

Appendix 2 (Specification)

Specification

Provision of Fibre Optic Specialist Training

Contract Reference: PS/22/208

Date: 18/01/2023
Version: Final

1. Introduction	3
2. Background to the Requirement	3
3. Procurement Timetable	3
4. Scope	3
5. Implementation and Deliverables	4
6. Specifying Goods and / or Services	4
7. Quality Assurance Requirements.....	6
8. Other Requirements	6
9. Management and Contract Administration.....	10
10. Training / Skills / Knowledge Transfer	10
11. Documentation.....	10
12. Arrangement for End of Contract	11
13. Tender Evaluation.....	12

1. Introduction

The Driver and Vehicle Licensing Agency (**DVLA**) invites proposals for the following **SERVICES**

- The Provision of Fibre Optic Specialist training.

This contract will be subject to the Mid Tier Terms and Conditions of Contract.

2. Background to the Requirement

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).

Designated Information Technology Service (ITS) staff require high quality specialist technical training, needed to validate staff capability and associated skill sets as part of their continued professional development, while meeting the needs of the business area in supporting the delivery of enterprise tooling which helps ensure DVLA's IT systems are performant and available.

ITS require a flexible call-off contract for Fibre Optic Specialist training, which is required for staff based within the Datacentre business area.

3. Procurement Timetable

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

Tenderers will be informed if changes to the timetable are necessary.

4. Scope

ITS require a flexible call-off contract for Fibre Optic Specialist training, which is required for staff based within the Datacentre business area. The contract term will initially be for 1 year, with the option to extend for an additional year (1+1).

This requirement is specifically for staff who require training on fibre optic network cabling and planning and includes two courses leading to qualifications working with fibre optic or copper cabling for interior and exterior scenarios, as well as the planning of overhead communications network.

The following is an overview of training courses required within this contract. Should the supplier revise their training catalogue, any new or updated courses will also fall within scope of this contract.

It should be noted that the number of delegates requiring training is not a commitment at this stage as this will vary according to staffing levels, recruitment, skills, etc.

Number of Delegates (up to)	Name of Fibre Optic Specialist Training Courses
8	Fibre Optics Association (FOA) Certified Fibre Optic Specialist in Design Course
8	City & Guilds Level 3 Certificate in Designing and Planning Communications Networks (3667-03)

To minimise impact on operational services there is an absolute need for flexibility around when and how training is undertaken. Historically, staff have attended courses over several days which required working away from the office and the release of multiple staff at the same time, resulting in a reduction of available resource.

ITS require Fibre Optic Specialist training to be delivered via both online and face-to-face methods, as appropriate to the module being studied.

ITS Training Team will liaise with the supplier and Business area to review the Fibre Optic Specialist training and manage bookings for delegates individually. An Account Manager should be available as first point of contact (for booking courses and contract service reviews).

There have been several recent staffing changes, so individual training needs will be identified prior to booking delegates onto courses to ensure individuals undertake the most appropriate training events.

As this is a call-off contract a PO will be raised for the full contract value, however the Supplier will need to submit invoices for each delegate/course so they can be goods receipted at the appropriate time.

5. Implementation and Deliverables

This requirement is for a 1-year contract with the option to extend for an additional year to enable ITS delegates to undertake the required Fibre Optic Specialist training across the contract term as outlined in Section 4.

6. Specifying Goods and / or Services

The supplier must be able to provide all delegates with access to the following training in a consistent manner for the period of the contract, with all courses delivered in a timely and consistent manner for all delegates and within the agreed timeframes.

a) Fibre Optics Association (FOA) Certified Fibre Optic Specialist in Design

FOA CFOS/D certification is based on an extensive knowledge of fibre optics technology and application as well as demonstrated skills in appropriate tasks.

This is a specialist certification covering cabling design, planning and documentation, which includes both outside plant & premise networks.

Course content covers the following topics;

- Introduction to fibre optic design
- How to plan a fibre optic network
- Overview of fibre optic installations
- Choosing components
- Testing
- Project specifications and estimations.

b) City & Guilds Level 3 Certificate in Designing and Planning Communications Networks (3667-03); Units 1 – 4

City and Guilds (C&G) have worked alongside the UK Fibre Optic Industry to keep the C&G 3667-03 Design & Planning course content relevant and up to date.

The C&G 3667-03 Design & Planning course is a specialist certification aimed at experienced, existing network cabling professionals plus people involved in Telecoms cabling infrastructure installations and/or the design stage wanting qualification. It specifically covers Internal, External Overhead and External Underground Network Cabling Infrastructure Design.

The course covers all the Fibre Optic industries current standards and codes of practice and is approved by the UK Qualification and Curriculum Authority (QCA).

Design and Planning Fibre Optic Specialist (Units 1, 2, 3 & 4)

The Level 3 Certificate in Design and Planning Communications Networks (3667-03) covers the study of current telecommunications networks and computer data networks, planning and project management. The course investigates the issues and protocols involved in planning and project management in depth to ensure complete confidence.

- Unit 1 - Design & Planning a Communications Infrastructure.

- Unit 2 - Design & Planning for an Internal Network Cabling Infrastructure.
- Unit 3 - Design & Planning for External Overhead Network Cabling Infrastructures
- Unit 4 - Design & Planning for External Underground Network Cabling Infrastructures

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

Prior notice of planned system outages and updates is desirable.

Subject matter expert support required for the duration of the contract.

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

Not Applicable

6.2 Social Value Considerations

Not Applicable

6.3 Modern Slavery Considerations

Not Applicable

7. Quality Assurance Requirements

To ensure this service continues to provide value for money, ITS Training Team require the ability to track individual learning and development and the ability to request reports as/when required, with quarterly updates as a minimum.

8. Other Requirements

All access to online training should be compatible with assistive software, thereby ensuring the online training is inclusive and accessible to all.

The preferred delivery platform is Microsoft Teams, however other platforms may be considered. The successful supplier must liaise with the DVLA Training Team to test access to their online delivery prior to the commencement of any training, ensuring any access issues are resolved in advance.

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 Supplier 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 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.

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 Suppliers and Subcontractors. Retention schedules will need to be defined and agreed prior to award of contract.

Processing Personal Data and 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

The 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

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

Not applicable.

8.3 Data Sharing

Not applicable.

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>

The DVLA require the Supplier to confirm their understanding and acceptance of each point **8.4.1 – 8.4.5** and supply information if it has been requested:

8.4.1 – The Supplier shall comply with DVLA's Environmental Policy.

8.4.2 - The Supplier shall provide their sustainability or environmental policy.

8.4.3 - The Supplier shall promote resource efficiency and waste avoidance, to reduce waste arising and consumption of natural resources.

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

8.4.5 – 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.

8.5 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.

8.6 Estates

Not applicable

8.7 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 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.

A full copy of our Equality, Diversity and Inclusion Policy is available on request from the DVLA

8.8 Business Continuity

Suppliers (including the supply chain) shall have robust Business Continuity and Disaster recovery Plans which align to a code of practice such as ISO22301. Suppliers may be asked to supply the contents of these plans to the Agency.

The successful supplier will test their business continuity arrangements no less than once per annum and shall inform the Agency when such tests or exercises are scheduled. Outcomes of these tests or exercises must be made available to the Agency in writing upon request.

Suppliers will notify DVLA in writing within twenty-four (24) hours of any activation of the business continuity plan, in relation to the services provided to DVLA.

8.9 Procurement Fraud

The DVLA adopts a zero tolerance approach to procurement fraud and bribery. Please read the DfT Counter Fraud, Bribery, Corruption and Ethical Procurement Statement in **Appendix A**.

8.10 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.

9. Management and Contract Administration

To support the ongoing management of this 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.

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 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.

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

This requirement is for the provision of Fibre Optic Specialist training, as specified in Sections 4 and 6.

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

11. Documentation

The successful supplier should provide reporting on progress, including whether training has been undertaken. This information should be available on request, with the functionality to drill down to individual delegate information.

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 and provide confirmation.

13. Tender Evaluation

This will comprise of the following elements:

- 1) an assessment of the Selection Questionnaire (Appendix 4 (Selection))
- 2) an evaluation of mandatory requirements, if applicable. These will be assessed on a pass/fail basis. Tenders that fail any of the mandatory requirements may be disqualified from further consideration
- 3) an evaluation of the tender based on the quality criteria and social value criteria (if applicable)
- 4) an evaluation of the prices tendered

Your tender will be evaluated using the weightings **and** criteria weightings set out within the ITT, Appendix 5 (Pricing) and Appendix 6 (Quality and Social Value).

Overall Weighting Allocation

Evaluation Criteria	Weighting
Quality Criteria and Social Value Criteria (if applicable)	70%
Financial / Price Criteria	30%
Total	100%