Specification

Provision of Supply and Installation of Audio Visual facility within meeting rooms

**Estates Management Group**

**Contract Reference: PS/22/115**

**Date: 16.11.2022**

**Version: V1.0**

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## 1. Introduction

* 1. In accordance with the terms and conditions of RM 6225 - Audio Visual Technical Consultancy & Commissioning the Driver and Vehicle Licensing Agency (DVLA) invites proposals for the following service – Provision of the Supply and Installation of Audio Visual facility within Meeting rooms.

1.2 Proposals from prospective Suppliers must explain how the specified Services will be delivered, along with indicative timescales and costs.

1.3 Proposals should be submitted electronically via the DfT Sourcing portal (Jaggaer) by the proposal deadline in Section 3. The proposal response must address the evaluation criteria in Section 12.

## 2. Background to the Requirement

* 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. Over the last two years, DVLA staff have been doing a mixture of working on site and at home, resulting in ‘hybrid working’. This style of working is to continue for the foreseeable future.
  3. Hybrid working leads to hybrid meetings, which can involve some meeting participants being together in a room, while others join the meeting remotely from their home. The standard office tools that staff typically use for their day-to-day work, such as a laptop, don’t provide the best hybrid meeting experience, such as some participants having difficulties hearing all the people in a meeting room.
  4. DVLA wish to provide easy-to-use Audio Visual (AV) facilities in a selection of meeting rooms to enhance the hybrid meeting experience.

## 3. Procurement Timetable

3.1 This timetable may be changed at any time but any changes to the dates will be made in accordance with the Regulations (where applicable).

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

|  |  |
| --- | --- |
| **Description** | **Date** |
| Launch Tender | Friday 18th November 2022 |
| Site visits | Monday 21st – Wednesday 23rd November 2022 |
| Clarification questions deadline | Friday 25th November 2022 |
| Responses Back | 5:00pm Monday 12th December 2022 |
| Evaluate Responses | Tuesday 13th – Friday 16th December 2022 |
| Evaluation Report Sign Off | Monday 19th December 2022 |
| Approval to Award | Friday 23rd December 2022 |
| Standstill Period | Tuesday 3rd January – 16th January 2023 |
| Award Contract | 17th January 2023 |

## 4. Scope

4.1 The scope of this requirement is a selection of meeting rooms across the DVLA sites in Swansea. The locations of these sites are provided below:

**XXXXX redacted under FOI Section 40**

4.2 The successful bidder is required to supply the hardware for the solution, to install (physical installation, not networking setup) and to test. Ongoing support and maintenance of the equipment supplied is required.

## 5. Implementation and Deliverables

* 1. The target commencement date for this contract is 17/01/2023 for a period of 2 years with an option to extend for 12 months, which is solely at the discretion of DVLA.
  2. Installation of the hardware needs to be completed out of normal office hours (after 6pm Mon – Fri, all day Sat/Sun). Testing/demonstration of working equipment must be completed by 24/03/2023. Invoicing will need to be received by 24/03/2023.
  3. To facilitate the requirement and to assist with tender responses, potential Suppliers can attend the site as specified in section 3.
  4. Prior to contract commencement, the Supplier shall provide details of each member of contract personnel who will be attending the in-scope premises to the DVLA. This must include evidence of their relevant security clearance as required in section 8.1.

## 6. Specifying Goods and/or Services

* 1. DVLA require the supply of 20 Video Conferencing (Video Bar) units, suitable to enhance the hybrid meeting experience. Of these 20 units, 2 are to be assigned as standby, and 18 are to be installed in the following meeting rooms:
     1. Main site, A1 conference room 1
     2. Main site, A2 conference room 1
     3. Main site, A ground, meeting room 1
     4. Main site, A ground, meeting room 2
     5. Main site, A ground, collaboration space
     6. Main site, D block, D7 meeting room 1
     7. Main site, D link meeting rooms (quantity 6)
     8. Main site, B block meeting room 1
     9. Innovation building, ‘Discover’ meeting room
     10. Innovation building, ‘Transform’ meeting room
     11. Innovation building, Digital theatre
     12. Contact centre, meeting room C
     13. Ty Felin, first floor conference room
  2. DVLA require the Supplier to permanently install the hardware in locations 6.1.1 to 6.1.13 above, with a suitable bracket for wall mounting.
  3. The hardware must be certified as compatible with Microsoft® Teams Rooms and feature a standalone desk-based touch interface (at least 8” screen size), separate all-in-one video bar containing camera, microphone array and speakers suitable for use in midsize rooms.
  4. The following features are also required:
     1. Ability to support rooms of up to 10 people.
     2. Dual monitor support (HDMI), touch display compatible.
     3. Interface to support ad-hoc laptop or computer connectivity.
     4. Camera with Ultra UHD resolution, a minimum of 120º field of view and ability to automatically zoom to and track the speaker (Automatic speaker framing, Automatic Group framing)
     5. Microphone(s) which allow full duplex conversations, echo cancellation and background noise suppression. The user must be able to mute the microphone(s) and it/they must have a pickup range of at least 7.5m.
     6. Networking: IPv4/6, 10/100/1GB Ethernet, WiFi 802.11a/b/g/n/ac
     7. Compatibility with Apple AirPlay, Miracast, Bluetooth, WLAN
     8. Web proxy support
     9. Authenticated access to admin menus, web interface, and API
     10. Stereo speakers with a minimum of 100Hz – 20kHz frequency response and output of 90dB @ 0.5m.
     11. Power supply must be from a standard UK mains domestic 3-pin socket.
     12. The hardware must be compatible with any application that standard USB audio and video drivers.
  5. The supplier is required to supply both onsite and remote support and maintenance as required.
  6. All equipment supplied must come with a 12-month warranty from the date of installation. In the event of any defects during the warranty period the supplier must repair or replace the equipment at no further charge within a reasonable time.

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## 7. Quality Assurance Requirements

7.1  Risk assessment method statements (RAMS) must be sent to DVLA for review, 10 working days prior to commencement of any site visit.

7.2 Services provided must comply with the Mandatory Service Requirements at Section 3 within DPS Schedule 1 (Specification).

## 8. Other Requirements

8.1 Information Assurance

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| --- |
| **Removable Media**  Tenderers should note that removable media is not permitted in the delivery of this Contract.  **Security Clearance -** Level 2  Tenderers are required to confirm in their response that any Supplier 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 Supplier Staff clearance in their response.  **Redundant Equipment**  Any redundant equipment that will have captured any DVLA sourced data must be disposed of securely on the DVLA Site. |

**8.2 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.”

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| DVLA is certified to ISO 14001:2015, DVLA’s Corporate Environmental Policy can be found in the ITQ pack.  DVLA require the Supplier to confirm their understanding and acceptance of each point **8.2.1** – 8.2. and supply information if it has been requested.  8.2.1 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 [https://www.gov.uk/government/publications/greening-government-commitments-2021-to-202](https://www.gov.uk/government/publications/greening-government-commitments-2016-to-2020)5 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 an accredited 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, and; * Provide the specified goods / services without the use of single use plastic in line with Government commitments.   8.2.2 The Supplier shall provide their sustainability or environmental policy.  8.2.3 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 accordance with the waste hierarchy and duty of care.  8.2.4 The Supplier will provide details of the country of origin of any equipment / parts / operating consumables used if requested.  8.2.5 The Supplier shall continually aim to travel sustainably between sites whilst conducting DVLA business.  8.2.6The Supplier shall be committed to reducing their carbon emissions in line with per year.    8.2.7Ensure that any IT activities conform to overarching principles in the [Greening Government ICT and digital services strategy 2020-2025](https://www.gov.uk/government/publications/greening-government-ict-and-digital-services-strategy-2020-2025/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. |

**8.3 Health and Safety**

DVLA has an Occupational Health and Safety Management System that is certificated to ISO45001. DVLA’s Health and Safety Policy can be found in the ITQ pack.

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| 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.  Tenderers should:   * 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 * Engage with DVLA’s Security/Estates Management Group to arrange access to all DVLA premises/buildings * Comply with all vehicle and driver legal requirements and DVLA policies whilst driving on premises or conducting business for DVLA. |

**8.4 Diversity and Inclusion**

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| 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 we 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.  When looking at software or hardware the key consideration from Diversity is around accessibility to disabled people i.e. whether it is compatible with assistive technology.  Staff should not be disadvantaged from using that software/ hardware if they have or develop a disability which is reliant on assistive technology i.e. Dragon, Jaws etc.  A full copy of our Equality, Diversity and Inclusion Policy can be found in the ITQ pack. |

**8.5 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.

**8.6 Delivery Instructions – Goods Inward**

8.6.1 Advance Delivery Booking Process

All deliveries **must** be pre-booked and confirmed **48hours** in advance. Please contact the XXXXX **redacted under FOI Section 40** ensuring the following information is included.

1. Driver’s Name
2. Vehicle Make and Model
3. Vehicle Registration Number
4. Number/Volume of items to be delivered

You will be sent a notification email confirming the booking reference number and the time and date delivery is required.

Large volume deliveries will normally be allocated a morning delivery time. This helps ensure that the vehicle can be offloaded with minimum impact to the delivery driver and their onward transmission of additional deliveries.

If a scheduled delivery is delayed in transit (e.g. vehicle break down, significant traffic or tacho restrictions) please contact **XXXXX redacted under FOI Section 40** immediately to provide information updates on progress and a revised estimated time of arrival.

Failure to notify a delay will result in an impact to the official acceptance of the delivery and the vehicle could be prevented from accessing the site by the DVLA Security team.

8.6.2 Delivery Address

The DVLA delivery location is as follows:

|  |
| --- |
| **D – Basement Morriston** |
| **XXXXX redacted under FOI Section 40** |

8.6.4 Onsite Equipment

The location has a combination of reach, counterbalance, and clamp forklift trucks along with electric powered pallet trucks and hand pallet trucks. The maximum loaded weight that can be safely managed using the existing equipment is 1.6 metric tonnes.

8.6.5 Site Etiquette

On arrival delivery drivers must make themselves known to the DVLA Security Team at the security sentry post/gatehouse. The DVLA Security Team will request details from the driver (i.e. driver’s name, vehicle make/model, vehicle registration number etc.) to ensure a match with the information already provided to DVLA when the delivery was pre-booked. The DVLA Security team will process the vehicle and enable access to site accordingly.

On accessing the site, the driver must make themselves known to the DVLA Stores and Logistics staff.

A ‘goods in’ notification bell is located at the loading bay entrances. Drivers are requested to ring the bell and await the arrival of the stores loading bay supervisor.

Assistance to offload the delivery will be arranged by the stores supervisor.

Drivers must not reverse onto the loading bay without expressed permission. The stores supervisor will aid the driver when backing onto the loading bay. Stores and Logistics staff safety protocols must always be observed.

Drivers must not leave any items unattended or unsigned for at any loading bay entrances. This will trigger a security breach and items being quarantined until deemed safe to accept. This will delay the goods in process.

When the delivery has been offloaded, checked and approved the Stores Supervisor will sign and provide the relevant remittance slip to the driver (usually the delivery carrier’s official delivery note).

8.6.6 Unsafe Load or Non-Compliant Delivery

If the loading bay supervisor deems the delivery unsafe or non-compliant the delivery will be rejected back to the Supplier to resolve and re-deliver.

## 9. Management and Contract Administration

9.1 Communication and meetings

All communication regarding the Services shall in the first instance be via the main points of contact defined at Section 13.

During the contract period, the Parties shall meet at least weekly to:

* report progress against the Plan/Schedule
* highlight any issues or blockers to delivery of the Services at the earliest opportunity
* review any outputs delivered to the DVLA
* agree work plans and deliverables for forthcoming week if differ from installation plan.

9.2 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](https://www.gov.uk/government/publications/department-for-transport-actions-for-improving-business-opportunities-for-small-and-medium-enterprises) 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

Upon completion of installation, the Supplier shall provide user training to up to 10 members of DVLA staff (two groups of five) in relation to the use of the hardware.

## 11. Documentation

Any certification to validate completion of works in line with industry standards must be issued to the DVLA in both hard copy and email formats to the relevant contacts for the contract.

Following completion of works, any warranty certificates for equipment installed will be issued to the DVLA in both hard copy and email formats to the relevant contacts for the contract.

## 12. Evaluation 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 weightings below and the criteria weightings set out at Annex 1, to obtain the optimal balance of quality and cost.

**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:

(Allocated Score

X Weighting

Maximum Score)

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 x 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:

(Lowest Tendered Price

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 x 40 = 40%

Supplier B = 100k/180k x 40 = 22.22%

**Overall Weighting Allocation**

|  |  |
| --- | --- |
| **Evaluation Criteria** | **Weighting** |
| **Quality Criteria and Social Value Criteria (if applicable)** | 70% |
| **Financial / Price Criteria** | 30% |
| **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.

## 13. Points of Contact

|  |  |  |
| --- | --- | --- |
| **Commercial Advisor** | Name | **XXXXX redacted under FOI Section 40** |
|  | Tel | **XXXXX redacted under FOI Section 40** |
| e-mail | **XXXXX redacted under FOI Section 40** |
| **Project Lead/Business Area Contact** **Estates Management Group** | Name | **XXXXX redacted under FOI Section 40** |
| Tel | **XXXXX redacted under FOI Section 40** |
| e-mail | **XXXXX redacted under FOI Section 40** |

**All queries/clarification questions should be sent to the Commercial Advisor in the first instance. If a response is not received in a reasonable time, please contact the Project Lead.**

**14. Annexes**

### Annex 1 – Evaluation Criteria:

**Mandatory Criteria**

|  |  |
| --- | --- |
| **Mandatory Criteria Description** | **Scoring** |
| The Supplier confirms that they can supply, install and provide ongoing support and maintenance to the locations detailed in Section 4. | Pass/Fail |
| The Supplier confirms they can provide the solution and complete installation works in line with the dates in Section 5. | Pass/Fail |
| The Supplier must agree to adhere to the code of conduct. (See Annex 2) | Pass/Fail |

**Scored Quality Criteria**

|  |  |  |  |
| --- | --- | --- | --- |
| **Primary Criteria** | **Sub-Criteria** | **Description** | **Individual Sub -Criteria Weighting (%)** |
| Quality | Project Plan/ Schedule of Works | Bidders are required to provide one (1) example of works carried out in the past two (2) years that demonstrate that the Bidder has the relevant experience in delivering works of a comparative scale and complexity.  Please use a maximum of 1,000 words. | 15 |
| Using a maximum of 1,000 words, please provide a method statement clearly showing how you propose to manage the project, from inception; liaison; consultation; delivery; quality assurance and control; H&S; and handover. | 15 |
| Performance/ Quality assurance | Bidders are required to provide a full breakdown of the components in their proposed solution including their rationale of why they believe that their proposed solution/products best meet the authority’s needs.  Please use a maximum of 1,500 words | 30 |
| Using a maximum of 1,000 words, please detail how you will demonstrate collaboration throughout the supply chain, and a fair and responsible approach to working with supply chain partners in delivery of the contract. | 10 |

**Financial/Pricing Criteria**

| **Primary Financial/Pricing Criteria** | **Financial/Pricing Weighting (%)** | **Description** |
| --- | --- | --- |
| **Pricing Requirements** | **30%** |  |
|  | **Total = 100%** |  |

## Annex 2: Code of Conduct