



Specification

Product Leadership Online Training & Product Management Health Check ITS

Contract Reference: PS/21/150

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1. Introduction

The Department for Transport (DfT) invites proposals for the following Services:

The provision of a service to deliver Product Leadership Online Training & Product Management Health Check.

This contract will be subject to the Terms and Conditions of Contract as specified in the DVLA Short Form Contract for the Supply of Goods and/or Services.

2. Background to the Requirement

The Driver and Vehicle Licensing Agency (DVLA) **[The Authority]** is an Executive Agency of DfT, based in Swansea. The Agency'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).

This requirement is to provide DVLA's Information Technology Service (ITS) department with structured and mentored online learning delivered via a virtual classroom.

This training must be supported and delivered via online methods.

3. Procurement Timetable

The timetable for this Procurement is set out in Invitation to Tender (ITT). This timetable may be changed at any time but any changes to the dates will be made in accordance with the Regulations (where applicable).

Potential tenderers will be informed if changes to this timetable are necessary.

4. Scope

This requirement is specifically for the procurement of two aspects of online training. Subject matter expert/technical support must be available for the duration of both courses, which must be designed by instructors who are recognised experts in their field to cover the following areas;

- **Product Leadership Online Training**

This training needs to be suitable for product professionals who want to move into a product leadership position and lead a group of product people.

The delegates are practicing product professionals who want to strengthen their people and leadership skills, align stakeholders and guide the development team, both in the office and in a remote setting, enabling delegates to become inspiring, inclusive product leaders.

- **Product Management Health Check**

A product management health check is required to help delegates understand how a healthy product management organisation is the prerequisite for sustained product success, with the product management health check giving delegates an understanding of how effective their existing product management group is and how delegates can help improve performance.

The requirement is to enable ITS delegates to undertake training courses delivered via a virtual classroom within agreed timeframes; not exceeding one year from contract award.

5. Implementation and Deliverables

Product Leadership Training Course – for up to 8 delegates. The courses will be booked on an 'individual' basis, on 'open' public courses. DVLA would prefer training to be bookable for up to 4 delegates for delivery in November 2021 with the remaining delegates to attend March 2022.

Training sessions should be delivered as virtual courses and supported by active mentoring from the instructor.

Any materials, connectivity, etc. required to support the successful delivery of this training must be identified by the Supplier and notified to delegates in advance.

All delegates must have access to appropriate training materials and online resources for the duration of the contract.

Product Management Health Check The health check once completed must be shared with delegates followed by a two-hour video conference with the sponsor to discuss findings and observations and answer any questions.

The supplier must be able to deliver all training stated above in a timely and consistent manner for all delegates within agreed timeframes.

The supplier should note that MS Teams is DVLA's preferred method of delivery, however delivery via Zoom or WebEx are acceptable. The method of delivery **must** be notified in advance to ensure delegates have the necessary access to join the session.

6. Specifying Goods and / or Services

a) Product Leadership Online Training

ITS require eight delegates to undergo training in developing leadership skills.

The training needs to be suitable for product professionals who want to move into a product leadership position and lead a group of product people.

The delegates are practicing product professionals who want to strengthen their people and leadership skills, align stakeholders and guide the development team, both in the office and in a remote setting, enabling delegates to become inspiring, inclusive product leaders.

This training must be delivered as instructor-led workshops with a mix of lectures, discussions, hands-on exercises, and Q&A sessions.

- Increase Your Influence and Build Trust
- Choose the Right Leadership Style
- Set the Right Goals
- Secure Strong Support for Your Decisions
- Manage Challenging People and Resolve Conflict
- Succeed in Having Difficult Conversations
- Lead Agile Teams in the Right Way
- Successfully Take on a Product Leadership Position

b) Product Management Health Check

To improve the ITS Product Management team performance and to help delegates understand how a healthy product management organisation is essential for sustained product success.

A product management health check is required which will give delegates an understanding of how effective their existing product management group is and how delegates can help improve performance.

The provider must work with key ITS business contacts to identify a set of actionable and prioritised improvement measures that can be implemented straight away,

The health check should look at the following four areas:

- People including product roles and responsibilities, skills, learning and development plans
- Process including innovation, portfolio, discovery, and other product management processes
- Tools covering product portfolio, strategy, roadmap, backlog, and requirements

- Organisation including product management's place on the org chart, the degree of product management's empowerment, and the strength of product leadership.

The health check must deliver a prioritised list of findings and actionable measures for each of the four areas and a summary of the three most important findings and recommendations.

Once compiled, the report must be shared with delegates via electronic means within an agreed timeframe and be followed by a two-hour video conference with the sponsor to discuss findings and observations and answer any questions.

6.1 Social Value Considerations

Not applicable

6.2 Modern Slavery Considerations

Not applicable

7. Quality Assurance Requirements

The provider must confirm their ability to deliver the required training and consultation services via online methods.

To ensure this service continues to provide value for money, ITS Training Team require the ability to track individual and team learning and development.

8. Other Requirements

Personal details of the individuals will not be passed to third party suppliers. All information and/or documentation provided in connection with the delivery of this training requirement must be treated as confidential information, and all documents must be returned to DVLA or destroyed within 30 days of contract end.

Access to the online training should be via a virtual classroom platform.

8.1 Information Assurance

Security Clearance

Level 2

Tenderers are required to confirm in their response that any Contractor's Staff that will be accessing the DVLA Site to provide routine maintenance or have access to the DVLA site and DVLA systems have Baseline Personnel Security Standard clearance (BPSS). The BPSS comprises verification of the following four main elements:

1. Identity;
2. Employment History (past 3 years);
3. Nationality and Immigration Status;
4. Criminal Record Check (unspent convictions only).

The aim of the Baseline Standard verification process is to provide an appropriate level of assurance as to the trustworthiness, integrity and proper reliability of prospective staff. Tenderers are required to provide evidence of relevant Contractor's Staff clearance in their response.

Information Supply Chain

Tenderers are required to confirm how DVLA Data will be securely managed at each stage of the Information Supply Chain. This applies to both Contractors and Sub-Contractors. Retention schedules will need to be defined and agreed prior to award of contract.

Processing Personal Data

Please note that the successful tenderer as part of the contract agrees to comply with all applicable requirements of UK Data Protection Legislation (including UK GDPR) and all applicable Law about the processing of personal data and privacy.

Schedule of Processing, Personal Data and Data

No processing of personal data has been identified as part of this requirement. Please refer to the Terms and Conditions of this contract for full details of the instructions to be followed when processing data.

Offshoring of Government Data

Offshoring is defined as "Any arrangement where the performance of any part of the services or a solution under a contract may occur outside the UK for domestic (UK) consumption."

Tenderers must indicate in their response whether any DVLA data supplied as part of the contract, would be offshored. If so, tenderers must confirm the location(s) including the location of any business continuity, disaster recovery and technical support staff.

In the event that the successful tenderer proposes to offshore any DVLA Data as part of the contract, they would be required to provide details about the processing to be carried out offshore, the privacy risks and the security controls in place to protect the data. If the intention is to store the information in a cloud environment outside the UK, the successful

tenderer will also need to confirm the extent to which the environment complies with the cloud security principles.

Any request to offshore must receive clearance prior to the commencement of any data processing activity.

8.2 Cyber Security

Not applicable

8.3 Data Sharing

The DVLA's Contract Owner will work with the successful tenderer to implement any data sharing and data handling requirements and procedures needed to deliver this contract, however as this is an online training facility no data sharing activities have been identified.

8.4 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>

8.5 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 from the Commercial Advisor. (See Section 14 for Points of Contact).

8.6 Estates

Not Applicable

8.7 Diversity and Inclusion

DVLA Diversity and Inclusion Policy ([INF278](#))

8.8 Business Continuity

As this requirement is for an online training facility which can be accessed by delegates at their convenience there is no requirement for Suppliers to provide a statement regarding the scope of their Business Continuity and Disaster Recovery Plans.

8.9 Procurement Fraud

Potential suppliers should refer to the Counter Fraud Statement (Appendix A - Invitation to Tender (ITT)).

8.10 Use of DVLA Brands, Logos and Trademarks

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

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

9. Management and Contract Administration

To support the ongoing management of this call-off contract the successful supplier must provide an Account Manager who will be the first point of contact for DVLA.

The Lead Officer and Contract Owner will review the contract performance with delegates and feedback any relevant information to the supplier.

A Purchase Order Number for this requirement will be provided to the supplier. Invoices must be sent to DfT Shared Service Arvato and copied, with the relevant worksheets, to DVLA's Contract Owner with the specified Purchase Order number.

Further information on invoicing and payment procedures are contained within our Instructions to Tenderers document.

Sub-contracting to Small and Medium Enterprises (SMEs):

DfT is committed to removing barriers to SME participation in its contracts, and would like to also actively encourage its larger suppliers to make their sub-contacts 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 sub-contract 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

This requirement is for the provision of online training and consultancy services, required for professional development.

There is no specific training/skills/knowledge transfer required for this contract other than what has been outlined in the scope section.

11. Documentation

All training materials to be provided in the format deemed by the DVLA and supplier as most suitable for achieving the outcome of the training course.

The supplier will provide delegates with all necessary connectivity and virtual access, but delegates will provide their own hardware and network access.

12. Arrangement for End of Contract

The Contractor shall fully cooperate with the agency to ensure a fair and transparent re-tendering process for this contract if required.

This may require the Contractor to demonstrate separation between terms occupied on the existing Contract and those involved in tendering for the replacement contract to prevent actual (or perceived) conflicts of interest arising.

13. Evaluation Criteria

Tender Evaluation

This will comprise of the following elements:

- 1) an evaluation of mandatory requirements, if applicable (**Mandatory Requirements**). These will be assessed on a pass/fail basis. Tenders that fail any of the mandatory requirements may be disqualified from further consideration
- 2) an evaluation of the tender based on the quality criteria and social value criteria (if applicable) (**Quality Criteria**)
- 3) an evaluation of the prices tendered (**Financial / Price Criteria**).

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

Your tender 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 60 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 tender being excluded from further evaluation.

Quality Criteria:

Annex 1 provides details of the quality criteria on which tenders 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 tendered price will be awarded the maximum score available. Each subsequent bid will be baselined to this score and will be awarded a percentage of the maximum score available. The calculation used is as follows:

$$\frac{(\text{Lowest Tendered Price})}{\text{Tender Price Submitted per Supplier}} \times \text{Maximum Score Available (i.e. Weighting)}$$

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 = $100\text{k}/100\text{k} \times 40 = 40\%$

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

Overall Weighting Allocation

Evaluation Criteria	Weighting
Quality Criteria and Social Value Criteria (if applicable)	60%
Financial / Price Criteria	40%
Total	100%

Calculation of Overall Score:

The allocated score for the Quality and Social Value Criteria (where applicable) will be added to the Financial/Price Factor score to calculate the overall score for each tender (out of a max available 100%). The tender with the highest overall score will be deemed as successful.

14. Points of Contact

Commercial Advisor	Name	XXXXXX "redacted under FOIA section [40 Personal Information]"
	Tel	N/A
	e-mail	XXXXXX "redacted under FOIA section [40 Personal Information]"
	Address	DVLA Longview Road Morriston Swansea SA6 7JL
Business Area Contact Information Technology Service (ITS)	Name	XXXXXX "redacted under FOIA section [40 Personal Information]"
	Tel	N/A
	e-mail	XXXXXX "redacted under FOIA section [40 Personal Information]"

All queries/questions should be sent to the Commercial Advisor

15. Annexes:

Annex 1 – Evaluation Criteria:

Mandatory Criteria

Mandatory Criteria	Mandatory Criteria Description	Pass/Fail
PASS	Potential suppliers must confirm they will provide access to online training facilities via a virtual classroom.	

Scored Quality Criteria

Quality Factors Weighting = 60%			
Primary Scored Criteria	Primary Scored Criteria Weighting (%)	Scored Sub-criteria Description	Individual Scored Sub - Criteria Weighting (%)
Meets Learning Requirements	30%	Potential suppliers to evidence how they will meet the requirements for online learning as referenced in Section 6 : Specifying Goods/and or Services.	30%
	30%	Potential suppliers to evidence how they will meet the requirements as outlined in Section 5 : Implementation and Deliverables.	30%
	Total = 60%		

Financial/Pricing Criteria

Financial/Pricing Weighting = 40%			
Primary Criteria	Primary Criteria Weighting (%)	Sub-criteria weighting and description	Individual Sub -Criteria Weighting (%)
Price/Cost	40%	Complete pricing schedule to indicate and show how you would meet price/cost criteria	40%
	Total = 40%		