



# Specification

Digital Online Training Platform  
ITS

**Contract Reference: PS/21/45**

**Date: 22 April 2021**

**Version: Final**

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## 1. Introduction

In accordance with the terms and conditions G-Cloud 12 the Department for Transport (DfT) invites proposals for the following services.

## 2. Background to the Requirement

The Driver and Vehicle Licensing Agency (DVLA) 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).

The Information Technology Service (ITS) department require the facility for up to 200 users to access a digital online training platform, which offers on-demand training content as and when the need arises via cloud software, which needs to be deployable to a public cloud.

This online training should be delivered on demand as bite-size learning, adapting to changes in technology and accessed at the learner's own pace, accessible via browsers and available offline. User support should be available both via email and online tickets.

## 3. Procurement Timetable

Description	Date
G Cloud Search	25 March 2021
Evaluation	29 March 2021
Proposed Contract Award	24 April 2021
Proposed Contract Expiry Date	23 April 2022

## 4. Scope

The Information Technology Service (ITS) department require a call-off contract for up to 200 users to access a digital online training platform, which offers on-demand training content as and when the need arises via cloud software, which is deployable to a public cloud.

## 5. Implementation and Deliverables

The initial requirement is for 150 licences, with the ability to increase by 50 up to a maximum of 200 licences, as required by the Business.

Any additional licences called off will be in multiples of 10, and to ensure the expiry dates of all licences are co-termed the cost of any additional licences should be pro-rata the full 12-month licence cost.

Where a licence has been allocated but the individual subsequently leaves DVLA/their role within ITS, ITS require the facility to transfer the licence to a different member of staff.

In these circumstances DVLA will contact the Supplier to request all data held on the individual is deleted which the Supplier should complete within 14 days of the request.

This requirement is for a 1-year contract, commencing 24<sup>th</sup> April 2021.

## **6. Specifying Goods and / or Services**

ITS require a call-off contract for up to 200 users to access a digital online training platform, which offers on-demand training content as and when the need arises via cloud software, which is deployable to a public cloud.

This online training should be delivered on demand as bite-size learning, adapting to changes in technology and accessed at the learner's own pace. The training must be accessible via browsers and available offline. User support should be available both via email and online tickets.

To ensure this service continues to provide value for money, ITS' Training Team require the ability to track individual and team learning and development, real-time dashboards, access to reports and ability to request reports as/when required.

The supplier must hold relevant security certificates including ISO/IEC 27001 (service security).

Skills assessments should be available for users to understand their knowledge levels helping them identify learning needs, including learning paths relevant to DDaT profession and capability.

### **6.1 Social Value Considerations**

N/A

### **6.2 Modern Slavery Considerations**

N/A

## **7. Quality Assurance Requirements**

The supplier must hold relevant security certificates including ISO/IEC 27001 (service security).

To ensure this service continues to provide value for money, ITS Training Team require the ability to track individual and team learning and development, real-time dashboards, access to reports and ability to request reports as/when required.

## **8. Other Requirements**

Access to the online training should be via browsers and available offline. User support should be available both via email and online tickets.

Skills assessments should be available for users to understand their knowledge levels helping them identify learning needs, including learning paths relevant to the DDaT profession and capability.

## **8.1 Information Assurance**

### **Removable Media**

Tenderers should note that removable media is not permitted in the delivery of this Contract. Where there is a requirement for Contractor's Staff to take data off site in electronic format, the DVLA will consider if it is appropriate to supply an encrypted hard drive.

### **Security Clearance**

#### **Level 1**

Tenderers are required to acknowledge in their response that any Contractors' 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.

#### **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 of Government Data**

This contract will require the successful tenderer to process Government data on DVLA's behalf. The successful tenderer will be required to complete a Statement of Assurance Questionnaire (Questionnaire attached at Annex 1) during the Standstill Period, 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. The Questionnaire was developed for use throughout the Government supply chain and is based on ISO27001 criteria and aligned to the HMG Security Policy Framework.

Tenders are required to confirm their understanding and acceptance of the requirement to complete and return the Questionnaire during the Standstill Period.

The completed Questionnaire will be assessed by our Information Assurance Group and DVLA will work with the successful tenderer to address any information aspects requiring improvement.

The HMG Security Policy Framework requires Departments to conduct an annual compliance review of third party suppliers. The Questionnaire will therefore need to be completed annually throughout the term of the contract in order to assess ongoing compliance. DVLA may also audit suppliers to validate the responses and evidence provided in the Questionnaire.

### **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.

### **Data Protection Impact Assessment (DPIA)**

Please note that the successful tenderer, as part of the contract, agrees to comply with the processes of a Data Protection Impact Assessment (DPIA). Following identification of the preferred bidder, the DPIA must be completed satisfactorily and approved by DVLA's Data Protection Officer prior to formal contract award and before any processing of data commences in relation to this contract.

### **Schedule of Processing, Personal Data and Data**

The processing of personal data has been identified as part of this requirement. The 'Schedule of Processing, Personal Data and Data Subjects' (Annex 2) provides the written instructions to be followed when processing data relating to this contract.

### **Offshoring of Government Data**

Government policy is that data it holds should be protected appropriately regardless of location.

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."

When offshoring is described, the focus is typically on the physical location where data is hosted (such as where are the data centres located). 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.

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.

All Central Government Departments and Agencies are required to seek approval for any proposed offshoring activity, which ensures that information held offshore is appropriately managed and that pan-government risks are identified, tracked and managed, where appropriate.

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. This information would be used to submit the offshoring proposal for approval.

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

## **8.2 Cyber Security**

N/A

## **8.3 Data Sharing**

N/A

## **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**

N/A

## **8.7 Diversity and Inclusion**

N/A

## **8.8 Business Continuity**

N/A

## **8.9 Procurement Fraud**

N/A

### **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.

DVLA require regular Service Review meetings which will be held remotely, i.e. Teams calls, with the frequency to be agreed.

### **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**

N/A

## **11. Documentation**

N/A

## **12. Arrangement for End of Contract**

Following the end of the contract, DVLA will contact the Supplier to request any data held that is no longer required must be deleted. The Supplier should carry out any data deletion requests within 30 days of DVLA requesting it.



## 14. Points of Contact

<b>Commercial Advisor</b>	Name	XXXXXX “redacted under FOIA section [40 Personal Information]”
	Tel	XXXXXX “redacted under FOIA section [40 Personal Information]”
	e-mail	XXXXXX “redacted under FOIA section [40 Personal Information]”
	Address	XXXXXX “redacted under FOIA section [40 Personal Information]”
<b>Project Lead/Business Area Contact [ITS]</b>	Name	XXXXXX “redacted under FOIA section [40 Personal Information]”
	Tel	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**

## 15. Annexes:

### Annex 1 - Statement of Assurance Questionnaire

To be completed



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nce\_\_SoA\_Questionna

## Annex 2 – Schedule [X]: Schedule of Processing, Personal Data & Data Subjects

(Document included in the Call Off Agreement – GDPR Schedule 7: GDPR Information)

This Schedule shall be completed by the Controller. The Controller may take account of the view of the Processor(s); however the final decision as to the content of this Schedule shall be with the Controller at its absolute discretion.

1. The contact details of the Controller's Data Protection Officer are:  
DPM@dvla.gov.uk
2. The contact details of the Processor's Data Protection Officer are: [insert contact details].
3. The Processor shall comply with any further written instructions with respect to processing by the Controller.
4. Any such further instructions shall be incorporated into this Schedule.

Description	Details
Identity of the Controller and Processor	The Parties acknowledge that for the purposes of the UK Data Protection Legislation, the Authority is the Controller and the Contractor is the Processor in accordance with Clause E1.1
Subject matter of the processing	This contract is for up to 200 licences to allow delegates access to an online digital training platform.  The contract does not allow access to any DVLA systems.
Duration of the processing	1-year contract duration.
Nature and purposes of the processing	The contract is for the provision of licenses (subscriptions) to access an online training library.  The supplier will also provide reporting linked to the training.
Type of Personal Data being Processed	The only data provided will be delegate names and their work email addresses, which are necessary to allocate and activate the licences.
Categories of Data Subject	Staff
Plan for return and destruction of the data once the processing is complete  UNLESS requirement under union or member state law to preserve that type of data	All delegate information must be deleted on request by the Authority, and within 30 days of contract end.