficient health and safety training, information and instruction for all its employees/contractors/subcontractors. Records to be made available on request

- ensure all supplier staff are suitably trained and are competent to undertake the works being undertaken
- engage with DVLA's Security/Estates Management Group to arrange access to all DVLA premises/buildings
- comply with Statutory obligations including but not limited to, the requirements of the Health & Safety at Work Act 1974 and the Electricity at Work Regulations (1989).
- comply with all vehicle and driver legal requirements and DVLA policies whilst driving on premises or conducting business for DVLA

A full copy of our Health & Safety Policy is included at Annex B

8.5 Diversity and Inclusion

The Public Sector Equality Duty (PSED) is a legal requirement under the Equality Act 2010. The Equality Duty ensures that all public bodies play their part in making society fairer by tackling discrimination and providing equality of opportunity for all. It ensures that public bodies consider the needs of all individuals in their day-to-day work – in shaping policy, in delivering services, and in relation to their own employees.

DVLA is committed to encouraging equality, diversity, and inclusion within our workforce and against unlawful discrimination of employees, customers and the public. We promote dignity and respect for all and will not tolerate bullying, harassment or discrimination by staff, customers, or partners we work with.

Everyone working for us and with us, as partners in delivering our services, has a personal responsibility for implementing and promoting these policy principles in their day-to-day transactions with customers and our staff.

A full copy of our Equality, Diversity and Inclusion Policy is included at Annex C.

8.6 Use of DVLA Brands, Logos and Trademarks

The DVLA does not grant the successful Supplier licence to use any of the DVLA's brands, logos or trademarks except for use in communications or official contract documentation, which is exchanged between the DVLA and the successful Supplier as part of their fulfilment of the Contract.

Approval for any further specific use of the DVLA's brands, logos or trademarks must be requested and obtained in writing from the DVLA.

8.7 Procurement Fraud

Please see Annex D

9. Management and Contract Administration

9.1 DVLA's Contract Manager will be responsible for monitoring the performance of this Contract.

9.2 The Supplier will be required to:

Be proactive in monitoring its performance against the Contract and immediately report to DVLA Contract Manager any areas where it is having or may have difficulties in fulfilling the terms of the agreement. Supplier Review Meetings (SRMs) will be held quarterly and may focus on such items as the following areas (list not exhaustive).

- Contract performance
- Sustainability performance
- Potential future developments and continuous improvement

A Purchase Order Number for this requirement will be provided to the successful supplier on contract award.

It is important that invoices contain the correct information, or they will be returned to you. Invoices should be submitted in a timely manner after the despatch of goods or provision of services. The following data must be included on every invoice:

- Business unit (e.g. DVLA)
- Valid PO number relevant to the goods/services being invoiced
- Quantities / prices (as applicable) consistent with those on the original PO
- Clear and detailed text describing the goods or services

Please refer to Annex E – Invoicing Procedures for more information.

Subcontracting to Small and Medium Enterprises (SMEs):

DVLA is committed to removing barriers to SME participation in its contracts, and would like to also actively encourage its larger suppliers to make their subcontracts accessible to smaller companies and implement SME-friendly policies in their supply-chains (see the Gov.Uk [website](#) for further information).

To help us measure the volume of business we do with SMEs, our Form of Tender document asks about the size of your own organisation and those in your supply chain.

If you tell us you are likely to subcontract to SMEs, and are awarded this contract, we will send you a short questionnaire asking for further information. This data will help us contribute towards Government targets on the use of SMEs. We may also publish success stories and examples of good practice.

10. Training / Skills / Knowledge Transfer

The supplier must deliver any training that may be required digitally or face to face as required free of charge. Training will be expected to take place at the Authority's main Swansea office or via Teams.

11. Documentation

The specific documentation required for this contract include:

- Ad hoc reports/MI may be requested by DVLA with reasonable notice as already detailed in the specification.

12. Arrangement for End of Contract

The Supplier shall fully cooperate with the DVLA 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.

The Supplier shall also support DVLA at the time of contract expiry, with the transition and mobilisation of any future contracts.

13. Response Evaluation

The evaluation will comprise of the following elements:

- 1) an evaluation of mandatory requirements, if applicable. These will be assessed on a pass/fail basis. Responses that fail any of the mandatory requirements may be disqualified from further consideration
- 2) an evaluation of the response based on the quality criteria and social value criteria (if applicable)
- 3) an evaluation of the prices submitted

Your response will be evaluated using the weightings **and** criteria weightings set out

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

Your response will be evaluated using the following weightings **and** the criteria weightings set out at Annex 1 to obtain the optimal balance of quality and cost.

NOTE: Only those tenders achieving a minimum overall quality score of [20%) will be considered.

Mandatory Requirements (if applicable)

Annex 1 provides details of any elements/criteria considered as critical to the requirement. These are criteria, which will be evaluated on a pass/fail basis. A fail may result in the response being excluded from further evaluation.

Quality Criteria:

Annex 1 provides details of the quality criteria on which responses will be evaluated. This will list the primary criteria along with the allocated percentage weighting and a description of the specific requirement. The overall percentage allocated for the quality criteria is

outlined in the table “Overall Weighting Allocation” and the method used to allocate scores is outlined below.

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:

$$\frac{\text{(Allocated Score)}}{\text{Maximum Score}} \times \text{Weighting}$$

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 $(60/100 \times 10) = 6\%$. 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 quoted price will be awarded the maximum score available. Each subsequent responses will be baselined to this score and will be awarded a percentage of the maximum score available. The calculation used is as follows:

$$\frac{\text{(Lowest Tendered Price)}}{\text{Maximum Price}} \times \text{Maximum Score}$$

_____ 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 = $100k/100k \times 40 = 40\%$

Supplier B = $100k/180k \times 40 = 22.22\%$

Overall Weighting Allocation

Evaluation Criteria	Weighting
Quality Criteria and Social Value Criteria (if applicable)	40%
Financial / Price Criteria	60%
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.

14. Points of Contact

Commercial Advisor	Name	Xxxxxx Redacted under FOIA Section 40 – Personal Information
	e-mail	Xxxxxx Redacted under FOIA Section 40 – Personal Information
Project Lead/Business Area Contact	Name	Xxxxxx Redacted under FOIA Section 40 – Personal Information
	e-mail	Xxxxxx Redacted under FOIA Section 40 – Personal Information

All queries/questions should be sent to the Commercial Advisor

Annex 1

Evaluation Criteria

Mandatory Criteria

Mandatory Criteria	Mandatory Criteria Description	Pass/Fail
Support Maintenance and	Please confirm if you can provide two service inspections a year as outlined in Section 6.1 of the Specification document.	
	Following maintenance, please confirm if you can provide the DVLA with work reports, detailing works completed and confirmation that the EV charger is safe to use (or otherwise).	
	Please confirm if you can provide log notes and results of all testing and maintenance and provide these to DVLA electronically within 10 working days of the service inspection.	
Hosting element and card	Please confirm if you can provide different tariffs for different units. Please refer to section 4.2 of the Specification document.	
	Please confirm that the cards and back-office solution will be compatible with our current units as outlined in section 4.4 of the Specification document.	
	Please confirm if you can provide a hosting and back-office solution to deliver this contract. Please refer to Section 6.3 – 6.11 of the Specification document.	
	Please confirm if you can provide 2 options for charging (1) via an App and (2) via an RFID card. Please refer to section 6.13 of the Specification document.	

Scored Quality Criteria

Primary Scored Criteria	Primary Scored Criteria Weighting (%)	Scored Sub-criteria Description	Individual Scored Sub-Criteria Weighting (%)
Delivery of Service	30%	<p>Please provide a detailed overview of how you are going to deliver customer support.</p> <p>This should include (but not limited to):</p> <ul style="list-style-type: none"> • Response times • Method of communication • Hours supported • Contract mobilisation plan • Contract exit plan 	10%
		<p>Please evidence how you can provide DVLA the MI it is looking to obtain within section 6.4 of the Specification document, including any additional MI you feel will be of relevance.</p>	5%
		<p>Please provide a detailed action plan for when a system failure occurs to the equipment, with the aim in ensuring they are operational as soon possible.</p> <p>This should include how you will complete the above emphasising the following (but not limited too):</p> <ul style="list-style-type: none"> • minimising disruption to the business and customer(s) • your flexibility of approach in order to fit in within a dynamic working environment • please detail your process of recording faults, including how these are managed • please provide evidence of working with Risk Assessment Method Statements and also your approach in being able to deliver these too agreed timescales. 	15%

Social Value Outcomes	10%	<p>Using a maximum of 1000 words describe the commitment your organisation will make to ensure that opportunities under the contract deliver the Policy Outcome of Fighting Climate Change and Award Criteria of delivering additional environmental benefits in the performance of the contract including working towards net zero greenhouse gas emissions.</p> <p>Please include:</p> <ul style="list-style-type: none"> • your 'Method Statement', stating how you will achieve this and how your commitment meets the Award Criteria, and • a timed project plan and process, including how you will implement your commitment and by when. Also, how you will monitor, measure and report on your commitments/the impact of your proposals. You should include but not be limited to: <ul style="list-style-type: none"> ◦ timed action plan ◦ use of metrics ◦ tools/processes used to gather data ◦ reporting ◦ feedback and improvement ◦ transparency • how you will influence staff, suppliers, customers and communities through the delivery of the contract to support the Policy Outcome, e.g. engagement, co-design/creation, training and education, partnering/collaborating, volunteering. <p>For further information, please refer to the Social Value Guidance.</p>	10%
Total = 100%			

Financial/Pricing Criteria

Primary Financial/Pricing Criteria	Financial/Pricing Weighting (%)	Description
Pricing Requirements	60%	Refer to the Pricing Schedule (Annex G)
Total = 100%		

Annex A– Information on DVLA EV Units (installed in 2014/15)

Xxxxxx Redacted under FOIA Section 43 – Commercial Interests

Annex B – Health & Safety

Xxxxxx Redacted under FOIA Section 43 – Commercial Interests

Annex C – Diversity and Inclusion

Xxxxxx Redacted under FOIA Section 43 – Commercial Interests

Annex D – Procurement Fraud

Xxxxxx Redacted under FOIA Section 43 – Commercial Interests

Annex E – Invoicing Procedures

Xxxxxx Redacted under FOIA Section 43 – Commercial Interests

Annex F – RM6213/DPS Schedules

Xxxxxx Redacted under FOIA Section 43 – Commercial Interests

Annex G - Pricing Schedule

Xxxxxx Redacted under FOIA Section 43 – Commercial Interests