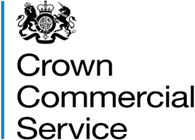
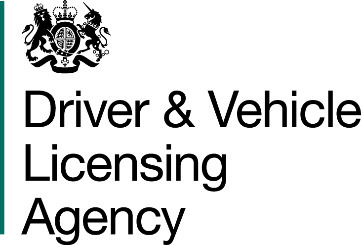
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**Bid Pack**

**Attachment 3 – Specification**

Soft Services Procurement – PS/22/93

**Further Competition under Lot 3B of Facilities Management & Workplace Services RM6232**

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# Part A – Requirements Overview

# Purpose

* 1. The purpose of this document is to provide potential bidders with full details of the DVLA’s requirements by detailing deliverables, standards, and supplementary information.
  2. This document is in two parts. Part A provides an overview of the requirements including background information relating to the Driver and Vehicle Licensing Agency (“DVLA”) and the requirements. Part B contains the required work packages including any DVLA specific requirements.

# Background to the Requirement

1. The DVLA is an Executive Agency of the Department for Transport (DfT), based in Swansea, employing around 6,200 staff. 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.
2. In March 2005 DVLA entered a 20-year PFI contract for the refurbishment of the estate and the provision of facilities management (“FM”) services. Whilst the overall PFI contract expires on 31st March 2025, DVLA will be de-scoping the Soft Services element from the contract on 31st October 2023.
3. The DVLA requires a Soft Services Facilities Management Service from the point of exit commencing 1st November 2023 to manage the Catering, Cleaning, Window Cleaning, Pest, and Waste Management services across the Swansea estate, comprising of Morriston, Swansea Vale and Ty Felin in Fforestfach. DVLA requires bidders to provide innovative proposals in response to this specification to assist the Agency’s strategy of providing modern services for the DVLA workforce.
4. The DVLA requires a Soft Services Facilities Management Service to provide a service 24/7, 365 days a year. The individual services listed in the work packages within this document, outline the innovative, proactive, and preventative measures expected.
5. **Building Scale and Locality**

The DVLA’s estate within Swansea consists of three sites: Morriston, Swansea Vale and Ty Felin. A Sample Floor Plan is included within **Annex D -** Sample Floor Maps**,** along with **Annex B -** Deliverables Matrix – Estate Informationwhich details the address of each building.

1. DVLA main site, Morriston, SA6 7JL is a 26-acre site, comprising seven main buildings and several smaller and subsidiary buildings. These buildings consist of 89,304m2 of mixed office and non-office space. There are also three large staff parking areas including one multi-storey facility, alongside multiple smaller parking areas and other green spaces.
2. Swansea Vale is a 7-acre site consisting of three buildings comprising 10,878m2 of mixed office and non-office space. There are also two main car parks and areas of green space. This site is split in two; -
   * + 1. Contact Centre SA7 0AD and
       2. Richard Ley Development Centre and the Innovation Facility, SA7 0AN with a stream and public pathway in between.

2.5.3 Ty Felin, SA6 4AW is a 6-acre site consisting of two main buildings and security house consisting of 7,499m2 of mixed office and production space, with a green space perimeter.

1. **Site Occupancy**

2.6.1 The DVLA’s employment headcount of 6,219 is deployed across the estate as defined below, demonstrating the typical occupancy of staff that can be onsite at any one time.

|  |  |  |
| --- | --- | --- |
| **Morriston** | **Headcount** | **Typical occupancy** |
| Main site | 5,014 | 3,150 |
| **Swansea Vale** | **Headcount** | **Typical occupancy** |
| Contact Centre | 1,150 | 840 |
| Innovation facility | - | 350 |
| Learning Facility | - | 225 |
| **Fforestfach** | **Headcount** | **Typical occupancy** |
| Ty- Felin | 55 | 55 |
| Ty- Fforest (Data Centre) | 0 | 2 |

2.6.2 The main occupancy times across the estate are as follows:

2.6.2.1 Morriston site core hours are between 6am-6pm with a small number of evening shift teams and a small workforce presence working 24/7, 365 days a year.

2.6.2.2 Contact Centre is between 8am-7pm.

2.6.2.3 Occupancy times for Innovation and Learning facility sites are between 7am-5pm. Headcount figures are not provided as these are utilised for training events, meeting space and bookable for internal and external events on an ad-hoc basis.

2.6.2.4 Main occupancy times for Fforestfach is Sunday 22:00 – Friday 22:00, with headcount split evenly split over 3 shift patterns.

# Specification Structure

* 1. The Specification is made up of the requirements set out in this document (both part A and Part B) in addition to the following Annexes:
     1. Attachment 3 - **Annex A1/A2** - Standards and Processes/Priority Matrix
     2. Attachment 3 - **Annex B** - Deliverables Matrix
     3. Attachment 3 - **Annex C** – KPIs & Payment Mechanism
     4. Attachment 3 - **Annex D** – Sample Floor Maps
     5. Attachment 3 - **Annex E** – Open Book Data
     6. Attachment 3 - **Annex F** – Catering Assets
     7. Attachment 3 - **Annex G** – DVLA Biodiversity Action Plan
     8. Attachment 3 – **Annex H** – Sample Menu
     9. Attachment 3 – **Annex I** – Information Assurance Requirement

# Definitions

* 1. Terms used in the Specification and Annexes that require further definition are capitalised. For definitions of these terms, please see Joint Schedule 1 – Definitions, relevant Contract, and the Joint Schedules.

|  |  |
| --- | --- |
| **Expression or Acronym** | **Definition** |
| BPSS | Baseline Personnel Security Standard |
| Commercial Advisor | A DVLA individual who will work with the Contract Owner and provide professional commercial advice and guidance throughout the lifecycle of a commercial arrangement |
| DVLA | Driver and Vehicle Licensing Agency |
| Service start date | the date of a start of a Contract as stated in the Order Form; |

# Standards

* 1. All the FM Standards and processes that the Supplier will have to comply with during the procurement of the Facilities Management & Workplace Services Framework Agreement (RM6232) are required throughout the duration of this Contract, unless DVLA instructs you otherwise. Please refer to **Annex A1** - Standards and Processes.
  2. All SLA, Priority and KPIs that are required to be met by the Supplier throughout the duration of the Contract are stipulated at **Annex B** - Deliverables Matrix**.**
  3. During the term of the contract there is scope that the Estate will evolve. Such changes to the Estate will need to be incorporated into the service delivery set out within this contract. This will be managed via contract management discussion, when required.

# Continuous Improvement

* 1. Information about DVLA's requirement for continuous improvement in the delivery of the services (including a Gainshare) can be found at Call-Off Schedule 3 – Continuous Improvement, for example requirements in relation to Gainshare.

# Award

* 1. Upon contract award all relevant sections of this Attachment 3 – Specification will be inserted into the Order Form (Attachment 4 of this Bid Pack).

# 

# Part B – Required work packages

|  |  |  |
| --- | --- | --- |
| Work Package A | Contract Management | Yes |
| Work Package B | Contract Mobilisation | Yes |
| Work Package C | Social Value | Yes |
| Work Package D | Carbon Net Zero | Yes |
| Work Package E | Maintenance Services | No |
| Work Package F | Statutory Obligations | Yes |
| Work Package G | Landscaping Services | No |
| Work Package H | Catering Services | Yes |
| Work Package I | Cleaning Services | Yes |
| Work Package J | Workplace FM Services | No |
| Work Package K | Visitor Support Services | No |
| Work Package L | Security Services | No |
| Work Package M | Waste Services | Yes |
| Work Package N | Miscellaneous FM Services | No |
| Work Package O | Specialist (Defence) FM Services | No |
| Work Package P | Occupancy and Property Management Services | No |
| Work Package Q | CAFM (or equivalent) | Yes |
| Work Package R | Helpdesk Services | Yes |
| Work Package S | Management of Billable Works | Yes |

# Work Package A: Contract Management.

**1.       Service A1 - Integration**

1.1. The following standards and requirements apply to this Service - SA1.

1.2. The Supplier shall provide an integrated Service ensuring a seamless and coordinated delivery and effective synergies with the DVLA’s third party suppliers and service providers are delivered at all times. The Supplier shall take advantage of synergies between the different services and the benefits that integration will bring.

1.3.    The Supplier shall be aware that services are to be delivered across all DVLA Premises as highlighted within **Annex B** - Deliverables Matrix – Estate Information.

1.4.    The Supplier shall work collaboratively with the DVLA, adopting a ‘one team’ ethos, to promote excellence and innovation and enhance the reputation of the DVLA amongst key stakeholders across HM Government and within local communities. The objective is to ensure that the Facilities Management services are delivered by an integrated and cohesive team.

1.5. The Supplier shall:

1.5.1. Focus on cross / multi-skilling of Supplier staff to allow for efficiencies when delivering the required services.

1.5.2. Share more efficient ways of working with the DVLA that will ensure better working practices in delivering the services.

1.5.3. Work collaboratively with the DVLA and identify opportunities in relation to delivering the services.

1.5.4. Procure Billable Works Services only with the approval of the DVLA and wherever possible, using Government Frameworks. The Supplier shall be invited to review the use of such contracts and make proposals for alternative procurement routes if these can be demonstrated to provide greater value for money for the DVLA; and

1.5.5 Ensure that all Billable Works are delivered within timeframes that have been approved by the DVLA.

1.5.6 Understand the business and its needs, demonstrate the ability to recognise that change/redeployment of resources will occur, often at a short notice - the Supplier’s ability to be flexible is pivotal.

1.5.7 Have the ability to prioritise, changes to service scope quickly and efficiently. This will be achieved by the use of contract change variation form pertaining to clause 25(changing the contract) to suit DVLA’s business needs.

1.5.8 Ensure all Supplier staff wear formal corporate attire at all times including building/identification passes.

1.6. The Supplier shall work collaboratively with the DVLA when establishing the Service Delivery Plan and shall focus on the use of technology, data, and analytics to develop maintain and maximise the workplace experience and value-for-money for the DVLA. These continuous improvement initiatives shall include:

1.6.1. Use of intelligent software to monitor working conditions in relation to the delivery of Soft Services.

1.6.2. Proposed use of new technology in relation to the delivery of soft services.

1.7. The Supplier shall ensure that all opportunities identified that have the potential to deliver performance, economic and social value improvements are presented to the DVLA for consideration.

1.8. The Supplier shall ensure that the initiatives agreed with the DVLA are:

1.8.1. Captured within the service delivery plan (SDP), as defined within **Annex B-** Deliverables Matrix.

1.8.2. Recorded within the Supplier's Computer Aided Facilities Management (CAFM), (or equivalent) system; and

1.8.3. Reported upon as part of the agreed Contract reporting regime.

**2.       Service A2 - Health and Safety**

The DVLA requires proactive management of health, safety, and environmental practices across all Services in accordance with and adherence to required health and safety and environmental legislation, compliance, and governance.

The Supplier shall maintain industry best practice health, safety and environmental management systems and record keeping repositories, actively managing associated risks and incidents. The Supplier shall support the DVLA in promoting health, safety, and environmental good practice as a business improvement tool and not just to satisfy the requirement for regulatory compliance.

The Supplier shall provide regular reviews and updates to ensure health, safety and environmental management systems and document repositories remain current and in line with any revisions to and/or amendment of statutory instruments. This information shall be readily available when requested.

2.1. The following Standards and Requirements apply to this Service - SA2.

2.2.    The Supplier shall prepare and as appropriate, revise a written safety policy, risk assessment and method statement identifying any safety implications that its activities may have and how they will be managed . The Supplier Managing Director or appropriate senior manager must sign this safety policy.

2.2.1 The Supplier shall have documented, appropriate risk assessments and method statements, covering all significant activities and deliveries of services. Copies shall be made available to DVLA on request.

2.3.    The Supplier shall ensure:

2.3.1. Its safety policy statement aligns with the requirements of the DVLA.

2.3.2. They have suitable organisational and arrangements in place to implement its safety policy throughout the Contract period; and

2.3.3. Its safety policy aligns with all regulations and any Public Health England / Wales (PHE/W) and Department of Health and Social Care (DHSC) guidelines, in addition to any further measures set out in the health and safety executive guidelines and/or agreed with the DVLA. The Supplier shall recognise the regulations may vary between regions and across Devolved Administrations. The Supplier shall ensure that where required, it adopts and complies with any applicable regulations as appropriate wherever necessary.

2.3.4. The safety policy and safety management plan shall be readily available and accessible to all its employees and anyone, including the DVLA, who may require sight of it.

2.3.5. Details of its Safety Management plan shall be reviewed and revised accordingly to take account of legislation and other factors that may affect its effectiveness.

2.3.6. They have appropriate number of first aid and CPR trained staff deployed to successfully meet its own requirements in accordance with the Health and Safety (First Aid Regulations) 1981.

2.3.7 Have an accident reporting and recording process for all near miss, accidents/incidents, or violent and aggressive behaviors such that any incident on DVLA sites should be reported immediately to the DVLA’s Health & Safety Team.

2.3.8 Indemnify DVLA against all losses where any failure of the company’s product/service and/or its acts or omissions, with regards to health and safety, results in economic penalty, time delay, issue, accident/incident or claim against the DVLA.

2.4. The Supplier where required shall provide a health and safety expert who is either a member of the Institution of Occupational Safety and Health (IOSH) or hold an equivalent qualification that is issued by a recognised organisation. Details of the professional qualifications and accreditation required will be defined at point of engagement and managed through Call-Off Schedule 25 - Billable Works.

2.5. The Supplier shall be responsible for recording and investigating all accidents, incidents, dangerous occurrences and near misses involving its staff, to include Subcontractor and other third-party staff delivering FM Services on its behalf, and shall issue a written report, which shall include recommendations to prevent any repeat to the DVLA.

2.6. The Supplier shall be responsible for ensuring that all RIDDOR related incidents are reported in accordance with HSE legislation. The Supplier shall be responsible for ensuring that the DVLA is notified of any such incidents immediately and followed up in writing.

**3.       Service A3 - Management Services**

3.1. The following Standards and Requirements apply to this Service - SA3.

3.1.1. The Supplier shall nominate a representative to be a point of contact for DVLA and will be expected to be aware of the “state of play” with respect to the Contract and will be the point of contact and liaison for those Personnel servicing the Contract. The Supplier representative shall be responsible for ensuring the quality of the Service including the reports submitted, the training provided and the timing of the delivery of the services.

3.2.    The Supplier shall:

3.2.1. Be responsible for ensuring a change management process is in place which shall be developed and agreed with the DVLA at the Contract Mobilisation Period.

3.2.2. Ensure that processes are in place to attract, recruit and retain appropriately skilled and experienced Supplier staff for the duration of the Contract. The Supplier staff shall be security cleared to Baseline Personnel Security Standard (BPSS) level with any additional professional qualifications and accreditation required to be defined during the Contract Mobilisation Period.

3.2.3. Develop and maintain appropriate management and staffing levels for the supply of the Services as documented in the SDP within **Annex A1** - Standards and Processes**.**

3.2.4. Develop and maintain appropriate working practices, policies, procedures, and methods to ensure that the Services are supplied in accordance with **Annex A1** - Standards and Processes. The Supplier shall follow such FM Standards at all times.

3.2.5. Review and approve all method statements and risk assessments from Subcontractors prior to the start of any FM related activities to ensure:

3.2.5.1. The works processes and control measures are compliant with all health and safety; and DVLA requirements; and

3.2.5.2. All Supplier appointed Subcontractors' staff engaged in the work possess the relevant skills, training, qualifications, security clearance and certification (to be supplied by an accredited company) to undertake the works.

3.2.6. Comply with all of the DVLA’s procedures and Security Policies and act upon the instructions of the DVLA should there be a change in the threat assessment and response level. Further details of the security requirements will be provided during mobilisation planning.

3.2.7. Ensure that all Supplier staff adopt and follow all security contingency plans as directed by the DVLA in the event of a security alert or incident.

3.2.8. Be responsible for ensuring all Supplier staff are provided with the necessary training in relation to its responsibilities and activities when changes in security status occur.

3.2.9. All Supplier, Subcontractor, and supply chain staff to follow security instructions at all times.

3.2.10. Ensure that Supplier staff and Subcontractors requiring access to the DVLA’s Premises have the appropriate security clearance. It is the Supplier's responsibility to establish whether the level of clearance will be sufficient for access.

3.2.11. The Supplier shall be responsible for meeting the costs associated with security clearances for Supplier staff and Subcontractors.

3.2.12. Unless prior Approval has been received from the DVLA, the Supplier shall be responsible for the provision of security-cleared escort Services (In line with DVLA Security and Access Policies) and shall meet all associated costs as required for works undertaken by the Supplier on in-scope Services.

3.2.13. Recognise that some of the DVLA’s data is protectively marked and may contain potentially sensitive information and shall ensure that management systems are in place to maintain the security of the DVLA’s data. Further information will be provided during mobilisation planning.

3.2.14. Adhere to Open Book Data & Accounting requirements as detailed with Framework Schedule **Annex E** - Open Book Data

3.2.15. Provide a financial payment per quarter of recycled waste streams against the commodity value of the material. This is to be agreed during Contract Mobilisation.

3.3. The Supplier's staff, to include all subcontracted and supply chain staff, shall cooperate with and assist the DVLA with the implementation of all enhanced security related measures required in response to increased threat assessment and / or level of alert.

3.4. The Supplier shall provide, maintain, and repair any furniture, furnishings, special fittings, office equipment and training equipment for Supplier staff located at DVLA Premises as necessary to provide the Services. The Supplier shall also provide Supplier staff with all consumables and equipment necessary to deliver the Service including but not limited to stationery.

3.5. The Supplier shall provide expert technical and professional advice to the DVLA upon request on issues related to the Services detailed within this specification. This shall include, where requested, advice on use of smart technology.

3.6 The Supplier shall have full responsibility and take appropriate precautions to avoid damage to the Premises and its contents. In the event damage has been incurred by the Supplier:

3.6.1 The Supplier shall notify the DVLA immediately of any damage caused.

3.6.2 Accept liability and bear the cost of repair / replacement which will be facilitated by DVLA and an invoiced raised to the Supplier.

**4.       Service A4 - Service Delivery Plans (SDP)**

4.1. The following Standards and Requirements apply to this Service - SA4.

4.2. The Supplier shall prepare an SDP for each of DVLA’s requirements for Services in scope of the Contract, describing its approach to providing the required Services. As a minimum, the SDP shall contain:

4.2.1. Scope and Services objectives.

4.2.2. Approach and methodology:

4.2.3. Contract variation procedures and additional work requests.

4.2.4. Operational structure including key roles, personnel, and resource proposals.

4.2.5. Carbon net zero strategy, to include but not be limited to initial assessment of delivery of services, development of action plan to reduce greenhouse emissions, performance measurement and reporting regimes and investment plans / opportunities.

4.2.6. Planned preventative maintenance of any assets supplied in relation to delivery of Soft Services and delivery methodology.

4.2.7. Quality policy / quality statement.

4.2.8. Third party Suppliers / partners.

4.2.9. Balanced scorecard.

4.2.10. Procurement of Services.

4.2.11. Procurement of materials taking account of embodied carbon and recycled

content.

4.2.12. Inspections.

4.2.13. Conservation and sustainability.

4.2.14. Management arrangements.

4.2.15. Compliance management arrangements.

4.2.16. Performance management arrangements.

4.2.17. Social Value performance and reporting plan.

4.2.18. Quality management.

4.2.19. Complaints management processes.

4.2.20. Operational liaison.

4.2.21. Reactive maintenance Service; and

4.2.22. Reactive vandalism maintenance Service.

4.2.23. Statutory obligations.

4.2.24. Technical solutions.

4.2.25. Bio-diversity action plan.

4.2.26. Management of the billable process.

**5. Service A5 - Fire Safety – Not Required**

**6. Service A6 - Accessibility Services - Not Required**

**7. Service A7 - Risk Management**

7.1. The following Standards and Requirements apply to this Service - SA7.

7.2. The Supplier shall be responsible for the development of Contract specific risk register, which shall be reviewed, updated, and issued to the DVLA monthly. Where new and/or significant risks are identified which have the potential to impact on the DVLA's business operation, service provision and / or performance standards, the Supplier shall inform DVLA of these risks within 24 hours of its discovery.

7.3. The Supplier shall construct a risk register for each DVLA Premises listed within the Contract data. The Supplier shall have sole responsibility for the drafting and updating of these risk registers.

7.4. The Supplier shall be required to operate work package specific risk management systems including the drafting and updating of such systems.

**8.       Service A8 – Customer Satisfaction**

8.1. The following Standards and Requirements apply to this Service - SA8.

8.2. The Supplier shall ensure that:

8.2.1. Processes are in place to provide a proactive and responsive customer service, managing customer satisfaction to the agreed levels throughout the duration of the Contract Period.

8.2.2. Processes are in place for ensuring satisfactory customer service is provided to the DVLA, service users, users of training facilities, all stakeholders, and customers at all times.

8.2.3. Its customer satisfaction processes align with the DVLA’s quality management system (QMS) where appropriate. Further information will be provided during the Mobilisation Period; and

8.2.4. It administers the formal process for handling service failures, complaints and works Recall as set out in **Annex A1** - Standards and Processes, Appendix 2 – Complaints, Failure and Recall Process.

8.3. The Supplier shall conduct bi-annually customer satisfaction surveys as part of an ongoing commitment to Continuous Improvement and performance management (in addition to ensuring value for money).

8.4. The Supplier's SDPs shall contain details of the proposed methodology for carrying out customer satisfaction surveys including:

8.4.1. Its survey method / medium (online, paper on request etc.).

8.4.2. The approach to maximising synergies with DVLA's in-house or external performance measurement / customer experience processes, systems, and suppliers.

8.4.3. Its approach to maximising survey responses.

8.4.4. A sample / draft questionnaire; and

8.4.5. Its approach to the analysis of results.

8.5. Where the customer satisfaction survey results score less than the agreed satisfaction level (the satisfaction level will be agreed by the DVLA in accordance with defined SLAs and KPIs, the Supplier shall:

8.5.1. Investigate the cause of the dissatisfaction.

8.5.2. Produce an action plan to address the root cause of customer dissatisfaction; and;

8.5.3. Carry out further investigations to establish whether the cause of the dissatisfaction has been resolved.

8.6. The Supplier shall ensure that a collaborative approach is maintained with the DVLA and any DVLA appointed third-party suppliers (e.g., the hard services provider) to ensure customer satisfaction scores are maintained at the required satisfaction levels.

**9.   Service A9 – Reporting**

9.1. The following Standards and Requirements apply to this Service - SA9.

9.1.1. the Supplier shall conform to DVLA’s requirements for management information reporting, including, but not limited to corporate social responsibility (CSR) policy, safety, environmental and financial reporting policies.

9.2. The Supplier shall ensure that:

9.2.1. All data used to generate reports is held within or is accessible by the CAFM (or equivalent) system.

9.2.2. It delivers a dynamic reporting capability to the DVLA via electronic interface accessible via portal, dashboard and web browser facility which shall be available to a minimum number of 25 DVLA users which is to be defined during the Mobilisation Period.

9.2.3. The format, standard and frequency of reporting is developed and agreed with the DVLA and delivered in accordance with requirements; and

9.2.4. The information required to report against agreed KPIs is contained within the CAFM (or equivalent) system and maintained accurately at all times.

9.3. The Supplier shall provide a comprehensive reporting solution under the following categories:

9.3.1. Industry-standard FM reports; and

9.3.2. Performance measurement and statistical reporting.

9.4. The Supplier shall provide reports relating to the performance of the Supplier and statistical information relating to the Services being provided. These shall include, but not be limited to:

9.4.1. Reportable incidents.

9.4.2. Real time reporting (see 9.6 below)

9.4.3. Expert analysis reports.

9.4.4. Ad hoc reporting requirements.

9.4.5. Self-service reporting capability.

9.4.6. Performance measurement and reporting.

9.4.7. Risk management.

9.4.8. Framework MI reporting.

**Reportable incidents**

9.5. The Supplier shall inform the DVLA each time Reportable Incidents occur. These shall be reported to the DVLA Contract Owner and shall include but be not limited to:

9.5.1. Health and safety accidents and incidents, to include HSE RIDDOR reports.

9.5.2. Pollution, contamination, and environmental incidents.

9.5.3. Statutory compliance failures.

9.5.4. Asset and system failures, which may affect business continuity.

9.5.5. Physical and document security breaches.

9.5.6. Service failures.

9.5.7. Instances of willful damage or vandalism.

9.5.8. Issues with the potential to disrupt energy and utility provision.

9.5.9. Staff disciplinary issues where associated with personal integrity which may have the potential to damage the reputation of the DVLA; and

9.5.10. Complaints.

9.5.11 Further information on reporting requirements will be provided during the Mobilisation Period.

**Real Time Reporting**

9.6. The Supplier shall inform DVLA immediately via the DVLA service Dashboard and DVLA Contract Owner each time reportable incidents occur. These shall include but not be limited to:

9.6.1. Complaints.

9.6.2. Health and safety accident reporting / RIDDOR reports.

9.6.3. Environmental incidents.

9.6.4. Health and safety hazards

9.6.5. Security breaches; and

9.6.6. Instances of accidental damage caused by the Supplier staff.

9.6.7 Further information on the reporting requirements will be discussed during mobilisation.

**Self-Service Reporting Capability**

9.7. The Supplier shall provide the DVLA with the ability to modify existing reports, or design and store user-specific reports on an ad hoc basis, as specified by the DVLA.

**Supplier Contractual Performance Measurement and Reporting**

9.8. The Supplier shall report on its own performance monthly against the agreed KPIs, and other measures reasonably requested by the DVLA. These reports shall include summaries at location, establishment, business, and Service level, as appropriate, for the following:

9.8.1. Achievement against agreed KPIs including quarterly reporting on the top 3 KPIs (to be agreed by DVLA).

9.8.2. Achievement against social value initiatives.

9.8.3. Achievement against carbon net zero initiatives.

9.8.4. Reasons for failure to meet any KPI agreements.

9.8.5. Performance failures accruing because of failure to meet KPI agreements.

9.8.6. Levels of statutory compliance.

9.8.7. Performance against sustainability plan.

9.8.8. Details of Assets or systems taken out-of-service for health and safety or operational reasons.

9.8.9. Reasons for failure to complete planned statutory and mandatory tasks.

9.8.10. Progress / status of work Orders.

9.8.11. Waste volumes, including waste diversion reports and recycling volumes; 9.8.12. Achievement against the delivery of statutory testing and inspections.

9.8.13. Small Medium Enterprises (SMEs) contractual performance (i.e., number of SMEs engagement sessions held, number appointed and value of cost of deliverables undertaken by appointed SMEs); and

9.8.14. Details of progress against DVLA agreed action plans for the following month, which will be reviewed to check progress and track actions carried out to completion. The DVLA shall not unreasonably withhold or delay agreement of these action plans with the Supplier.

9.8.15. The Supplier shall report on the following environmental and sustainability performance on a monthly basis per site: Material type, treatment type, broker carrier, consumption, and treatment in kg.

9.8.16. The Supplier shall be audited on the following environmental and sustainability themes on a monthly and on an ad-hoc basis per site:

9.8.16.1 Sensitive Waste including any security breaches

9.8.16.2 Delivery of Compliant Service

9.8.16.3 Percentage Level of Recycling Against Agreed Target

9.8.16.4 Cleanliness of receptacles

9.8.16.5 Work Order Responses

9.8.16.6 Waste Transfer Notes

9.8.16.7 The Supplier shall provide DVLA with management information (MI) specifically relating to the Pest Control activities. The information will be shared at a minimum of once a month and shall including the following:

9.8.16.8 Location of pests/infestation

9.8.16.9 Nature of issue and related pest/infestation

9.8.16.10 Resolution actions

9.8.16.11 Response time

9.8.16.12 Preventative & Proactive measures implemented

9.8.16.13 Number of visits and pests / infestations recorded

9.8.16.14 Number of reoccurring infestations

**Calculation of Supplier Performance Results against Annex A2-** Priority Matrix.

9.9. For performance measurement and reporting, the Supplier shall report against its performance by undertaking the following actions:

9.9.1. Inputting performance data relating to its operational KPIs into the CAFM (or equivalent) system.

9.9.2. Collating the data required to calculate its performance against the obligations in the Supplier performance mechanism; and

9.9.3. Measuring its performance each month against each of the KPIs. DVLA will conduct random spot checks and where improvement is required a service improvement plan will be developed. Where service improvement is not evidenced following the service improvement plan, the performance mechanism shall include what level of deductions will apply;

9.9.4. Calculating payment mechanism scores in accordance with its Supplier performance mechanism.

**Reporting Supplier Performance Data and Associated Information**

9.10. During the mobilisation period, the Supplier shall provide a report for the DVLA on a monthly basis. The format will be specified by the DVLA and agreed with the Supplier.

9.11. The Supplier shall provide a quarterly report to the DVLA detailing the performance scores, progress against service improvement plans and associated Deductions calculated; and

9.12. The Supplier shall provide a reconciliation report to the DVLA within seven calendar days following the end of each quarter.

9.13. For statistical information reporting, the Supplier shall provide monthly comprehensive Management Information statistics and trend analysis in relation to all aspects of the Services including:

9.17.1. Inbound call by volume, type, and location

9.17.2. Completed Service requests, by inbound channel.

9.17.3. Average and maximum call waiting times.

9.17.4. Average inbound call duration.

9.17.5. Volume of duplicate Service requests.

9.17.6. Total outbound calls.

9.17.7. Benchmarking

9.17.8. Volume of requests originated by the Supplier

9.17.9. Accuracy of data including prioritisation and problem/service category.

9.14. The Supplier shall provide the DVLA with any required reports, written information, or statistical information in relation to the Services against all data held within the CAFM (or equivalent) system. This will be in response to reasonable ad hoc requests from the DVLA. .

**Risk Management**

9.15. The Supplier shall provide comprehensive monthly updates in relation to its risk registers. These shall include but not be limited to:

9.15.1. Progress against known and existing risks.

9.15.2. Risk mitigation activities; and

9.15.3. Newly identified risks.

**Framework MI Reporting**

9.16. The Supplier shall report on its own performance with the DVLA and shall ensure the Management Information (MI) required by the DVLA is produced in the required formats and is submitted by the agreed deadlines in accordance with the requirements outlined within Framework Schedule 4, Framework Management. The MI reporting shall include the following:

9.16.1. Modern slavery.

9.16.2. Carbon net zero.

9.16.3. Social value - Apprenticeships.

9.16.4. Social value – Progress against agreed Action Plans.

9.16.5. Social value - Workforce Diversity and Inclusion.

9.16.6. Social value - SMEs and VCSEs; and

9.16.7. Prompt payment compliance and performance.

9.17. The Supplier shall ensure full compliance with all MI reporting requirements and shall commit to maintain full compliance.

**10.   Service A10 – Performance Self-Monitoring**

10.1. The following Standards and Requirements apply to this Service - SA10.

10.2. The Supplier is required to undertake a performance self-monitoring regime, which is to be agreed with the DVLA. This regime shall include Services delivered by third party Suppliers.

10.3. Within the performance self-monitoring regime, the Supplier is required to:

10.3.1. Operate procedures and systems to record information in support of performance monitoring and to enable regular robust performance reporting.

10.3.2. Monitor the performance of the Services via a programme of internal and external audits and inspections and trend analysis of recorded data in the CAFM (or equivalent) system and produce monthly performance reports for the DVLA and provide supporting evidence such as photographs where appropriate; and

10.3.3. Maintain a Management Information System (MIS) to analyse information on the performance of each required Service. The MIS shall be capable of reporting performance against defined performance requirements.

10.3.4. Provide all data and evidence on request and via the DVLA dashboard. DVLA will perform random checks of audits and reports and will report back findings, service failures and work with the Supplier on service improvement plans where required.

10.3.5. Work with DVLA to agree to data Taxonomy where required.

10.4. The MIS shall be capable of monitoring performance of Services, notwithstanding any changes in work practices, technology and agreed performance standards at all times.

10.5. The Supplier shall be responsible for maintaining the MIS software and systems and shall ensure they use the latest software releases to maximise the benefits of new technology.

10.6. The Supplier shall work with the DVLA and support its internal management processes. The Supplier’s self-monitoring regime shall recognise these processes and capture feedback from DVLA audits and inspections, to include independent audits scheduled by the DVLA. The Supplier shall be responsible for taking appropriate action to deliver agreed outcomes to identified issues and failures.

**11.   Service A11 - Business Continuity and Disaster Recovery (BCDR) Plan**

11.1. The following Standards and Requirements apply to this Service - SA11.

11.2. In accordance with Call-Off Schedule 8 - Business Continuity and Disaster Recovery, the Supplier shall have a BCDR plan to deliver the Services at DVLA Premises throughout the duration of the Contract aligning to code of practice such as ISO2230/ISO27001.

11.3. The Supplier shall:

11.3.1. Notify the DVLA as soon as it becomes aware of a business-critical event or a likely business critical event. The Supplier shall collaborate with the DVLA to ensure that the BCDR Plan interfaces seamlessly to support the DVLA's business.

11.3.2. Liaise with the DVLA to ensure that appropriate communication lines are maintained.

11.3.3. Ensure that its BCDR Plan addresses the loss of or disruption to all energy supplies and shall ensure that these have been reviewed and tested to a programme agreed with the DVLA. The Supplier shall coordinate the BCDR Plan with the DVLA and utilities providers.

11.3.4. Provide its BCDR Plan within thirty (30) Working Days (or as otherwise agreed by the DVLA during the Mobilisation Period) following the Contract Start Date. The BCDR Plan shall be reviewed on a regular basis and as a minimum once every six months.

11.4. The Supplier shall assist in testing the DVLA's BCDR Plan at intervals to be agreed by both Parties.

11.5. The DVLA may require the provision of professional advice in relation to its own BCDR Plan. This advice shall be of a practical nature and shall relate to the on-going provision of the Services at each DVLA Premises.

11.6. The DVLA's BCDR Plan is confidential and the DVLA will decide which information will be divulged to assist in the process. Any information divulged must be treated as confidential and shall not be issued to others without the written permission of the DVLA.

**12.   Service A12 – Quality Management Systems (QMS)**

12.1. The following Standards and Requirements apply to this Service - SA12.

12.2. The Supplier shall have in place ISO 9001, ISO 14001, ISO 27001 (lots 1c, 2c & 3c only) and Cyber Essentials accreditation.

12.3. The Supplier shall maintain such accreditation throughout the Framework Initial Period.

12.4. The Supplier shall provide the DVLA with evidence of its ISO and Cyber Essentials accreditations upon request at any time during the Framework Initial Period.

12.5. The Supplier shall implement the required quality management plans in accordance with the ISO and Cyber Essential Accreditation, which shall include a proposed methodology to align with and support the DVLA's existing ISO accreditations and its related systems and for delivering Continuous Improvement.

12.6. The Supplier shall be responsible for undertaking an annual review of its management systems with the DVLA to ensure compliance with all relevant ISO Accreditations to ensure the management systems continue to be suitable, adequate, and effective.

12.7. The Supplier shall develop and agree its ISO quality Audit programme with the DVLA during Contract Mobilisation Period, in accordance with Call-Off Schedule 13 - Mobilisation Plan and Testing. The programme shall include inspection visits by registration bodies, DVLA audits, internal Supplier assessor visits, and audits delivered by independent bodies.

12.8. The Supplier's quality management systems shall be accredited by the UK Accreditation Service (UKAS).

**13.   Service A13 – Staff Management, Recruitment and Training**

13.1. The following Standards and Requirements apply to this Service - SA13.

13.2. The Supplier shall attract, recruit, and retain staff to deliver the required Services and any future expansion of the required Services.

13.3. The Supplier shall provide Services in a manner which recognises that the public sector in the UK is committed to the delivery of high-quality public services and that this is critically dependent on the provision of excellent management and leadership skills and a workforce that is well rewarded, well-motivated, well-led, has access to appropriate opportunities for training and skills development, is diverse and is engaged in decision making. These factors are also important for workforce recruitment and retention, and thus continuity of service.

13.4. The Supplier shall provide a Service in a manner that recognises that public bodies in the UK have in place, are developing and / or adopting fair work practices, which include:

13.4.1. A fair and equal 'pay policy' that includes a commitment to supporting the living wage, including, for example being a 'living wage accredited employer.

13.4.2. Clear managerial responsibility to nurture talent and help individuals fulfil its potential, including for example, a strong commitment to 'Modern Apprenticeships' and the development of the UK’s young workforce.

13.4.3. Promoting equality of opportunity and developing a workforce, which reflects the population of the UK in terms of characteristics such as age, gender, religion or belief, race, sexual orientation, and disability.

13.4.4. Supporting learning and development; stability of employment and hours of work, and avoiding exploitative employment practices, including for example no inappropriate use of zero hours contracts.

13.4.5. Flexible working (including for example practices such as flexitime and career breaks) and support for family friendly working and wider work life balance.

13.4.6. Support progressive workforce engagement, for example Trade Union recognition and representation where possible, otherwise alternative arrangements to give staff an effective voice; and

13.4.7. Effective equality, inclusion and diversity policies and procedures.

13.5. In order to ensure the highest standards of service quality in this Contract the public bodies in the UK expect Suppliers to take a similarly positive approach to fair work practices as part of a fair and equitable employment and reward package.

13.6. The Supplier shall ensure that all Supplier staff employed on the Contract receive appropriate induction, refresher, and awareness training to ensure the successful and safe delivery of the Services. This training shall include but not be limited to:

13.6.1. Health and safety (Safe System of Work) awareness.

13.6.2. First Aid and accident reporting.

13.6.3. Infection control related training.

13.6.4. Customer care.

13.6.5. SDP awareness.

13.6.6. Quality management plan awareness.

13.6.7. Fraud and bribery awareness.

13.6.8. Waste management (e.g., waste hierarchies).

13.6.9. Environmental and sustainability awareness.

13.6.10. Equality, diversity, and inclusion policies; and

13.6.11. Mental health awareness.

13.7. The Supplier shall develop and maintain a training register for all staff employed on the Contract and be responsible for maintaining appropriate staff records and training records for all Supplier staff.

13.8. The Supplier shall be responsible for the provision of training and refresher training to DVLA staff including:

13.8.1. Use of CAFM (or equivalent) and associated IT systems.

13.8.2. Business processes.

13.9. The DVLA may require the Supplier to deliver bespoke training Services, excluding training activities described in 13.8, to DVLA staff. Further details of any bespoke training requirements will be provided during the Contract and costs shall be managed via Call-Off Schedule 25 – Billable Works.

13.10. The Supplier shall be responsible for maintaining records of any training provided to DVLA staff.

13.11. The Supplier shall ensure that all Supplier staff provide evidence of its right to work in the United Kingdom in line with the Immigration, Asylum and Nationality Act 2006. The cost of obtaining any such evidence shall be the responsibility of the Supplier.

13.12. Any Supplier staff who are employed in areas where they may have contact with children or vulnerable adults must be in receipt of an enhanced level disclosure or barring check in accordance with current legislation and guidance.

13.13. Any Supplier staff who has not received the clearance required by the DVLA, and who are required to be at the DVLA Premises must be accompanied and supervised at all times by an individual with the appropriate level of clearance.

13.14. The Supplier shall provide an induction programme for all staff and for any relevant DVLA staff and participate in any relevant DVLA induction programme. This is 13.6?

13.15. The Supplier shall investigate where a substantiated complaint is made against any individual member of its staff within any month. The Supplier shall take appropriate action to mitigate future reoccurrence and include the complaint and action taken in the monthly performance reports

13.16. Supplier staff shall be suitably presented and wearing all required uniforms and/or appropriate work wear at all times (in line with the defined **Annex A1** – Standards and processes.). The Supplier shall be responsible for the provision of all equipment, work wear, uniforms, and PPE for its Personnel for use on the Contract.

**14.   Service A14 - Selection and Management of Subcontractors**

14.1. The following Standards and Requirements apply to this Service - SA14.

14.2. The Supplier is required to actively manage all aspects of Subcontractor involvement in the Contract to ensure that all Services are delivered in line with the Contract. Key aspects of the role include the Services set out below:

14.2.1. Protecting the DVLA's agreed contractual position and ensuring that the agreed allocation of risk is maintained and that value for money is achieved from the Contract.

14.2.2. Ensuring that all Subcontractors operate a Safe System of Work and that all activities at the DVLA Premises are delivered in compliance with the DVLA and Supplier’s health and safety policy statement and Management Plan.

14.2.3. Performance monitoring against agreed KPIs.

14.2.4. Benchmarking and market testing of Services against the provision from other Service providers.

14.2.5. Problem solving and dispute, prevention, and resolution where issues exist.

14.2.6. Auditing and inspecting the Subcontractors' work, ensuring that they comply with the contractual requirements on quality, health and safety, environmental and legislative requirements. Outcomes to be shared with DVLA.

14.2.7. Establishing and maintain appropriate records and information management systems to record and manage the performance of Subcontractors.

14.2.8. Receiving, checking, and authorising invoices for payment for additional Services, meeting DVLA prompt payment targets; and

14.2.9. Monitoring Subcontractors' approach to rectifying defects and sharing information with DVLA.

14.3. The Supplier shall take all reasonable steps to engage SMEs and local supply chain partners as Subcontractors to strengthen regional supply chain resilience and reduce the impact of the Services on the environment.

14.4. The Supplier shall report to the DVLA on the number of engagements held with SMEs and the number of any appointed as Subcontractors

14.5 The Supplier shall provide the DVLA with visibility and the detail of the sub-contractors who will be responsible for delivering the services.

**15.   Service A15 - Compliance:**

15.1. The following Standards and Requirements apply to this Service - SA15.

15.1.1 The DVLA operates 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. The Supplier must ensure its working practices align to the Health and Safety At Work Act 1974.

15.2. The Supplier, when delivering services shall be responsible for ensuring that all DVLA Premises remain safe and secure environments for all DVLA staff, including visitors / members of the public, and Supplier staff.

15.3. The Supplier shall be responsible for developing and implementing a Compliance Management System that will ensure regulatory compliance is delivered and maintained at all times across all DVLA Premises for all in-scope Services. The Compliance Management System shall incorporate the delivery of a Contract-specific Compliance Management Plan across all DVLA Premises.

15.4. Areas of compliance include but are not limited to:

15.4.1. Statutory laws.

15.4.2. Regulatory laws.

15.4.3. National and International Standards.

15.4.4. Approved Codes of Practice (ACOPs).

15.4.5. HSE guidance notes.

15.4.6. Manufacturer’s Instructions.

15.4.7. UK HM Government policies (including Devolved Administrations).

15.4.8. Sector specific requirements (e.g., Health Technical Memorandums).

15.4.9. Warranty requirements; and

15.4.10. DVLA specific requirements including Health & Safety and Environmental Policies.

15.5. The Supplier shall ensure that a planned programme of compliance activities is undertaken to ensure full compliance is achieved. These shall include but not be limited to:

15.5.1. Service delivery audits.

15.5.2. Management audits.

15.5.3. Subcontractor audits; and

15.5.4. Independent / external audits.

15.5.5. Waste management compliance

15.6. The Supplier shall ensure that all compliance-related activities are recorded within the Service Delivery Plan (SDP) and are scheduled and recorded within the Supplier’s Computer Aided Facility management (CAFM) (or equivalent) system. The SDP will be agreed with the DVLA during the Mobilisation Period. costs for these Services shall be included in the Contract Charges.

15.7. The Supplier shall ensure the DVLA has full access to all compliance related documentation upon request as and when required for the DVLA’s internal audit processes.

15.8. The Supplier shall ensure that the DVLA approves the appointment of any independent auditors and inspection bodies prior to the commencement of any works at the DVLA Premises.

15.9. The Supplier shall allow the DVLA to attend third party surveillance visits by its registration body throughout the period of the Contract.

15.10. The Supplier shall ensure that the results of the audits and inspections are made available to the DVLA within four (4) weeks of completion of the Audit and shall be recorded on the Supplier’s CAFM (or equivalent) system.

15.11. The Supplier shall notify DVLA immediately should a DVLA Premise become non-compliant at any time and/or for any reason.

15.12. The DVLA reserves the right to appoint an independent third party to deliver an assessment of statutory compliance levels at DVLA Premises. The Supplier shall work with the DVLA and/or the independent third-party to discuss any findings and any subsequent recommendations upon completion of the assessment, including, where applicable, providing a Rectification Plan as per 10.4.3 of the Core Terms.

15.13 The Supplier shall ensure that its Compliance Management Plan is up-to-date and reflective of all re-enacted / new legislation and guidance to ensure regulatory compliance is not affected.

15.14. Where re-enacted / new legislation has the potential to impact on Services, the Supplier shall notify the DVLA immediately in writing, outlining its justification and impacts on the Services.

15.15. The Supplier shall provide assistance and information to the DVLA and be responsible for arranging access to any Supplier held documentation as required for any independent audits organised by the DVLA at the DVLA Premises upon request. These may include:

15.15.1. National Audit Office.

15.15.2. Specialist staff inspections including medical or logistics.

15.15.3. Defence Internal Audit Office.

15.15.4. Environmental Health inspection.

15.15.5. Trading Standards inspection.

15.15.6. All Statutory legislative inspections.

15.15.7. Site inspections and compliance inspections and audits.

15.15.8. Parliamentary enquiries and questions; and

15.15.9. Freedom of information requests.

15.16 All equipment, materials and consumables used in the delivery of the services shall be provided by the Supplier, unless otherwise stated by the DVLA. The Supplier will be responsible for maintaining all its equipment, conform to equipment and/or consumable handling instructions and DVLA will provide COSHH compliant storage space (a fireproof room or cupboard) for aerosols, solvent polishes, and other flammable cleaning agents where appropriate.

15.17 The Supplier will be required to provide an annual review paper with the following information detailing what actions have been conducted to:

15.17.1 Incorporate Legal changes,

15.17.2 Respond to emerging best practice and;

15.17.3 its own innovation, and the proposed way forward.

15.17.4 Waste generation, treatment type and revenue targets by product for the next year.

15.17.5 Proposals around initiatives to reduce material (that will become waste) throughout the Supply Chain.

**16.   Service A16 – Sustainability**

The DVLA is committed to reducing any negative impacts produced by our activities, products, and services. This aligns to the Greening Government Commitments which state that DVLA 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.

16.1. The following Standards apply to this Service - SA16.

The Supplier shall:

16.1.1.Comply with the DVLA Environmental Policy (<https://www.gov.uk/government/publications/dvlas-environmental-policy> )

16.1.2 Where appropriate, assist the DVLA in achieving its Greening Government Commitments as detailed on [www.gov.uk/government/publications/greening-government-commitments-2021-to-2025](file:///\\file-site-1\site-swansea01$\CD\FM%20Futures\Services%20(Supporting)%20PS-22-93%20-%20Soft%20Services(Total%20Facilities%20Management)\RM6232\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.

16.1.3 DVLA is committed to meeting biodiversity targets for 2025 as set out in the DVLA Biodiversity Action Plan - **Annex G**. The Suppliers shall ensure that any actions it takes, or methods used, do not negatively impact these targets.

16.2. The Supplier shall have in place ISO14001 accreditation and shall ensure:

16.2.1.That it maintains such accreditation throughout the Contract term.

16.2.2. That it provides the DVLA with evidence of its ISO 14001 accreditation upon request at any time during the Contract term.

16.2.3. That they implement an environmental management plan in accordance with the ISO 14001 Accreditation, which shall include a proposed methodology to align with and support the DVLA's existing or planned ISO 14001 accreditation and its related systems and for delivering Continuous Improvement.

16.2.4. That they undertake an annual review of its environmental management system with the DVLA to ensure compliance with ISO 14001 (or current edition) to ensure the management systems continue to be suitable, adequate, and effective.

16.2.5. That they develop and agree its Environmental Management Plan with the DVLA during Contract Mobilisation Period, in accordance with Call-Off Schedule 13 - Mobilisation Plan and Testing. The programme shall show registration body inspection visits, DVLA audits, internal Supplier assessor visits and audits Delivered by independent bodies.

16.2.6. That where requested by the DVLA, its environmental management system shall be accredited by the UK Accreditation Service (UKAS).

**Sustainability Management Plan**

16.3. The Supplier shall develop, maintain, and implement a Sustainability Management Plan in line with the DVLA’s sustainability requirements.

16.4. The content, structure and format of the Sustainability Management Plan shall be agreed between the DVLA and the Supplier.

16.5. The Supplier shall submit the sustainability plan for the DVLA’s Approval within three (3) months of the Contract Start Date.

16.6. The Supplier shall ensure that the Sustainability Management Plan complies with Government Buying Standards (GBS) and all DVLA requirements to be defined during the term of the Contract.

16.7. The sustainability management plan shall include the Supplier’s approach to:

16.7.1. Waste prevention and management including waste hierarchy and segregation.

16.7.2. Recycling of waste paper.

16.7.3. Remove consumer single use plastic (CSUP) in accordance with Greening Government Commitments 2021-2025 policy ;and

16.7.4. Minimising transport use.

16.8. The Supplier shall ensure that the sustainability management plan includes the DVLA’s specialist management requirements where applicable and to include:

16.8.1. Natural Environment.

16.8.2. Nature Conservation Sites.

16.8.3. Forestry Sites.

16.8.4. Public access requirements.

16.8.5. Environmental protection, including management of pollution spills, land contamination and groundwater levels.

16.8.6. Historic environment; and

16.8.7. HM Government historic estate.

**Carbon Net Zero Plan**

16.9. Where exemptions do not apply, the Supplier shall ensure compliance with the reporting requirements outlined within the Streamlined Energy and Carbon Reporting (SECR) framework.

16.10 The Supplier shall collaborate with the DVLA and develop, maintain, and implement a carbon net zero strategy in line with the DVLA’s carbon net zero requirements.

16.11. The content, structure, and format of the carbon net zero management plan shall be agreed between the DVLA and the Supplier.

16.12. The Supplier shall submit the carbon net zero plan for the DVLA’s Approval within three (3) months of the Contract Start Date.

**Energy Management**

16.13. The Supplier shall:

16.13.1. Take account of and comply with the DVLA’s energy strategy and action plan and its targets under the Greening Government Commitments and any subsequent HM Government policy.

16.13.2. Work with the DVLA to meet external and internal targets for reducing energy consumption.

16.13.3. Support the DVLA’s initiatives for energy-saving strategies.

**Water Management**

16.14. The Supplier shall take account of and comply with the DVLA’s water strategy and action plan and its targets and commitments under the Greening Government Commitments policy.

16.15. The Supplier shall comply with existing and future water related statutory requirements and legislation put in place by any relevant Government Body. The Supplier shall take responsibility for the management of building water consumption and efficiency and work with the DVLA to strive to meet or exceed external and internal targets for reducing water consumption.

**Waste Prevention and Management**

16.16. The Supplier shall take responsibility for waste management and work with the DVLA to strive to meet external and internal targets for the reduction of waste and to develop sustainable ways of achieving zero waste to landfill and Continuous Improvements as advances in technology arise.

16.17. The Supplier shall provide information to the DVLA on the methods of disposal of waste, showing clear evidence of using disposal methods which are environmentally preferable (if required by the DVLA). The Supplier shall optimize the amount of waste being recycled or used for energy recovery, rather than sent to landfill.

16.18 The Supplier shall have a reuse/recycle initiative for the management of the furniture waste.

**Waste Minimisation Plan**

16.19. The Supplier shall develop a waste minimisation plan to reduce product consumption by rethinking the need, redeploying, repairing, refurbishing, leasing and/or hiring Assets as appropriate using a formal mobile Asset management plan.

16.20. The Supplier shall develop a food waste minimisation plan in accordance with the best practice Standard of the food and catering GBS and with the Waste and Resources Action Programme’s (WRAP) Hospitality and Food Service Agreement.

**Waste Hierarchy and Waste Segregation**

16.21. The Supplier shall collect and dispose of all waste in line with the Waste Hierarchy and best practice.

16.22. The following Waste Hierarchy shall apply:

16.22.1. Eliminate.

16.22.2. Reduce.

16.22.3. Re-use and repair.

16.22.4. Recycle or compost.

16.22.5. Recover (energy recovery); and

16.22.6. Dispose.

16.23. The Supplier shall provide a waste diversion report and Waste Recycling Report on a monthly basis month and cumulatively year-to-date.

**Waste Transfer Notes/Certificates of Destruction**

16.24. A full audit trail of waste management shall be maintained by the Supplier and waste handling must be compliant with relevant regulatory authority i.e., Environment Agency and Natural Resources Wales guidelines.

16.25. The Supplier shall agree with the DVLA the process relating to the retention of certificates of destruction.

**Waste Collection**

16.26. The Supplier shall:

16.26.1. Ensure that waste carriers at the DVLA Premises remain authorised at all times and ensure that carriers renew licenses promptly. If at any time a waste carrier’s license or an environmental permit is withdrawn or revoked, the Supplier shall inform the DVLA immediately and cease any further movement of waste until they become authorised.

16.26.2. Ensure that transport carbon emissions are minimised by optimising collections and planning transportation schedules to reduce carbon emissions and/or through the use of well maintained, low emission vehicles e.g., electric vehicles.

16.26.3. Ensure that all Supplier staff responsible for collecting waste are trained and adhere to the DVLA’s health and safety and environmental policies; and

16.26.4. Consider the potential for products to be re-deployed elsewhere. For example, when electrical and electronic products are no longer required and using the CCS reuse website for furniture.

16.27. If the products are to be disposed of, this shall be done through an authorised treatment operator with a focus on re-use, component recovery or material recovery in preference to recycling.

**Recycling**

16.28. The Supplier shall comply with the FM Service Standards in relation to recycling requirements unless otherwise specified by the DVLA.

**Food and Catering Services**

16.29. Suppliers providing food and catering Services to Central HM Government Bodies are required to comply with the mandatory requirements of the GBS for Food and Catering Services and are encouraged to meet the best practice criteria of the GBS for food and catering Services.

16.30. Suppliers providing food and catering Services to the wider public sector must comply with the mandatory requirements of GBS.

16.31. Suppliers providing food and catering Services are required to comply with the aims of the Public Services (Social Value) Act 2012.

16.32. The Supplier may be required to report back to the DVLA in line with compliance to standard and the provenance of food and food ingredients.

**Duty of Care Documentation**

16.33. Prior to any waste removals from the DVLA’s custody a signed waste transfer note, season ticket or a hazardous waste consignment note must be prepared. The Supplier shall ensure that this documentation is completed correctly and submit consignee’s returns to the producer as required by the legislation.

**Environmental Management:**

**Materials**

16.34. The Supplier shall bring packaging waste in line with HM Government initiatives by:

16.34.1. Influencing packaging recovery and recycling rates, and so reduce the amount of packaging disposed into landfill; and

16.34.2. Influencing the amount of packaging used in the supply chain.

**Timber**

16.35. The Supplier shall procure all timber and timber products from responsible sources in accordance with the UK Government Timber Procurement Policy or be recycled. No timber shall be procured if it is protected by international agreements such as the Convention on International Trade in Endangered Species of Wild Flora and Fauna (CITES).

16.36. All timber and wood derived products must be compliant with all relevant UK legislation e.g., EU Timber Regulations and with the requirements of the CITES.

16.37. The Supplier shall ensure that procedures are established to monitor and verify the procurement of all timber products and so ensure HM Government policies are adhered to. The information collected by the Supplier must include: the type of evidence used to verify compliance (Category A or Category B), if Category A the chain of custody certificate number and confirmation that the invoice and delivery note specifies Category A (FSC or PEFC) for each relevant product and chain of custody number; and volume data. CPET can provide templates for gathering this information. This information shall be held by the Supplier Contractor until requested by the DVLA (for example the name of the plantation that provided the timber; a copy of the forestry policy held by the plantation; shipping documents confirming the timber Supplier obtained the timber from that source; and volume data). This shall be held by the Supplier until requested by the DVLA.

16.38. The Supplier shall ensure all timber is treated in accordance with the relevant British Standard.

16.39. The Supplier shall reduce paper usage through behavioral change and the use of dedicated technologies. This shall include Suppliers and Subcontractors setting up its systems to default to double-sided printing when using the DVLA’s systems.

**Recycled Materials**

16.40. The Supplier shall ensure that products purchased contain a high proportion of recycled content where available.

**Hazardous Materials.**

16.41. The Supplier shall avoid the use of hazardous substances including substances which are radioactive, flammable, explosive, toxic, corrosive, biohazardous, oxidisers, asphyxiates, pathogens or allergens.

16.42. On the occasions where there are no alternatives, and only following agreement with DVLA, hazardous materials shall be stored, used, and disposed of in accordance with the instructions of the product Control of Substances Hazardous to Health (CoSHH) regulations and all relevant legislation.

16.43. The Supplier shall use products that contain low levels of solvents or are solvent-free.

16.44. All materials procured for the buildings shall contain or have been produced using no Ozone Depleting Potential (ODP) or Global Warming Potential (GWP) compounds.

16.45. All refrigerants used within the DVLA Premises shall have a GWP of less than five (5).

16.46. All equipment containing refrigerants shall be monitored and maintained with this process detailed within a dedicated maintenance strategy. Records and output reports shall be stored securely and linked to the space location and componentry associated to the Asset through the Asset information requirements.

16.47. No Chlorofluorocarbons (CFCs) shall be used upon the DVLA Premises in line with the Montreal Protocol. The Supplier shall also prohibit the use of Hydro-chlorofluorocarbons (HCFCs). If equipment containing these materials is detected upon the estate, the Supplier shall maintain and/or phase out this equipment in line with the relevant legislation.

16.48. The Supplier shall ensure that the DVLA is notified of all accidental emissions of ozone depleting substances and fluorinated greenhouse gases in equipment.

**Transport**

16.49. The Supplier shall work to reduce the amount of travel undertaken by Supplier staff by combining deliveries of Goods to DVLA Premises.

16.50. The Supplier shall work to reduce greenhouse gas emissions from transport by adopting the use of environmentally friendly transport solutions.

16.51. The Supplier shall provide monitoring to benchmark the performance of each DVLA Premises and report on its overall transport usage against internal targets and the Greening Government Commitments targets.

16.52. The Supplier must collect and provide the appropriate data to the DVLA on a monthly basis.

16.53. The Supplier shall maintain records of actions taken to reduce the impact of transport. This will allow the DVLA to share effective strategies across its regions.

16.54. The Supplier shall ensure that any vehicle purchases used (or predominantly used) by the Supplier for the purpose of providing the Services are in compliance with the GBS for transport.

**Replacement Parts and Equipment**

16.55. The Supplier shall be responsible for all new or replacement equipment pertaining to assets owned by the Supplier in relation to delivery of Services, not including assets provided by DVLA as per **Annex F**. Assets and component parts supplied by the Supplier in relation to the delivery of soft services must contribute to the DVLA's carbon net zero performance at the DVLA Premises.

16.56. Unless otherwise agreed by the DVLA in writing, the risk in any replacement equipment shall remain with the Supplier during the Contract Period.

16.57. The Supplier must recall replacement equipment where the manufacturer has requested a recall and indemnify the DVLA against the costs of any recall of the replacement equipment and give notice of actual or anticipated action about the recall of the replacement equipment.

16.58. The replacement equipment must comply with this specification and any additional requirements agreed between the Supplier and the DVLA from time to time.

16.59. The Supplier must at its own cost repair, replace, refund or substitute (at the DVLA’s request) any replacement equipment that the DVLA deems not suitable nor conforms to Health and Safety regulations.

**17.       Service A17 – Social Value**

17.1. The following Standards and Requirements apply to this Service – SA17.

17.2. The Public Services (Social Value) Act 2012 places a legal requirement on all public bodies, including devolved administrations, to consider the additional social, economic, and environmental benefits that can be realised for individuals and communities through commissioning and procurement activity.

17.3. The Contract provides a means of embedding social value through enabling improvements such as community engagement, economic value and sustainable development as detailed in the tender pack.

17.4. The Supplier shall:

17.4.1. Maintain and embed its corporate social value principles, policies, and procedures as they apply to the Services requested in the tender pack.

17.4.2. Develop, deploy, and maintain appropriate management and staffing levels to ensure all social value policies, principles, and practices as they apply to the Services are in place.

17.4.3. Ensure compliance with all of HM Government and DVLA’s social value policies, targets, and procedures (including any re-enactments and changes to HM Government and/or DVLA’s Policies) and act upon the instructions of the DVLA should there be a change in the social value requirements.

17.4.4. Ensure all Supplier-appointed subcontracted and supply chain staff are fully aware of the agreed social value policies, initiatives, and procedures.

17.4.5. Provide expert technical and professional advice to the DVLA upon request on issues related to social value. These shall include, where requested, advice on HM Government policy, compliance, benchmarking, reporting regimes and exploring opportunities associated with potential new initiatives and industry best practice.

**18.       Service A18 – Carbon Net Zero**

18.1. The following Standards apply to this Service – SA18.

18.2. The Climate Change Act as amended 2019, commits the UK to net zero by 2050.

18.3. The Contract provides a means of embedding carbon net zero policies and processes to meet these targets through enabling improvements such as improved building conditions, use of smarter technology and reductions in greenhouse gas emissions as detailed within the tender documentation;

18.4. The Supplier shall:

18.4.1. Maintain and embed its corporate carbon net zero principles, policies, and procedures.

18.4.2. Develop, deploy, and maintain appropriate management and staffing levels to ensure all carbon net zero policies, principles, and practices as they apply to the Services are in place.

18.4.3. Ensure compliance with all of HM Government and DVLA’s carbon net zero policies, targets, and procedures (including any re-enactments and changes to HM Government and/or DVLA’s Policies) and act upon the instructions of the DVLA should there be a change in the carbon net zero requirements.

18.4.4. Ensure all Supplier appointed sub-contracted and supply chain staff are fully aware of the agreed carbon net zero policies, initiatives, and procedures.

18.4.5. Provide expert technical and professional advice to the DVLA upon request on issues related to carbon net zero. These shall include, where requested, advice on HM Government policy, compliance, benchmarking, reporting regimes and exploring opportunities associated with potential new initiatives and industry best practice.

# Work Package B: Mobilisation Services.

**19.   Service B1 – Contract Mobilisation**

19.1. The following Standards and Requirements apply to this Service - SB1.

19.2. The Mobilisation Period will be a three-month period. The legal rights and obligations of the Supplier during this period are those stipulated in the Contract and supporting schedules.

19.3. The Supplier shall provide a Mobilisation Plan within 30 days of the commencement of the Mobilisation Period.

19.4. During the Mobilisation Period, the Incumbent Supplier shall retain full responsibility for all extant Services until the Services start date or as otherwise formally agreed with the DVLA. The incoming Supplier's full-service obligations shall formally be assumed on the Services start date as set out in Call-Off Schedule 4 - Tender.

19.5. The Supplier shall work cooperatively and in partnership with the DVLA, Incumbent Supplier, and other FM Supplier(s), where applicable, to understand the scope of Services to ensure a mutually beneficial handover of the Services.

**Mobilisation Plan**

19.6. The Supplier shall:

19.6.1. Work with the Incumbent Supplier and DVLA to assess the scope of the Services and prepare a plan which demonstrates how they will mobilise the Services.

19.6.2. Mobilise all the Services specified in the Specification within the Contract.

19.6.3. Appoint a Supplier Authorised Representative who shall be responsible for the management of the Mobilisation Period. This role shall ensure that the Mobilisation Period is planned and resourced adequately, and act as a point of contact for the DVLA.

19.6.4. Produce a Mobilisation Plan, to be agreed by the DVLA, for carrying out the requirements within the Mobilisation Period including key Milestones and dependencies.

19.6.5. Detail how they will work with the Incumbent Supplier and the DVLA Authorised Representative to capture and load up information such as Asset data.

19.6.6. Liaise with the Incumbent Supplier to enable the full completion of the Mobilisation Period activities.

19.6.7. Produce and implement a communications plan, to be agreed with the DVLA, including the frequency, responsibility for and nature of communication with the DVLA and end users of the Services.

19.6.8. Produce a mobilisation report for delivery of the services to encompass programmes that will fulfil all the DVLA's obligations to landlords and other tenants. The format of reports and programmes shall be in accordance with the DVLA's requirements. Particular attention shall be paid to establishing the operating requirements of the occupiers in drawing up these programmes for agreement with the DVLA.

19.6.9. Manage and report progress against the Mobilisation Plan.

19.6.10. Construct and maintain a mobilisation risk and issue register in conjunction with the DVLA detailing how risks and issues will be effectively communicated to the DVLA in order to mitigate them.

19.6.11. Attend Progress Meetings, the frequency of such meetings shall be determined in the Contract Management Procedure in accordance with the DVLA's requirements during the Mobilisation Period. Mobilisation meetings shall be chaired by the DVLA, and all meeting minutes shall be kept and published by the Supplier; and

19.6.12. Ensure that all risks associated with the Mobilisation Period are minimised to ensure a seamless Change of Control between Incumbent Supplier and the Supplier.

19.6.13 The Supplier shall provide evidence of baiting in relation to the Pest services during the Mobilisation Period for approval by the DVLA. This is to be monitored and reviewed every 6 months.

**Interaction with stakeholders**

19.7. The Supplier shall conduct a site visit to survey and establish an asset condition baseline in collaboration with the incumbent Supplier and DVLA.

19.8. The Supplier shall familiarise itself with the DVLA's Premises and the needs of the building users.

19.9. The Supplier shall ensure that it is appropriately equipped to deal with the level of liaison and stakeholder management, including:

19.9.1. Liaison.

19.9.2. Reporting.

19.9.3. Co-ordination and provision of Services.

19.9.4. Attendance at meetings; and

19.9.5. Management and resolution of stakeholder issues

19.10. The Supplier shall ensure that all the necessary arrangements to allow continuous operations by the building users are in place by the end of the Mobilisation Period.

19.11. During the Mobilisation Period the Supplier shall undertake the routine examinations and inspections of the DVLA’s Premises and Services necessary to assume its duties.

**CAFM (or equivalent) during the Mobilisation Period**

19.12.       The Supplier shall in relation to the delivery of the services:

19.12.1. Ensure that via Asset Verification or by other means that all Assets held on DVLA Premises are uploaded into the CAFM (or equivalent) system during the Mobilisation Period.

19.12.2. Work with the DVLA to verify all Asset data and historical maintenance data, where required, into the new CAFM (or equivalent) system during the Mobilisation Period ready for Service start date, issuing the DVLA:-

19.12.2.1. A summary of findings.

19.12.2.2. A plan to maintain an up-to-date asset register in relation to assets supplied by the Supplier in relation to delivery of Soft Services.

19.12.3. Liaise in detail with the DVLA to ensure that its proposed systems / data set can interface with the DVLA Dashboard during the Mobilisation Period.

19.12.4. Ensure that full CAFM (or equivalent) system training is provided to all staff, Subcontractors, DVLA Authorised Representatives and other Supplier(s) where applicable prior to Contract start date.

19.12.5. Ensure that all Supplier helpdesk staff are fully trained and ready to mobilise the helpdesk at the Service start date.

19.12.6. Provide user licenses for the DVLA, which shall be transferable, where the CAFM (or equivalent) system is provided by the Supplier.

19.12.7. Ensure that all appropriate information required for a successful mobilisation and transition of Service delivery is obtained from the Incumbent Supplier before the Service start date.

19.12.8. Ensure the CAFM (or equivalent) system can produce all reports required under the MI Reporting Template as provided at Framework Schedule 5 - Management Charges, and information from the Service start date.

19.12.9. Ensure the format, standard and frequency of reporting is developed and agreed with the DVLA (weekly reporting is required) and any other FM Supplier(s) where applicable and delivered in accordance with its requirements.

19.12.10. Ensure that the full reporting capability is fully functional within the CAFM (or equivalent) system at Service start date to enable the Supplier to report against the contractual performance measures.

19.12.11. Ensure that at Service start date the Supplier has the ability to report on the Supplier performance.

19.12.12. Ensure that the information required to report its KPIs is available.

**Security During the Mobilisation Period**

19.13. The Supplier shall note the lead-in period for security clearances and ensure that all Supplier staff have the necessary security clearance in place before the Service start date. The Supplier shall ensure that this is reflected in its Mobilisation Plans.

19.14. The Supplier shall ensure that all Supplier staff and Subcontractors do not access the DVLA's IT systems, or any IT systems linked to the DVLA's, unless they have satisfied the DVLA's security requirements.

19.15. The Supplier shall be responsible for providing all necessary information to the DVLA to facilitate security clearances for Supplier staff and Subcontractors in accordance with the DVLA's requirements.

19.16. The Supplier shall provide the names of all Supplier staff and Subcontractors and inform the DVLA of any alterations and additions as they take place throughout the Contract.

19.17. The Supplier shall ensure that all Supplier staff and Subcontractors requiring access to the DVLA’s Premises have the appropriate security clearance. It is the Supplier's responsibility to establish whether or not the level of clearance will be sufficient for access. Unless prior Approval has been received from the DVLA, the Supplier shall be responsible for meeting the costs associated with the provision of security cleared escort Services.

19.18. If a property requires Supplier staff or Subcontractors to be accompanied by the DVLA Authorised Representative, the DVLA shall be given reasonable notice of such a requirement, except in the case of emergency access.

**Data Validation**

19.19. The Supplier shall be responsible for undertaking a Data Validation Audit of the Due Diligence Information during the Mobilisation Period across all DVLA Premises to ensure that potential errors, inaccuracies, or omissions in the Service data issued by the outgoing Supplier are identified. The activities shall include but not be limited to:

19.19.1. A review of the accuracy of the levels of Statutory Compliance Reported by the outgoing Supplier.

19.20. Upon completion of the Data Validation Audit, the Supplier shall produce and submit a Data Validation Report detailing findings and remedial action required to ensure compliance with the DVLA’s statutory and/or insurance obligations. This shall include detailed proposals on the management of backlogs where they exist.

**Asset Verification**

19.21. The Supplier shall in relation of delivery of services be responsible for undertaking an Asset Verification Audit of the due diligence data during the Mobilisation Period across all DVLA Premises to ensure that potential errors, inaccuracies, or omissions in the Asset data provided by the DVLA are identified. The Supplier shall liaise with the DVLA and agree:

19.21.1. A programme of audits, relating to delivery of Soft Services, across DVLA Premises.

19.21.2. How the Supplier will deploy its allocated resources to deliver the audits.

19.21.3. How priorities, including any set by the DVLA, will be captured within the proposed audit programme; and

19.21.4. The reporting formats to be applied.

19.22. Upon completion of the Asset Verification Audit, the Supplier shall produce and submit an Asset Verification Report detailing findings and remedial action required to ensure compliance with the DVLA’s statutory and/or insurance obligations.

19.23. The Supplier shall ensure that where the Asset Verification Audit identifies data inaccuracies which have the potential to impact on health and safety, the DVLA's operations and/or levels of statutory compliance at/across DVLA Premises, that they are prioritised and that the DVLA made aware of the findings in writing. The Supplier shall provide an Asset Verification Non-Compliance Report, which shall include written evidence of findings, photographs, and recommendations to the DVLA to rectify the risks of non-compliance.

# Work Package C: Social Value

**20. Service C1 - Social Value**

20.1. The following Standards apply to this Service - SC1.

20.2. The Public Services (Social Value) Act 2012 places a legal requirement on all public bodies to consider the additional social, economic, and environmental benefits that can be realised for individuals and communities through commissioning and procurement activity. These benefits are over and above the core deliverables of Contracts. This Contract provides a means of embedding social value through enabling improvements such as community engagement, economic value and sustainable development as detailed in the Project Contract.

20.3. The Supplier shall work collaboratively with the DVLA in adopting the Social Value Model outlined within Procurement Policy Note (PPN) 06/20, issued by the Cabinet Office and DCMS. The Supplier shall note the PPN applies to procurements covered by the Public Contracts Regulations 2015, and applies to all Central HM Government Departments, its Executive Agencies and Non-Departmental Public Bodies.

20.4. The Supplier shall comply with and identify proposed social value initiatives, proportionate and relevant to each Contract. The requirements may include (but not be limited to) the following priorities/themes outlined within the social value model:-

20.4.1. Tackling Economic Inequality, where the aim is to create new businesses, new jobs and new skills and increase supply chain resilience and capacity via the delivery of Services that:

20.4.1.1. Create opportunities for entrepreneurship and help new, small organisations to grow, supporting economic growth and business creation.

20.4.1.2. Create employment opportunities, particularly for those who place barriers for employment and/or those who are located in deprived areas.

20.4.1.3. Create opportunities for entrepreneurship and help new, small organisations to grow, supporting economic growth and business creation.

20.4.1.4. Create employment and training opportunities, particularly for those in industries with known skill shortages or in high growth sectors.

20.4.1.5. Support educational attainment relevant to the Contract, including training schemes that address skill-gaps and result in recognised qualifications.

20.4.1.6. Influence staff, Suppliers, customers, and communities through the delivery of the Contract to support employment and skills opportunities in high growth sectors.

20.4.1.7. Create a diverse supply chain to deliver the Contract including new businesses and entrepreneurs, start-ups, SMEs, VCSEs and mutuals.

20.4.1.8. Support innovation and disruptive technologies throughout the supply chain to deliver lower cost and/or higher quality goods and Services.

20.4.1.9. Support the development of scalable and future-proofed new methods to modernise delivery and increase productivity.

20.4.1.10. Demonstrate collaboration throughout the supply chain, and a fair and responsible approach to working with supply chain partners in delivery of the Contract.

20.4.1.11. Demonstrate action to identify and manage cyber security risks in the delivery of the Contract including in the supply chain; and

20.4.1.12. Influence staff, Suppliers, customers, and communities through the delivery of the Contract to support resilience and capacity in the supply chain.

20.4.2. Fighting Climate Change, where the aim is to create effective stewardship of the environment via the delivery of Services that:

20.4.2.1. Deliver additional environmental benefits in the performance of the Contract including working toward carbon net zero and reduced greenhouse gas emissions; and

20.4.2.2. Influence staff, Suppliers, customers, and communities through the delivery of the Contract to support environmental protection and improvement.

20.4.3. Equal Opportunity, where the aim is to remove the disability employment gap and tackle workforce inequality via the delivery of Services that:

20.4.3.1. Demonstrate action to increase the representation of disabled people in the Contract workforce.

20.4.3.2. Support disabled people in developing new skills relevant to the Contract, including through training schemes that result in recognised qualifications.

20.4.3.3. Influence staff, Suppliers, customers, and communities through the delivery of the Contract to support disabled people.

20.4.3.4. Demonstrate action to identify and tackle inequality in employment, skills and pay in the Contract workforce.

20.4.3.5. Support in-work progression to help people, including those from disadvantaged or minority groups, to move into higher paid work by developing new skills relevant to the Contract; and

20.4.3.6. Demonstrate action to identify and manage the risks of modern slavery in the delivery of the Contract, including in the Supplier's appointed supply chain.

20.4.4. Wellbeing, where the aim is to improve health and wellbeing and community integration via the delivery of Services that:

20.4.4.1. Demonstrate action to support the health and wellbeing, including physical and mental health, in the Contract workforce.

20.4.4.2. Influence staff, Suppliers, customers, and communities through the delivery of the Contract to support health and wellbeing, including physical and mental health.

20.4.4.3. Demonstrate collaboration with users and communities in the codesign and delivery of the Contract to support strong integrated communities; and

20.4.4.4. Influence staff, Suppliers, customers, and communities through the delivery of the Contract to support strong, integrated communities.

20.5. Suppliers should take into account HM Government guidance when developing its contractual Social Value plans with the DVLA, which includes but is not limited to:

20.5.1. the Procurement Policy Note (PPN) 06/20.

20.5.2. the 25 Year Environment Plan.

20.5.3. Greening Government Commitments.

20.5.4. Improving Lives: The future of work, health, and disability.

20.5.5. The mental health at work commitment.

20.5.6. Becoming a disability confident employer.

20.5.7. Thriving at Work: The Stevenson / Farmer review of mental health and employers.

20.5.8. The Good Work Plan 2018; and

20.5.9. Guide for Line Managers: Recruiting, managing, and developing people with a disability or health condition.

20.6. Where PPN 06/20 does not apply to the DVLA, the Supplier shall recognise that the National Social Value Measurement (TOMs) framework may apply that adopt a different set of themes, objectives, and measurements. These include the National TOMs proxy values, developed from the HM Treasury Green Book and other relevant public sector and impact assessment guides, that may be used by the DVLA to assess the financial impact that any measure will make on the Contract.

20.7. The Supplier shall comply with and/or identify proposed social value initiatives, proportionate and relevant to the Contract. The DVLA's requirement will be set out in the evaluation criteria and may include (but not be limited to) the following priorities/themes outlined within the National Social Value Measurement (TOMs) framework:

20.7.1. Jobs; promote local skills and employment.

20.7.2. Growth; supporting growth of responsible regional businesses.

20.7.3. Social; healthier, safer, and more resilient communities.

20.7.4. Environment; protecting and improving our environment; and

20.7.5. Innovation; promoting innovation.

20.8. Suppliers should take into account HM Government guidance when developing its contractual Social Value plans with the DVLA, which include but are not limited to:

20.8.1. The TOMs Social Value Portal.

20.8.2. The National Outcomes and Measures (TOMs) framework.

20.8.3. The LGA publication A social value toolkit for district councils.

20.9. The DVLA will identify bespoke Social Value priorities based on its own Social Value themes and outcomes. Details of these requirements will form part of the evaluation criteria.

20.10. The Supplier shall deliver measurable benefits in respect of the Social Value priorities identified in the Contract.

20.11. The Supplier shall be responsible for recording and reporting performance against the social value requirements as outlined by the DVLA in the evaluation criteria.

20.12. The specific requirements shall be specified by the DVLA in the evaluation criteria and may include but not be limited to:

20.12.1. Utilisation of a Social Value Procurement Calculator, for example, the TOMs calculator.

20.12.2. Utilisation of the KPI Model performance process outlined by the DVLA; and

20.12.3. Utilisation of a Social Value Measurement Calculator.

20.12.4. Further details of the Social Value Measurement Calculator to apply will be provided by the DVLA.

20.13. The Supplier shall ensure the completion of social value outcomes are reported within the CAFM (or equivalent) or other systems as defined by the DVLA. The DVLA shall ensure that all social value performance reports are compiled and submitted to the DVLA on a monthly basis in the format requested by the DVLA.

20.14. The DVLA shall be responsible for ensuring that social value priorities are cascaded throughout all Supplier staff and its appointed supply chain.

# Work Package D: Carbon Net Zero

**21. Service D1: Carbon Net Zero.**

21.1. The following Standards apply to this Service - SD1.

21.2. The Supplier shall recognise the UK Government's target to reduce the UK's Nationally Delivered Contribution (NDC) under the Paris Climate Agreement and the following targets set to reduce the UK's greenhouse gas emissions:

21.2.1. to reduce greenhouse gas emissions by at least 68% by 2030 compared to 1990 levels.

21.2.2. to reduce greenhouse gas emissions by at least 78% by 2035 compared to 1990 levels: and

21.2.3. to Achieve carbon net zero by 2050 compared to 1990 levels.

21.3. The Supplier shall ensure they have suitably qualified Personnel employed on the Contract to assist the DVLA on its road to decarbonisation. Details of the qualifications and experience required will be defined by the DVLA.

21.4. The Supplier will have its own carbon net zero strategy and shall ensure they collaborate with the DVLA to support its transition to Net Zero. This shall include but not be limited to:

21.4.1. provide details of its own carbon performance on the DVLA's Contract at Contract commencement and provide (annual) updates thereafter.

21.4.2. development of carbon footprint appraisal for DVLA Premises (where not already in place).

21.4.3. development of a carbon net zero strategy which shall include but not be limited to the assessment of carbon net zero benefits associated with the introduction of smart FM solutions to reduce energy consumption, emissions and impacts from poorly performing Assets and / or building infrastructure.

21.4.4. development of a Contract specific carbon net zero action plan for the DVLA Premises.

21.4.5. development of Contract specific carbon net zero measurement and reporting capability; and

21.4.6. development of smart FM initiatives (e.g., reductions in energy consumption, impacts from poorly performing Assets, use of new technology, etc.

21.5. The Supplier shall be compliant with all legal obligations outlined within the Streamlined Energy & Carbon Reporting (SECR) Regulations 2018 across all Scope 1, 2 & 3 reporting measures. In addition to the legal requirements, the Supplier shall be responsible for issuing details of the Carbon Reduction Plan (CRP) to the DVLA on an annual basis.

21.5.1. Scope 1: direct emissions you produce as a business (e.g., use of company vehicles).

21.5.2. Scope 2: indirect emissions you produce (e.g., your buildings utility usage); and

21.5.3. Scope 3: indirect emissions along your entire supply chain (e.g., raw materials, logistics, business travel by employees and employee travel to work related emissions).

21.5.4. Where the Supplier is not required to complete the mandatory reporting, the DVLA may request that the Supplier adopt a voluntary reporting regime covering all or elements of Scope 1,2 and 3 as appropriate. Further details of these voluntary reporting requirements will be provided by the DVLA.

21.5.5. The Supplier shall ensure that the processes they adopt to measure and report greenhouse gas emissions comply with the Streamlined Energy & Carbon Reporting (SECR) Regulations and are fully aligned to guidance published by UK Government, to include but not be limited to:

21.5.5.1. Measuring and Reporting Environmental Impacts: Guidance for Business (last update: Jan 2019).

21.5.5.2. Environmental Reporting Guidelines: Industry Streamlined Energy & Carbon Reporting and greenhouse gas reporting (last update: March 2019).

21.5.5.3. Ten Point Plan for a Green Industrial Revolution.

21.5.5.4. The Industrial Decarbonisation Strategy.

21.5.5.5. Greening Government Commitments (GGC) framework.

21.5.5.6. The Energy White Paper; and

21.5.5.7. The Together for Our Planet campaign.

21.6. The Supplier shall ensure the reporting methodology follows the GHG protocol and is closely aligned with ISO 14064 / PAS 2050 & 2060 standards.

21.7. The Supplier shall be required to obtain prior Approval from the DVLA where they plan to appoint external third-party Supplier/s to measure and report on greenhouse gas emissions associated with the Contract.

21.8. The Supplier shall ensure that they cooperate fully and work collaboratively with the DVLA and any appointed third-party Suppliers where the DVLA requests that the carbon emissions calculation methodology being applied on the Contract by the Supplier be independently verified.

21.9. The Supplier shall ensure that all data in relation to greenhouse gas emissions / carbon net zero related KPI measures are recorded within the CAFM (or equivalent) system or other software platform where this approach has been agreed by the DVLA.

# Work Package F: Statutory Obligations

**44.   Service F: Generic Statutory Obligation Requirements**

44.1. The Supplier shall at all times ensure that:

44.1.1. The FM operation of the DVLA Premises and delivery of the FM Services are undertaken in compliance with all applicable UK legislation and legislation appropriate to the location of the DVLA’s Premises, Good Industry Practice, manufacturer’s recommendations and where appropriate the requirements specified by the DVLA.

44.1.2. It provides any training required by the procedures and statutory provisions in respect of all staff (whether DVLA or Supplier staff) at the DVLA Premises;

44.1.3. It operates a Safe System of Work in accordance with its Health and safety Policy and ensures that all risk assessments are current and accurately reflect the works and risks associated with the Services being undertaken; and

44.1.4. It ensures all activities relating to Statutory Compliance is managed through its CAFM (or equivalent) system and that the DVLA has access to the data via electronic interface

44.2. The Supplier shall be responsible for the production, review, and update of all risk assessments to meet all statutory requirements as required as they apply to the statutory compliance Services specified by the DVLA.

44.3. The Supplier shall provide copies (preferably electronic) of all Documentation associated with statutory Compliance Reports or Documentation for retention at the DVLA Premises.

**45.   Service F1 –Asbestos Management – not required**

**46.   Service F2 - Water Hygiene Maintenance – not required**

**47.   Service F3 - Statutory Inspections**

47.1. The following Standards apply to this Service - SF3.

47.2. The Supplier shall support the DVLA to ensure that the DVLA Premises Achieve full statutory compliance at all times.

47.3. The Supplier will ensure that any specific requirements of the DVLA are included in the planning and delivery of these works.

47.4. The programme shall be issued to the DVLA in advance of all works taking place.

47.5. The Supplier shall at all times comply with all relevant EC and UK statutory and legislative requirements, including any alterations to policy as may take place and shall be the sole point of contact for any of the DVLA’s concerns with that aspect of performance.

47.6. Periodic inspections will be made by Public Health, Hygiene, Fire Inspectors, the DVLA Authorised Representative, landlord and other such persons. The Supplier shall co-operate with the persons executing these inspections.

47.8. The Supplier shall ensure that all reports and recommendations are held centrally within the CAFM (or equivalent) system and shared with the DVLA.

**48.   Service F4 - Portable Appliance Testing (PAT)**

48.1. The following Standards apply to this Service - SF4.

48.2. The Supplier shall be responsible for undertaking its own testing at its own cost on in scope electrical items that are used during the delivery of the services.

**49.   Service F5 - Miscellaneous Surveys, Audits and Testing Services – not applicable**

**50.   Service F6 - Condition Surveys – not applicable**

**51.   Service F7 - Electrical Testing – not applicable**

**52.   Service F8 - Fire Risk Assessments – not applicable**

**53.  Service F9- Building Information Modelling (BIM) and Government Soft Landings (GSL) – not applicable**

**54.  Service F10 - Display Energy Certificates (DECs) – not applicable**

**55.  Service F11 - Energy Performance Certificates (EPCs) – not applicable**

**56.  Service F12 - Radon Gas Management Services – not applicable**

**57.  Service F13 - Permit to Work**

57.1. The following Standards apply to this Service - SF13.

57.2. The Supplier shall:

57.2.1. Be responsible for ensuring all Permits to Work are in place for each DVLA Premises as required by the DVLA and shall ensure the provision of sufficient, suitably qualified, and experienced personnel required to effectively operate and administer the Permit to Work where works have been assigned to and are the responsibility of the Supplier.

57.2.2. Be responsible for the setting-up and the operation of a safe system of work, including risk assessments and method statements, with regard to all aspects of its operation. As part of this process the Supplier shall ensure that Supplier staff and Subcontractors who are undertaking work at the DVLA Premises, consult the asbestos register and sign to indicate that this has been carried out;

57.2.3. Ensure that the permit is approved by the DVLA and that the timing for when it can occur is agreed with the DVLA;

57.2.4. Be cognisant that the DVLA Authorised Representative will have access to details of planned visits to Site, including the status of Permit to Work. The Supplier or its appointed Subcontractor shall not be authorised to undertake work without issue of a Permit to Work; and

57.2.5. Contact the DVLA Authorised Representative to show that the Permit to Work has been received, has the necessary authorisation and all of the relevant parties are aware of the programmed work or Service and the timescales for delivery.

# Work Package H: Catering Services

**65. Catering Service Overview**

65.1. The Supplier shall deliver a catering service which brings enthusiasm, innovation, and a capability to deliver a quality offering for DVLA staff which is a fundamental objective of this procurement. The Supplier shall produce a detailed catering strategy covering all of DVLA sites, identifying needs and recommending an optimum solution for each site. The Catering Strategy shall recognise the varying demographics and diverse nature of the DVLA. The Catering Strategy shall be flexible to the changes of the business requirements which are to be agreed with the DVLA during the Mobilisation Period.

**66.   Service H: Catering Requirements**

The DVLA will provide an operational environment which will include a range of kitchen machinery. The Supplier will have space to occupy for operations and cost of utilities such as heat, light and power to be provided free of charge.

66.1. The Supplier shall deliver the full range of catering Services across the DVLA estate.

66.2. The Supplier shall be subjected to additional GBS in relation to food and catering in accordance with **Annex A1** -Standards and Processes- Appendix 1.

66.3. The Supplier shall supply:

66.3.1. An innovative, quality and value for money catering service which provides variety in its offering, which is consistent with current food Service trends and the DVLA’s requirements and expectations.

66.3.2. A sustainable catering solution which:

66.3.2.1. Supports current and future hybrid working arrangements and variable DVLA staff numbers utilising DVLA Premises as a place of work.

66.3.2.2. Recognises the need to adopt regional and locational catering solutions.

66.3.2.3. Supports diversity and inclusion in the workspace and promotes the health and wellbeing of DVLA staff.

66.3.2.4. Delivers a flexible and adaptable service, commensurate to the number of DVLA staff working at the DVLA Premises.

66.3.2.5. Operates a pricing policy that is benchmarked to local high street vendors, food outlets and approved by the DVLA.

66.3.2.6. Provides options for payment including cash, debit-card, credit-card, contactless or cashless payment systems.

66.3.2.7. Offers sustainable and wide-ranging options which must;

* + - * 1. Deliver consistent hot food offerings across the DVLA (tailored to each location) providing value for money and quality.
        2. Offer a varied menu of healthy, good quality hot food at breakfast and lunch to cater for different needs tastes and dietary requirements.
        3. Provide quality food aligning to GBS standards, presentation, and speed of service to be professional and efficient.
        4. Deliver a range of hot beverages, ranging from premium to budget, offerings across the DVLA (tailored to each location) providing value for money and quality. Provision could vary depending on site and facilities available.
        5. Options for premium and budget quality snacks.

66.3.2.8. Seeks to recycle 100% of all waste generated from the delivery of the Services.

66.3.2.9. Maximises the use of technology, for example the use of digital menus, online ordering and click and collect solutions.

66.3.2.10. Ensures Services are provided at convenient locations with optimal footfall or as advised by the DVLA.

66.3.2.11. Seeks to maximise the use of the facilities and opportunities for increases in revenue from the delivery of the Service.

Further details of the sustainable catering solution and associated pricing and incentivisation rationale will be provided by the DVLA.

66.4. The Supplier shall produce a catering service business plan and shall include the identification and exploration of all potential opportunities to develop and enhance the catering service to deliver continual improvement, greater efficiency, enhanced customer experience and generation of additional income streams.

66.5. The Supplier shall complete a quarterly balanced scorecard submission to include the associated Defra the Food Marketplace certification as applicable to the catering provision at the DVLA Premises.

66.6. The Supplier shall provide a complete price and quality (against local high street vendors) benchmarking exercise at Contract commencement and every 6 months thereafter to validate and support proposed changes to pricing.

66.7. The Supplier shall provide proposals, where applicable, for any price increase as a result of external factors impacting on its supply chain with supporting evidence/justification for agreement with the DVLA

66.8. The Supplier shall ensure the Services are delivered in accordance with the Greening Government Commitments and avoid the use of single use plastics in the delivery of the service. This would include but not limited to single use cups, straws, coffee stirrer etc across the DVLA catering outlets.

66.9. The DVLA will provide and maintain fixed / heavy equipment as detailed in **Annex F**. The Supplier shall be responsible for the provision of consumables required to deliver the Service. Where the DVLA is not responsible for the provision of food production equipment, fixtures and fittings, the Supplier shall be responsible for the supply of this equipment and shall issue proposals and costs to the DVLA, which shall include any investment to be made by the Supplier.

66.10. The Supplier shall be responsible for the production and provision of all promotional media and menus associated with the delivery of these Services and shall ensure the DVLA has issued approval of all designs, formats, and content prior to use at DVLA Premises.

66.11. The Supplier shall ensure that training plans are in place and recorded for all Supplier staff and that training schedules are updated regularly to successfully maintain the provision of the Services at the DVLA Premises. The DVLA may request evidence of the training at any time.

66.12. The Supplier shall recognise that offer styles may be pre-determined by the DVLA and where appropriate, shall include the following factors:

66.12.1. Location of DVLA Premises.

66.12.2. Location of trading points and trolley runs

66.12.3. DVLA Premises activity.

66.12.4. DVLA Premises footfall.

66.12.5. Wider sales opportunities (as agreed with DVLA)

66.13. The DVLA will provide the Supplier storage and access to the delivery and waste areas where necessary.

66.14. The Supplier shall maintain the cleanliness of the food preparation areas, kitchen, serving and seating areas. This must include:

66.14.1 A table clearing service or method for staff to clear its table; and

66.14.2 A clean down each table before next use and;

66.14.3 Ensuring general cleanliness of any seating area during facility opening times i.e., spillages, dropped food.

66.14.4 End of day cleaning of the communal eating areas within the restaurant & café facilities

66.15. The DVLA will not be responsible for the provision of custom for retail service outlets at the DVLA Premises.

**67.   Service H1 - Chilled Potable Water – not applicable**

**68.   Service H2 – Shop**

68.1. The following Standards and Requirements apply to this Service - SH2.

68.2. The Supplier shall provide a retail outlet that offers predominantly chilled food, beverages, confectionery, and non-food items.

68.3. The Supplier shall acquire and maintain all necessary operating licenses, accreditations and approvals relating to delivery of the retail Services and shall bear all associated costs.

68.4. The Supplier shall ensure its pricing strategy for retail Services is delivered in accordance with the following requirements:

68.4.1. The requirement to seek to maximise the take-up of the retail Services.

68.4.2. The requirement to undertake and complete a price and quality benchmarking exercise (against local high street vendors) during the Mobilisation Period and every six 6 months thereafter to validate the pricing strategy.

68.4.3. The requirement to provide clear pre-purchase pricing information for all retail Services transactions, in a format and style acceptable to the DVLA.

68.4.4. The requirement to provide, maintain and operate till systems for taking payments from retail Services customers

**69.   Service H3 - Deli / Coffee Bar**

69.1. The following Standards and Requirements apply to this Service - SH3.

69.1.1 The DVLA requires a Deli / Coffee Bar at the Café facilities at Morriston and the Innovation Facility in the RLDC as a minimum.

69.2. The Supplier shall provide a counter Service offering with a mix of ready-made grab and go items and made to order choices. This requirement can be serviced from a fixed counter or a mobile cart.

69.3. Some DVLA Premises may opt for a hot beverage and grab and go offer because of higher returns and the configuration of the space, so this option shall be made available if required.

69.4 The Supplier shall provide;

* 1. Deli bar offerings across the DVLA (tailored to each location) providing value for money and quality.
  2. Options to cater for different needs, tastes and dietary requirements.
  3. Healthy, good quality cold food including salads and a variety of sandwiches.
  4. A selection of Teas & Barista Coffees comparable with branded high street offerings using the related products and equipment.

**70.   Service H4 - Events and Functions**

70.1. The following Standards and Requirements apply to this Service - SH4.

70.2. This Service requirement shall be outside the Charges and shall be dealt with via Call-Off Schedule 25 - Billable Works for each event / function to include food, labour, profit, and overheads. The DVLA will engage with the Supplier about proposals and payments arrangements as and when appropriate.

70.3. The Supplier shall provide an on-demand catering service for events and functions as required.

**71.   Service H5 - Full-Service Restaurant**

71.1. The following Standards apply to this Service - SH5.

71.1.1 The DVLA will require a restaurant service at the Morriston and Swansea Vale sites as a minimum requirement. The restaurant facility at Morriston can accommodate 234 people with the Contact Centre restaurant able to accommodate 126 people.

71.1.2 The Morriston restaurant has recently been refurbished.

71.2. The Supplier shall provide

71.2.1. A restaurant, which shall feature but not be limited to a range of freshly prepared meals, snacks, and beverages with seating areas. Typically opening for continental and cooked breakfast; lunch, and afternoon break. The Supplier shall provide proposals which may include, but not be limited to, multiple counters such as a hot choices deli, coffee, and salads.

71.2.2. A range, choice and quality of menu offers that meets the DVLA’s requirements and expectations, maximises the utilisation of the available catering facilities and spend and is commensurate with the operational and physical design of the facility;

71.2.3. A daily menu that is consistent in range, choice, and quality. Samples of menus must be provided within the Supplier’s tender

71.2.4. A ‘take away’ service which minimises the environmental impact of ‘take away’ packaging and is delivered without the use of single-use plastics.

71.3. The Supplier shall:

71.3.1. Provide a daily menu range which shall be agreed with the DVLA.

71.3.2. Provide an appropriate daily variety of menu offers which shall include a ‘budget meal’, which promotes the use of the facility and maintains consumer interest.

71.3.3. Ensure that the menu offering has a range of healthy and balanced options. Included but not limited to plant based, vegan, vegetarian in line with GBS standards.

71.3.4. Continually review and refine the menu offer, creating a seasonal menu plan which meets changing consumer demands and thus maximises sales and levels of utilisation.

71.3.5. Provide all menu boards, menus and tariffs and other point of sale merchandising materials; and

71.3.6. Ensure that a menu board advertising the full menu range is available, together with the current agreed tariff. The menu board shall be prominently displayed both within the restaurant outlet, externally to the outlet and in prominent locations around the DVLA Premises. The menu and tariff shall be well presented, printed or type written and clearly legible.

71.4. Portion sizes shall be agreed between the Supplier and the DVLA at the outset and monitored at regular intervals to ensure that significant plate food waste is not an unintended consequence of larger portion sizes.

**72.   Service H6 - Hospitality and Meetings**

72.1. The following Standards and Requirements apply to this Service - SH6.

72.2. The Supplier shall:

72.2.1. Provide an on-demand Service as required to all DVLA sites;

1. Consistent food offerings across all DVLA sites.
2. Hospitality options will need to include beverages and breakfast, lunches and bespoke lunches, afternoon tea.

72.2.2. Ensure working lunches, beverages, hot meals, and buffets are available where required; and

72.2.3. Operate an effective booking and charging system for all ad hoc hospitality or meeting catering Services. The costs for this service shall be included in the Charges.

72.2.4 Deliver to common dietary requirements in accordance with the Government Buying Standards.

72.3. Hospitality menus and price lists shall be made available by the Supplier and agreed with the DVLA on a regular basis.

72.4. Where the DVLA Premises is open for external trading, preferential prices for internal business should be made available and negotiated/agreed with the DVLA.

72.5. Commercial prices for external business and opening / operating times shall also be agreed with the DVLA.

**73.   Service H7 - Outside Catering – Not Required**

**74.   Service H8 - Trolley Service – Optional**

74.1. The following Standards and Requirements apply to this Service - SH8.

74.2. The Supplier shall provide proposals for an optional trolley service offering a range of snacks and hot/cold beverages.

**75.   Service H9 – Vending Services (Food and Beverages) - Optional**

75.1. The following Standards and Requirements apply to this Service - SH9.

75.2. The Supplier shall provide proposals for a vending service offering a range of snacks and hot/cold beverages that will;

75.2.1. Offer a continuous service for twenty-four (24) hours seven (7) days a week or where a Catering Service is unviable.

75.2.2. Maintain a system of replenishment appropriate to the time of day.

75.2.3. Make proposals for provision of vended meals at the site in addition on beverage, snack, and confectionery vending.

75.2.4. Cleaning, filling, and maintenance of any vending machines required to deliver the service whether supplied by the Supplier or already supplied on site must be carried out so as to cause the absolute minimum of disruption to the DVLA business. The vending machines are to be maintained and kept in a good state of repair at all times, programmed and reactive service including call out cover to ensure the service is not subject to inordinate delays and disruptions.

75.2.5. The number and current location of vending machines are detailed at **Annex B** – Catering Matrix. However, the Supplier is asked to make its own recommendations as to the number of machines, location, and products to be made available through vending.

**76.   Service H10 – Crèche Catering Services**

76.1. The following Standards apply to this Service – SH10.

76.2. The Supplier shall provide a Catering Service to the onsite Crèche, which has a maximum occupancy of 121 children (Morriston site only). The Supplier shall provide a daily (Monday to Friday) healthy and hot meal and drink which must comply with Government Buying Standards Care Inspectorate Wales(CIW) Standards and the [National Minimum Standards for regulated Childcare](https://gov.wales/national-minimum-standards-regulated-childcare). Allergen ingredient management and dietary needs is an essential part of this service.

76.3 The Supplier shall transport food from the kitchen to the Crèche and to perform the necessary checks to ensure it is delivered in a safe state for portioning and serving by Crèche staff.

76.4 The Supplier shall propose menu options which will be subject to the approval of Crèche Management. Menu options may be amended to reflect specific dietary requirements.

# Work Package I – Cleaning Services

**77.   Service I: Generic Cleaning Requirements**

The requirement is to clean all areas of the DVLA estate including specialist cleaning of comms rooms, data centers’ and misting as required. The Supplier shall provide a service that addresses the 24/7 use of the Security Control, Gatehouses and Ty-Felin print facility areas.

The Supplier shall provide a comprehensive Cleaning Service throughout the Premises as detailed in **Annex B** – Deliverables Matrix - Cleaning Standard.

The Supplier shall undertake all tasks normally associated with a professional office cleaning contract, to ensure that the offices, Comms rooms, toilets, shower rooms, kitchens, public areas, meeting and conference rooms and all other working areas, furniture, and floor spaces, are maintained to the standards outlined within Cleaning Matrix of general cleanliness and remain presentable and fit for its intended purpose.

The Supplier shall be responsible for monitoring the provision of the Services daily.

77.1. The Supplier shall ensure that:

77.1.1. A cleaning Service Delivery Plan setting how and when each location will be cleaned, shall be presented at the tender stage. This Service Delivery Plan shall be reviewed annually and updated accordingly.

77.1.2. The standard of service depending on location is detailed in the **Annex B** – Deliverables Matrix - Cleaning Standards.

The Supplier will be required to clean offices to recognised industry standard. Cover area set out in **Annex B** -Deliverables Matrix -Estate Information.

77.1.3. The Comms rooms are subject to the general cleaning requirement and Specialist cleaning requirement as detailed in section 86 of this specification document. Special care to be taken to ensure no disruption to any specialist equipment. Details and location of specialist rooms are provided at **Annex B** – Deliverables Matrix – Cleaning Matrix

77.1.3. The required standard is in evidence daily before the start of the building users’ business activity.

77.1.4. The customer workplace is clean, tidy, pleasant, allergen-free, and hygienic in all areas, consistent across all properties and locations, delivering a good consistent visitor experience.

77.1.5. As far as is reasonably practicable, the Supplier shall use cleaning materials and practices that are GBS compliant and align to the DVLA sustainability policy, including utilisation of refillable containers throughout the entire product cycle where possible. All products shall be agreed by DVLA in advance of service commencement.

77.1.6. All planned cleaning activities shall not impact the operational teams and must be agreed by DVLA.

77.1.7 Responses to reactive cleaning requests within standard operational hours are completed within the agreed Service Level Agreement.

77.2. The Supplier shall be required to clean specialist/secure areas in the presence of a DVLA Authorised Representative or under approved escort. These areas and the times for the cleaning to take place shall be agreed with the DVLA.

77.3. The Supplier shall provide the DVLA with expert and technical advice on the service to explore improvements, maximise efficiency and performance and ensure infection control measures are maintained across all cleaning Services.

77.4. The Supplier shall be responsible for ensuring that all Services are delivered in compliance with the DVLA's health and safety and site risk assessments.

77.5. The Supplier shall provide a Cleaning Service throughout the DVLA Premises that is delivered in a safe and efficient manner as per the required Standards and shall take responsibility for cleaning all internal cleanable areas including common-touch areas, fixtures, fittings, furniture, and finishes, to minimise degradation and maintain asset life cycle. The standard as specified in this specification is to be evident at the start of each working day.

77.6. Where requested by the DVLA, the Supplier shall provide cleaning and infection control equipment, materials, and consumables for use directly by DVLA staff. Where appropriate, this shall include the provision of all associated COSHH data. Where the DVLA requests these Services, they shall be managed via the Billable Works.

77.7 Where requested by DVLA the Supplier will be required to provide a reactive Virucidal and Antibacterial cleaning on demand across the DVLA estate as required, to facilitate the safe use of estate floor space post reported infection instances. Where the DVLA requests these Services, they shall be managed via the Billable Works.

77.7.1. It is a minimum requirement for the Supplier to deliver this requirement in accordance with the safeguard reading of 10 Relative Light Unit(RLU) to ensure compliance with this measure. The following activities must be agreed in the delivery of this requirement,

* + - 1. A maximum 6-hour response time from notification to site attendance is required, and a maximum 12-hour window for safe post-clean staff occupancy, with no disruption to business outside of the affected office safe in question being cleaned.
      2. Delivery of the services in accordance with operational requirement, thus this could align to a 24 hour, Monday to Sunday delivery window to ensure safe occupancy time and RLU levels.
      3. Demonstration of a sound, safe and effective method of works in terms of application method and chemical used. As minimum, a virucidal solution used should meet EN1276, EN 13967 and EN1650 standards and is confirmed to be 99.9999% effective, and ideally meet an EN 14476 – Quantitative suspension test for evaluation of virucidal activity.

**78.   Service I1 - Routine Cleaning**

78.1. The following Standards and Requirements apply to this Service - SI1.

78.2. The Supplier shall undertake all tasks associated with professional cleaning Services across all DVLA Premises as detailed in **Annex A1** – Standards and Processes are maintained to achieve the necessary levels of cleanliness as defined within the detailed in the **Annex B** Deliverables Matrix – Cleaning Standards to ensure all areas remain presentable and fit for its intended purpose.

78.3. The Supplier shall be responsible for monitoring the provision of the Services on a daily basis to ensure that the required Service Standard has been applied.

78.4. Within specialist or public areas, cleaning regimes may be required as detailed in **Annex A1** Standards and Processes and **Annex B** – Deliverables Matrix – Cleaning standard.

78.5. The Supplier shall be responsible for the daily cleaning of all flooring (including barrier mats), desks, chairs, tables, worktops, mobile and static room partitions, internal glazing, and walls and shall ensure that the routine cleaning takes place at each DVLA Premises as frequently as required in order to Achieve the necessary levels of cleanliness, when audited, as detailed in the **Annex B** -Deliverables Matrix - Cleaning Standards.

78.6 The Supplier shall advise the DVLA when condition of any flooring may need rectification or repair which prevents the service provider in carrying out its task.

78.7. The Supplier is responsible for the collection and removal of all waste from within the DVLA Premises to the designated central waste storage point/s on a daily basis.

78.8. The Supplier shall clean first aid, medical and welfare rooms at the DVLA Premises.

78.9. The Supplier shall be responsible for the supply of all consumables and cleaning materials and shall ensure that consumables are fully stocked at all required locations at all times. The Supplier shall provide an uninterrupted supply of consumables at the DVLA Premises, to the existing Standard (unless approved otherwise) associated with the hygienic use of toilets, washing facilities, changing rooms, recovery rooms and tea points.

78.10 The Supplier shall provide fixtures and fittings including, hand drying solution, sanitary towel dispensers, toilet tissue dispensers, liquid soap dispensers and maintain to a hygienic level of clean to the agreed standard.

78.11. The Supplier shall provide a self-funding vending Service for sanitary products within each female toilet. The vending areas shall be kept free from stains and spills.

78.12. The routine cleaning Service shall include the provision of a reactive cleaning service at any time. The Supplier shall be responsible for managing all requests generated via the helpdesk and shall ensuring the full and safe use of the DVLA Premises is maintained.

78.12. Tasks can include but not limited to:

78.12.1. Responding to spillages.

78.12.2. Replenishing consumables and monitoring the cleanliness of the washrooms.

78.12.3. Responding to complaints.

78.12.4. Stain removal.

78.13. The Supplier shall respond to requirements associated with willful damage, vandalism and hazardous waste spillages including human waste, animal waste and vehicular fuel spillages upon request from the DVLA. Charges for this service shall be managed via the Billable Works and Projects process.

78.14. All requests for Reactive Cleaning Services shall be routed through the helpdesk to ensure seamless and efficient Service and be driven by the Service Level Agreements in place.

78.15. The Supplier shall be responsible for the provision and disposal of all PPE used by Supplier staff relating to the delivery of these Services.

**79.   Service I2 - Infection Control / Touchpoint Cleaning**

79.1. Responding to Infection Control/touchpoint cleaning generated via the Helpdesk. This Service shall be chargeable as per Call-Off Schedule 25 - Billable Works.

**80.   Service I3 - Cleaning of Integral Barrier Mats – Not required**

**81.   Service I4 - Mobile Cleaning Services – Not required**

**82.   Service I5 – Deep (Periodic) Cleaning – Not required**

**83.   Service I6 - Cleaning of External Areas**

83.1. The following Standards and Requirements apply to this Service - SI6.

83.2. The Supplier shall ensure that external areas are cleaned as detailed in **Annex B** -Deliverables Matrix -Cleaning Standards, this must be delivered in a safe and efficient manner to meet the standards set out in **Annex A1** Standards and Processes at the start of each working day.

83.3. The Supplier shall:

83.3.1. Ensure that all external doors, fixtures, signage, and fittings are free from dirt, dust, debris, and marks.

83.3.2 All barriers and posts across the estate are free from dirt, marks, and debris and high visibility hazard tapes to be clearly visible to traffic.

83.3.3 Ensure the site is free of litter, with external steps kept free of leaves.

83.4. The Supplier shall operate a regular external cleaning program to ensure the site is clean at all times, using appropriate equipment, following safe working procedures in accordance with all current relevant legislation.

**84.   Service I7 - Window Cleaning (Internal)**

84.1. The following Standards and Requirements apply to this Service - SI7.

84.2. Internal window cleaning shall be carried out quarterly by the Supplier to the required Standard.

84.3. The method statement is to include the required quality Standard and shall be provided by the Supplier within the SDP.

84.4. Rectification of any failure to clean to the required Standard shall be carried out free of charge.

84.5. The Supplier must clean all internal glazed areas, including glazing cleaning at height which requires a working at height permit.

84.6. Splashes and excessive soiling shall be removed during agreed operational working hours to agreed response times.

84.7. Anti- shatter film has been applied to most windows. The Cleaning of such windows should take account of the characteristics of the material to ensure the film is not damaged.

84.8. Subject to notification to the helpdesk, spot cleaning for splashes and excessive soiling which is impairing visibility shall be undertaken using procedures appropriate to the finish of the fixture or windowpane.

**85. Service I8 - Window Cleaning (External)**

85.1. The following Standards and Requirements apply to this Service - SI8.

85.2. The Supplier shall ensure that cleaning is carried out twice a year to meet the required Standard, detailed in the **Annex B** – Deliverables Matrix – Window Cleaning Standards and applied to all DVLA premises with the following structure, signage, and other facilities in scope:

85.2.1 All window glazing & frames, entrance & reception glazing, bus shelters, smoking shelters, bike shelters, balustrades, light fittings, Amfac gates, fencing, turnstiles, roof lights, lantern lights, elevation lights, security gate houses, X block structure & walkway, link bridges, gates, canopies, and picnic & memorial benches.

85.3. The schedule for undertaking external window cleaning is to be agreed with the DVLA.

85.4. The method statement is to include the required quality standard and shall be provided by the Supplier within the SDP.

85.5 Cleaning must be carried out using materials which are non-toxic and are appropriate for the surface which avoids damage to the windows, surrounding areas and the environment in accordance with DVLA’s environmental policy.

85.6. Rectification of any failure to clean to the required Standard to be carried out free of charge.

85.7. The Supplier shall deliver the service making use of existing fixed access equipment at the DVLA Premises or via a pole / reach solution, abseiling or the cradle which is available for the D Block building only. The Supplier shall be responsible for the provision of equipment, labour and associated materials required to deliver the service. The use of access equipment i.e., Cradle, or Abseiling must be undertaken by personnel with the appropriate training and/or certification.

85.8. The Supplier must clean all external glazed areas and windows, including glazing and window cleaning at height which requires a working at height permit.

85.9. Anti-shatter film has been applied to most windows. Cleaning of windows treated in this way should take account of the characteristics of such material to ensure the film is not damaged.

85.10. Subject to notification made to the helpdesk by the DVLA Authorised Representative, spot cleaning for splashes and excessive soiling which is impairing visibility shall be undertaken by the Supplier using procedures appropriate to the finish of the fixture or windowpane. Splashes and excessive soiling shall be removed within agreed operational Working Hours to agreed response times. This Service shall be chargeable as per Call-Off Schedule 25 - Billable Works.

85.11 Equipment left overnight must be placed in a designated area stipulated by DVLA and secured so that it cannot be removed by any unauthorised person. Any access equipment provided by the Supplier must be subject to safety inspections, and appropriate certification made available to the DVLA on request. A Risk Assessment Matrix (RAMS) will need to be submitted to the DVLA.

**86.   Service I9 – Deep Cleaning of Communications and Equipment Rooms**

86.1. The following Standards apply to this Service - SI9.

86.2. The Supplier shall ensure that cleaning of communication and equipment rooms shall be by arrangement with the DVLA.

86.3. The Supplier shall ensure that communication and equipment rooms are cleaned following the required cleaning standard and any additional Standards in relation to the specific cleaning requirement on an annual basis.

86.4 The Supplier shall ensure the three Data Centres (DA1, DF1, DD3) are cleaned to a class 8 ISO 14644 standard. The supplier shall issue an electronic certificate showing that the particle count is equal to or less than 3.52 million 0.5μm particles per cubic metre.

86.5 There are five Data centres (DA1, DF1, DD3, DV1, DC2) that must be cleaned outside of operating hours (18:00 – 06:00 Monday to Friday excluding Bank holidays). All cleans shall include the following;

86.5.1. Data Centre Racks inside and outside

86.5.2. Data Centre Sub Floor (pedestals, mounting struts, under floor tray works)

86.5.3. Data Centre Floor Surface / skirting, vented tiles

86.5.4. High Level Surfaces (Lighting, Cable Tray, trucking, Steels, and vents)

86.5.6. Access Pods

86.5.7. Air Con Vents

86.5.8 Prep rooms / Hallways

86.6. A breakdown of cleaning method, standards & areas to clean are specified at **Annex B** – Deliverables Matrix – Cleaning Matrix.

86.7. Where required there will be additional security clearance of cleaning operatives in high-risk areas.

86.8 Any additional deep cleaning requirements shall be chargeable as per Call-Off Schedule 25 - Billable Works.

**87.   Service I10 - Reactive Cleaning (Outside Cleaning Operational Hours) – not required**

**88.   Service I11 – Housekeeping – not required**

**89.   Service I12 - IT Equipment Cleaning – not required**

**90.   Service 113 - Specialist Cleaning – not required**

**91.   Service I14 – Cleaning of Curtains and Window Blinds – not required**

**92.   Service I15 - Medical and Clinical Cleaning – not required**

**93.   Service I16 - Pest Control Services**

93.1. The following Standards and Requirements apply to this Service - SI16.

93.2. Have extensive knowledge of different pests and species types to understand pest behaviours, recognise protected species and the most effective way of removal with preference to rehoming, rather than termination where possible.

93.3. The Supplier will be required to be employed by a company that is part of either the British Pest Control Association (BPCA) or the National Pest Technicians Association (NPTA).

93.4. The Supplier shall provide a monthly planned and re-active pest control Service to keep the DVLA’s Premises free from all types of pests. The following are the type of pests’ issues DVLA has previously encountered on site and that fall within the definition of pest and infestation and in scope of this service, however this is not an exhaustive list:

93.4.1 Insects, including flies, cockroaches, millipedes, lice, mites, silverfish, ants, and fleas.

93.4.2 Stored product insects such as moths.

93.4.3 Bees, hornets, wasps.

93.4.4 Rodents including rats, mice, and squirrels.

93.4.5 Birds, including feral pigeons.

93.4.6 Persistent fouling and/or building damage

93.5 The DVLA’s definition of a "pest" and "infestation" is as follows:

93.5.1 A “pest” as insect(s) / animal(s) causing harm or nuisance to people, buildings, and the environment, in internal and external settings within the DVLA estate.

93.5.2 An “infestation” as pests identified within the DVLA estate that are not wanted, internally or externally.

93.6. The Supplier shall provide site-specific pest risk assessments and a full pest control action plan for dealing with the range of pests encountered within the DVLA Premises at Mobilisation. The Supplier shall ensure only biocidal products approved by HSE are used on DVLA Premises. The Supplier shall ensure all potential risks to wildlife and the environment and humane pest control methods are considered whilst developing the pest control action plan.

93.7. A detailed survey of the DVLA Premises shall be delivered at DVLA Premises during the Mobilisation Period before any control is undertaken. The findings and results of the survey, together with other information, are then used in formulating the action plan, of which control is a major part.

93.8. The Supplier shall give priority to infestations that present a major risk to health, safety, and welfare, or which has an operational impact on the DVLA, and deliver an emergency reactive Service and respond to emergency pest control requirements within twenty-four (24) hours of being notified.

93.9. In instances where there are repeated infestations that reduce occupancy or operational capability, the Supplier shall be responsible for the implementation of a preventative regime to avoid re-infestation. The Supplier shall report repeated infestations or instances of poor housekeeping to the DVLA and record all details on the CAFM (or equivalent) system.

93.10. Where pests are known to be active at certain and regular periods of the year the Supplier shall produce a pest control management plan implementing both pro-active and long-term preventative measures to ensure against damage to DVLA’s infrastructure and the DVLA premises.

9311. The Supplier shall where necessarily align the pest control management plan with the Grounds Maintenance regime to maximise potential synergies with these Services.

93.12. The Supplier shall remove all dead rodents, birds, and insects, either as a result of the pest control Service or other means.

93.13. Where DVLA premises require specialist Services the Billable Works process shall apply.

93.14 The Supplier must provide all supplies required to deliver the service.

**94.   Service I17 - Linen and Laundry Services – not required**

**95.   Service I18 - Hotel Services**

# Work Package M: Waste Services

The DVLA requires a secure, efficient, timely and comprehensive waste management, collection, and disposal service. The general waste services shall include the handling of all existing waste streams and it will be the responsibility of the Supplier to manage the waste stream and differing collection needs, volumes for which have been provided within **Annex B** – Deliverables Matrix – Waste Matrix.

**133. Service M1 - Classified Waste Shredding Services**

Shredding machinery and maintenance are currently provided by the DVLA’s Hard Service Supplier and the DVLA requires a classified waste shredding service. The secure waste includes but not limited to; Photocard driving licenses’, CD/DVD media, microfilm, microfiche, secure paper, and reel cores.

133.1. The following Standards apply to this Service - SM1.

133.2. The Supplier shall provide an on-site classified waste shredding Service in line with all UK Government disposal standards, FM Service Standards and any special requirements stipulated by the DVLA. Where the DVLA requires mobile waste shredding services the Billable Works process shall apply. The Supplier shall ensure:

133.2.1. Services are fully compliant with UK GDPR and all data protection legislation, DVLA security and policy standards.

133.2.2. Mobile Services are delivered within 48 hours of receipt of the request.

133.2.3. Suitable and sufficient standard sized secure bins are provided at DVLA Premises to enable the secure storage of all DVLA classified waste. To be discussed and agreed during mobilisation.

133.2.4. All Supplier staff and Subcontractors wear full uniforms and carry photographic ID passes at all times when attending DVLA Premises and follow DVLA access and pass procedures.

133.2.5. A secure chain of custody is maintained at all times to ensure the secure collection, storage, removal, and disposal of all classified materials so that at no time these materials are out of the Suppliers possession or sight; or capable of being deciphered once securely disposed of.

133.2.6. No shredded classified materials are capable of being deciphered once securely disposed of.

133.2.7. That all waste is treated securely and is only destroyed by a Centre of Protection of National Infrastructure (CPNI) approved company or on-site using CPNI approved shredders from the CPNI Catalogue of Security Equipment (CSE).

133.2.8. Supplier staff and / or Subcontractors delivering the service are cleared to BPSS as a minimum.

133.2.9. The DVLA would expect the Supplier to have reuse/recycle initiatives for the management of Waste and would be required to support sustainability in any initiatives and projects.

133.2.10. A certificate of destruction is issued to the DVLA confirming destruction of the waste.

133.2.11. Where classified materials may comprise of a mix of security classifications, that the shredding requirements attributable to the highest classification are applied to all the material being shredded.

133.2.12 That staff with suitable training are deployed onto the shredding device which is situated at D Block. Secure waste from all estate property and sites will require transportation to D block to be shredded and the Supplier must manage this process.

133.2.13 Internal and external paper bins do not overflow, which is inclusive of all 3 compactor units, which will require management by the Supplier.

133.3. Material with a protective marking of ‘SECRET’ or ‘TOP SECRET’ may be destroyed by DVLA staff prior to its removal and further shredding off-site by the Supplier in accordance with the DVLA’s requirements. Further details of these requirements will be provided by the DVLA.

133.4. The Supplier shall provide a reactive Service for the collection and disposal of all types of classified waste to meet any ad hoc requirements of the DVLA.

133.5. The Supplier shall fully cooperate with the DVLA during internal and / or external audits of the service.

133.6. The Supplier shall be responsible for ensuring the accurate reporting of waste data in accordance with the relevant Greening Government Commitments Targets and wider reporting requirement as specified by the DVLA to remain legislatively compliant.

**134. Service M2 - Off-Site Classified Waste Shredding Services**

134.1. The following Standards and Requirements apply to this Service - SM2.

134.2. The Supplier shall provide an off-site classified waste shredding Service on request of DVLA which will be managed via the Billable Works in line with all UK Government disposal standards, FM Service Standards and any special requirements stipulated by the DVLA. The Supplier shall ensure:

134.2.1. Services are fully compliant with UK GDPR and all data protection legislation.

134.2.2. A secure chain of custody is maintained at all times to ensure the secure collection, storage, removal, and disposal of all classified materials so that at no time these materials are out of the Suppliers possession or sight; or capable of being deciphered once securely disposed of.

134.2.3. No shredded classified materials are capable of being deciphered once securely disposed of.

134.2.4. That all waste is treated securely and is only destroyed by a Centre of Protection of National Infrastructure (CPNI) approved company or on-site using CPNI approved shredders from the CPNI Catalogue of Security Equipment (CSE).

134.2.5. Supplier staff and / or Subcontractors delivering the service are cleared to BPSS as a minimum.

134.2.6. DVLA would expect the Supplier to have reuse/recycle initiatives for the management of Waste and would be required to support sustainability in any initiatives and projects.

134.2.7 A certificate of destruction is issued to the DVLA confirming destruction of the waste.

134.3. The Supplier shall ensure that where classified materials may comprise of a mix of security classifications, that the shredding requirements attributable to the highest classification are applied to all the material being shredded.

134.4. Material with a protective marking of ‘SECRET’ or ‘TOP SECRET’ may be destroyed by DVLA staff prior to its removal and further shredding off-site by the Supplier in accordance with the DVLA’s requirements. Further details of these requirements will be provided by the DVLA during the term of the Contract.

134.5. The Supplier shall provide a reactive Service for the collection and disposal of all types of classified waste to meet any ad hoc requirements of the DVLA. costs for these reactive and / or ad-hoc Services shall be managed via the Billable Works and Projects Process.

134.6. The Supplier shall fully cooperate with the DVLA during internal and / or external audits of the service. This shall include permitting the DVLA access to the off-site shredding premises to enable visual inspections of the equipment, processes, and security infrastructure present at the location.

134.7. The Supplier shall be responsible for ensuring the accurate reporting of waste data in accordance with the relevant Greening Government Commitments Targets and wider reporting requirement as specified by the DVLA to remain legislatively compliant.

**135. Service M3 - General waste**

135.1. The following Standards and Requirements apply to this Service - SM3.

135.1.1 The Supplier must provide a waste collection service for internal and external bins which requires collection of waste materials from the collection points and transportation to designated waste disposal areas. These bins and receptacles must be emptied, cleaned, and maintained to a high standard.

135.1.2 There are approximately 1435 internal and 85 external bins in use around the estate. A breakdown of types of bins and locations are documented **at Annex B** Deliverables Matrix – Waste Matrix and includes the current frequency of collections for each waste stream. In addition to the above, the DVLA is currently procuring 70 food waste receptacles which will form part of the scope for waste management.

135.1.3 Adherence to legislative compliance and associated waste licensing.

135.1.4. All waste must be appropriately segregated in accordance with safe operation of equipment.

135.2. In fulfilment of its statutory duty of care, the DVLA shall require the Supplier to provide full information on the methods of disposal of waste, showing clear evidence of using disposal methods which are environmentally preferable. In particular, the DVLA shall be assured that as much of the waste as possible shall be recycled or used for energy recovery, rather than sent to landfill.

135.3. The Supplier shall collect and remove all waste from the designated indoor office bins across the estate and outdoor ashtrays.

135.4. The DVLA will provide waste receptacles, recycling stations and consumables appropriate to the waste item, in sufficient numbers and conveniently located.

135.5. The Supplier shall remove all general waste which must include food waste, in a manner appropriate to the waste item. The Services shall include but not be limited to the following waste streams:

135.5.1 Municipal waste to include; metal, wood, kitchen oil, food waste, clothing/textiles, general waste, and dry mixed recycling to include Perspex screens

135.5.2 Hazardous waste items to include; clinical, sanitary and hygiene, chemical and used spill kits

135.5.3 Waste electrical and electronic equipment (WEEE) waste to include; batteries, toner cartridges and sundry items

135.5.4 Wastepaper items to include; mixed paper and cardboard.

135.6 The Supplier shall handle the above items in accordance with services stated at Service SM4, SM5, SM6, SM7 and SM8 where appropriate.

135.7. In disposing of waste, the Supplier shall maintain and proactively manage waste in accordance with the Waste Hierarchy.

135.8. The DVLA requires the Supplier to demonstrate commitment to and compliance with the principles of sustainable development as documented by the DVLA and seeks to continuously reduce the DVLA’s deleterious impact on the environment in waste disposal in general.

135.9.The Supplier shall provide lead support in planning, measuring, reporting, and recommending how waste can be continually reduced across all DVLA Premises and how HM Government sustainability targets can be Achieved.

135.10. The Supplier shall provide a reactive service for the collection and disposal of all types of general waste to meet any ad hoc requirements of the DVLA.

135.11. The Supplier shall be responsible for ensuring the accurate reporting of waste data in accordance with the relevant Greening Government Commitments Targets and wider reporting requirement as specified by the DVLA to remain legislatively compliant.

135.12 The Supplier shall be responsible for and rectify and spillages or residue waste from the management and transport of waste across the estate.

**136. Service M4 - Recycled Waste and Waste for Re-Use**

136.1. The following Standards and Requirements apply to this Service - SM4.

136.2. The Supplier is required to provide a waste management service in accordance with the Waste Hierarchy.

136.3. The Supplier shall collect and remove all recyclable waste and waste suitable for re-use from the DVLA Premises as specified in **Annex B** -Deliverables Matrix - – Waste Matrix . The Services shall include but not be limited to the following waste streams:

136.3.1. Wood.

136.3.2. Metals.

136.3.3. Cardboard.

136.3.4. Plastics.

136.3.5. Dry Mixed Recyclables (DMR).

136.3.6. Cooking oils.

136.3.7. Furniture and fittings.

136.3.8. Equipment and machinery.

136.3.9. Textiles.

136.3.10. Food.

136.4. The Supplier shall provide monthly waste diversion reports and waste recycling performance reports of DVLA Premises performance against building waste arising, diversion and recycling benchmarks and the DVLA’s requirements but shall adhere to the required minimum Standards as set out in FM Service Standards **Annex A1 –** Standards and Processes.

136.5. The Supplier shall seek to increase the percentage and range of Goods that are recycled on a continual basis. The Supplier shall provide the DVLA with information on current levels of recycling and plans to increase these in the monthly report.

136.6 The Supplier shall transport recycled waste streams from the estate to D block for disposal and return bins and receptacles to its designated position. The waste streams will need to be stored and managed at each property between the collection period.

136.7. The Supplier shall provide a reactive Service for the collection and disposal of any type of waste not outlined within the requirements to meet any ad hoc requirements of the DVLA. Costs shall be charged to the DVLA via Call-Off Schedule 25 - Billable Works.

136.8. The Supplier shall be responsible for ensuring the accurate reporting of waste data in accordance with the relevant Greening Government Commitments Targets and wider reporting requirement as specified by the DVLA to remain legislatively compliant.

**137. Service M5 – Hazardous & Chemical Waste**

137.1. The following Standards and Requirements apply to this Service - SM5.

137.2. The Supplier will be required to provide a Service for the disposal of hazardous and chemical waste and provide suitable receptacles for this type of waste in accordance with the DVLA’s requirements.

137.3. The Supplier shall provide a method statement as to how it will handle, transport, treat and dispose of all hazardous waste in a manner suitable to its nature and potential to pollute or cause harm. The Supplier shall take into account the Dangerous Goods Regulations on labelling, containment, and security for transport. Hazardous waste items to include but not limited to; clinical, sanitary and hygiene, chemical and used spill kits.

137.4 The Supplier shall provide consignment notes for compliance to handling and disposal procedure and policies upon request.

137.5. The Supplier shall be responsible for ensuring the accurate reporting of waste data in accordance with the relevant Greening Government Commitments Targets and wider reporting requirement as specified by the DVLA to remain legislatively compliant.

137.6 The Supplier must be licensed to handle associated waste; however, if the Supplier does not have appropriate certification an appointed expert can undertake the work at the expense of the Supplier.

137.7 The Supplier where appropriate, shall consult with hazardous waste specialists for advice on suitable disposal methods whereby clarification and further advice is required.

**138. Service M6 - Specialist Waste Destruction Services – not required**

**139. Service M7 - Clinical Waste**

139.1. The following Standards and Requirements apply to this Service - SM7.

139.2. The Supplier will be required to provide a Service for the disposal of hazardous and non-hazardous clinical waste and shall be required to provide suitable receptacles for this type of waste in accordance with the DVLA’s requirements. These waste streams will include but not be limited to:

139.2.1. Domestic Type Waste (EWC code 20 03 01).

139.2.2. Offensive Healthcare from Animal/human Healthcare (EWC codes 18 01 04, 18 02 03).

139.2.3. Offensive Municipal Waste (EWC codes 20 01 99).

139.2.4. Infectious Waste - contaminated with chemicals (EWC codes 18 01 03\*, 18 01 06\*, 18 01 07, 18 02 02\*, 18 02 05, 18 02 06\*)

139.2.5. Infectious Waste - not contaminated with chemicals or medicinal contamination (EWC codes 18 01 03\*, 18 02 02\*)

139.2.6. Sharps - non medicinally contaminated (EWC codes 18 01 03\*, 18 02 02\*, 20 01 99)

139.2.7. Sharps - medicinally contaminated other than cytotoxic & cytostatic medicines (EWC codes 18 01 03\*, 18 02 02\*, 18 01 09, 18 02 08).

139.2.8. Sharps - contaminated with cytotoxic & cytostatic medicines (EWC codes 18 01 03\*, 18 02 02\*, 18 01 08\*, 18 02 07\*).

139.3 The Supplier shall be responsible for collecting the clinical waste generated by DVLA’s Occupational Health team on a quarterly basis and medical and waste generated from the DVLA Crèche fortnightly.

139.4. The Supplier shall be responsible for ensuring all waste is managed in accordance with all waste related legislation and in accordance with the Health Technical Memorandum (HTM) 07-01: Safe Management of Healthcare Waste guidance.

139.5. The Supplier shall handle, transport, treat and dispose of all healthcare waste in a manner suitable to its nature and potential to pollute or cause harm, taking account of the Dangerous Goods Regulations on labelling, containment, and security for transport.

139.7. The Supplier shall be responsible for ensuring the accurate reporting of waste data in accordance with the relevant Greening Government Commitment Targets and wider reporting requirement as specified by the DVLA to remain legislatively compliant.

**140. Service M8 - Feminine Hygiene Waste**

140.1. The following Standards and Requirements apply to this Service - SM8.

140.2. The Supplier shall provide a weekly Service for the collection and disposal of feminine hygiene waste and shall be required to provide standard sized and suitable receptacles for this type of waste in accordance with the DVLA’s requirements. The supplier shall ensure the receptacles do not overflow and that staff have a means to dispose of feminine waste at all times.

140.3. The Supplier shall handle, transport, treat and dispose of all feminine hygiene waste in a manner suitable to its nature and potential to pollute or cause harm, taking account of the Dangerous Goods Regulations on labelling, containment, and security for transport. The Supplier shall provide the provision of the vending machines for dispense of feminine hygiene products.

140.4. The Supplier shall be responsible for ensuring the accurate reporting of waste data in accordance with the relevant Greening Government Commitment Targets and wider reporting requirement as specified by the DVLA to remain legislatively compliant.

# Work Package Q: CAFM (or equivalent) Services

**174. Service Q.1 – Soft FM CAFM (or equivalent) Services**

174.1. The following Standards and Requirements apply to this Service - SQ1.

174.2. The Supplier shall be responsible for ensuring:

174.2.1. the CAFM (or equivalent) system has the capability to ensure that all managerial quality monitoring, complaints, planned and reactive activities are managed, executed, and monitored through the CAFM (or equivalent) system.

174.2.2. the Supplier shall ensure that the DVLA has full access to the live data at all times and be responsible for ensuring that the data can be accessed electronically.

174.2.3. an application programming interface(API) or export function for the systems data shall be available at all times to the DVLA.

174.2.4. all feedback information associated with its activities and information relating to the completion of Service requests is promptly and accurately entered into the CAFM (or equivalent) system

174.4.5 the data provided is accessible and presented in a user-friendly way that is acceptable to the DVLA. Reporting and dashboard views are expected to come from the Supplier CAFM (or equivalent) system. Access to the reporting dashboard would be required for a minimum 25 DVLA staff.

174.4.6. the necessary resources to maintain, extend and enhance both the quality and the depth of the information held in the CAFM (or equivalent) system to the mutual benefit of both itself and the DVLA.

174.4.7. All response and rectification periods required by the DVLA are maintained within the CAFM (or equivalent) system and the CAFM (or equivalent) system has the capability to produce alerts as reactive or planned works that are about to breach its KPI agreement.

174.4.8 The Supplier shall ensure that the CAFM (or equivalent) System has the capability to link duplicate or associated Service requests and track Service requests through the various stages to completion.

174.4.9. the CAFM (or equivalent) system captures all costs including direct labour, Subcontractor labour, consumable, and material costs.

174.4.10. The Supplier shall ensure they are capable of interfacing with DVLA’s IT systems, an independent helpdesk and/or assurance service Supplier where appropriate. In such a situation the Supplier shall be required to use DVLA’s defined master data to report activities against.

174.5. The **CAFM (or equivalent) system** shall have the capability to:

174.5.1. Record and report by each DVLA Premises or location.

174.5.2. Review work assignment to Supplier staff and Subcontractors.

174.5.3. Track progress on logged activities, issue status updates and the provision of on-screen alerts.

174.5.4. Provide automated email notifications of work requests.

174.5.5. Provide automatic status updates to the DVLA’s Representatives.

174.5.6 Provide current and historical levels of statutory and contractual compliance across all planned and reactive activities across all DVLA Premises (e.g., compliance dashboard).

174.5.7. Provide search and visibility of calls and activities logged directly by DVLA staff via an interface or other electronic means.

174.5.8. Provide automatic associated hazard warnings, for example asbestos alerts.

174.5.9. Allocate and schedule appointment dates and times with DVLA’s representatives within DVLA Premises for audits and inspections.

174.5.10. Provide automated facilities for online invoicing, soft charging processes and payment processes.

174.5.11. Provide clear and proactive management of KPI agreements.

174.5.12. Provide accurate reporting Management Information and KPI performance data to meet the requirements of the DVLA.

174.5.13. Log Service Requests and automatically prioritise work and job escalation when appropriate.

174.6. The **cost control** functionality shall have the capability to:

174.6.1. Track costs through multi-level hierarchy of budgets, contracts, and projects.

174.6.2. Provide transparency of full facilities spend and generation of single or multi-line purchase Orders.

174.6.3. Discount purchase Orders or individual line items.

174.6.4. Provide purchase Order receipt acknowledgement.

174.5.5. Provide details of benchmarking data.

174.6.6. Navigate, search, and view all budget information.

174.6.7. Link trade rates to the contractual resource rates agreed with the DVLA.

174.6.8. Provide projects functionality which enables tracking of project spend, progress against the key Milestone Dates and stakeholders.

174.6.9. Provide costs for all Billable Works, to include unit of measure pricing metrics and bespoke schedule of rates pricing metric data where required by the DVLA.

174.6.10. Easily distribute information to stakeholders.

174.6.11. Ensure Financial Reports are available for ad-hoc reporting or scheduled generation basis.

174.6.12. Navigate data tree to ensure simple management and retrieval of all facilities information.

174.7. The **report functionality** shall have the capability to:

174.7.1. Report on helpdesk performance management.

174.7.2. Automatically generate reports.

174.7.3. Provide direct email distribution to stakeholders.

174.7.4. Produce specific corporate reporting requirements.

174.7.5. Analyse data.

174.7.6. Provide extensive reports as standard.

174.7.7. Provide measured performance benchmarking; and

174.7.8. Provide cost control and monitoring.

174.8. The Supplier shall ensure that that in line with best practice, the CAFM (or equivalent) system has its own business continuity and disaster recovery plan in place to enable continuity of service without degradation.

174.9. At the end of the Contract period, or in the event of termination of the Contract and for any reason, ownership of the DVLA’s data contained within the CAFM (or equivalent) system shall remain with the DVLA.

# Work Package R: Helpdesk Services

**176. Service R:1 – Helpdesk Services**

The DVLA is exploring two options for the helpdesk provision. Both options must be responded to as part of the tender submission with associated costings.

1. There will be a DVLA helpdesk taking all calls from customers, the DVLA helpdesk operatives will direct the work to the hard services or soft services helpdesk as appropriate for scheduling and completion of works. Reporting and dashboard views are expected to come from the Supplier CAFM (or equivalent) (or equivalent) system.
2. The DVLA will continue with the current helpdesk service provision delivered by the incumbent Supplier. The DVLA would require the new Supplier to work with the incumbent Supplier to ensure a seamless helpdesk provision and transfer of data and monitoring of works to successfully carry out the service in support of the soft services. Reporting and dashboard views are expected to come from the Soft Service Supplier CAFM (or equivalent) system.

176.1. The following Standards and Requirements apply to this Service - SR1.

176.2. The Supplier shall provide a fully staffed, supervised helpdesk Service linked to the CAFM (or equivalent) system for all FM related Service requests and fault reporting, twenty-four (24) hours per day 365 days per year. The DVLA and the Supplier shall agree a reporting function in relation to the helpdesk requirements during the Mobilisation Period.

176.3. The Supplier shall:

176.3.1. Collaborate with the DVLA to create maintain and develop Services that deliver a common user experience for all users of the Service.

176.3.2. Ensure that the helpdesk operates as both a strategic management and as a quality-monitoring tools and is also the focus for all day-to-day operational activities across all aspects of the Soft Services.

176.3.3. Ensure that the helpdesk provides a telephone single point of contact (free of charge for DVLA staff; and

176.3.4. Ensure continued Service delivery for all Services under its control during the core service hours (as agreed by the DVLA).

176.3.5 Collaborate with the DVLA to ensure that the helpdesk is used as a proactive mechanism to identify and address re-occurring issues.

176.4. Ensure the helpdesk accept service requests from either all dedicated DVLA helpdesk staff, DVLA Estates staff and DVLA security or the DVLA’s incumbent Helpdesk Supplier who are reporting faults or requesting provision of any in scope service.

176.5. Where the Supplier helpdesk receives Service requests for out-of-scope Services, the Supplier shall accept and forward the calls to the DVLA Helpdesk or current Helpdesk provision and record details on the CAFM (or equivalent) system.

176.6. The Supplier helpdesk shall accept Service requests raised by telephone calls, emails, text messages and web portals.

176.7. The Supplier shall ensure that all Service requests are logged on to the CAFM (or equivalent) system without unnecessary delay, allocated a unique reference number, and responded to as follows:

176.7.1. Telephone call requests within twenty (20) seconds.

176.7.2. Email requests within fifteen (15) minutes; and

176.7.3. Portal requests within five (5) minutes.

176.8. The Supplier shall be responsible for the issue of an acknowledgment within five (5) minutes of receipt and shall issue an update to the DVLA advising on the action to be taken within one (1) hour of the request being logged on the CAFM (or equivalent) system or upon request.

176.9. If for any reason the helpdesk response to a telephone request exceeds twenty (20) seconds before being answered by a helpdesk operator, then the caller shall be made aware of where they are in the queue, approximately how long they will be required to wait, and be given an option to leave a message and be called back within one (1) hour.

176.10.The Supplier helpdesk shall record details of the Service request on the CAFM (or equivalent) System, to include:

176.10.1. Name.

176.10.2. Contact details, to include telephone number, email address and work location.

176.10.3. Location of the DVLA Premises to which the request is related.

176.10.4. Problem type; e.g., issue/concern.

176.10.5 Service Type e.g., cleaning, catering etc.

176.10.6. Date and time.

176.10.7. Priority category and response time.

176.10.8. A 'Unique Service Request' reference number.

176.10.9. Action taken; and

176.10.10. Details of progress throughout the Service request management lifecycle.

176.11. The Supplier shall ensure that the person who raised the task is updated regarding the status and progress of any open Service requests through each stage of the Process, including notifications of delays, closure, or completion.

176.12. The Supplier shall ensure that where a Service request was not completed in accordance with the timeframes specified in the agreed KPI they reprioritise the Service request and proactively manage the task to completion at the earliest opportunity or to the revised timeframes agreed with the DVLA. The Supplier shall ensure that all revisions to timeframes as agreed and authorised with the DVLA are recorded on the CAFM (or equivalent) system.

176.13. To mitigate the risk of the creation of a backlog of work, the Supplier shall record all instances where a Service request failed to be completed within the agreed KPI on the CAFM (or equivalent) system and issue daily reports to the DVLA.

176.14. The Supplier shall:

176.14.1. Ensure that all necessary procedural and emergency contact information is kept up to date at all times within the CAFM (or equivalent) system.

176.14.2. Make audio recordings of all telephone conversations for the purpose of monitoring and auditing helpdesk performance. The Supplier shall retain such recordings for twelve (12) months on a rolling programme.

176.14.3. Provide appropriate staff to ensure that the helpdesk can operate within the requested performance parameters as agreed between the DVLA and the Supplier.

176.14.4. Ensure that all staff appointed to operate on the helpdesk are capable of handling all faults and in scope Service requests, irrespective of the time of the day.

176.14.5. Ensure that all staff appointed to operate on the helpdesk can access and report the status of all Service requests at any such time as requested by the DVLA.

176.14.6. Provide all staff appointed to operate on the helpdesk with documented training, including:

176.14.6.1. Training on the CAFM (or equivalent) system package.

176.14.6.2. Customer Service skills.

176.14.6.3. Service call management.

176.14.6.4. Listening skills.

176.14.6.5. Escalation procedures.

176.14.6.6. DVLA emergency procedures; and

176.14.6.7. Training in respect of all operational areas of the DVLA Premises.

176.14.6.8 The DVLA's SLA and expected response times

176.14.7. Ensure that all staff appointed to operate on the helpdesk have the appropriate security clearance to work on a DVLA account.

# Work Package S: Management of Billable Works

**177. Service S:1 - Management of Billable Works; Projects, Installation Works, and Reactive Maintenance Works, as defined at Call-Off Schedule 25 - Billable Works.**

177.1. The following Standards and Requirements apply to this Service - SS1.

177.2. The Supplier shall comply with the requirements contained within Call-Off Schedule 25 - Billable Works, standard SR1 when delivering all Billable Works on behalf of the DVLA.

177.3. The Supplier shall note and accept that the DVLA has the option to deliver Billable Works outside of the Contract via alternative DVLA appointed suppliers, procured either directly by the DVLA or via alternative CCS procurement solutions.

177.4. The Supplier shall be responsible for ensuring the resources required to successfully deliver and manage these Services are provided in accordance with the requirements of the DVLA as set out within the DVLA's Billable Works data contained within Attachment 2 - Service Deliverables Matrix. These shall include but not be limited to:

177.4.1. Billable Works Quantity Surveyor (QS) Personnel.

177.4.2. Billable Works Management Personnel; and

177.4.3. Billable Works Administrative Support Personnel.

177.5. Where the DVLA has for whatever reason aborted works being managed by the Supplier via the Billable Works process, the Supplier shall be permitted to recover its costs for the work undertaken prior to the DVLA's decision to abort the Billable Works. The Supplier shall be responsible for the provision of all data required to evidence its request for payment which shall be provided in writing to the DVLA within [5] working days of the occurrence. The Supplier shall ensure all details are recorded on the CAFM (or equivalent) system. The DVLA shall be the final arbiter on the level of repayment issued to the Supplier.

177.6. The Supplier shall recognise the DVLA's option to introduce specific Billable Work related KPIs as part of its performance management solution. The Supplier shall be responsible for ensuring these are managed via the CAFM (or equivalent) system in accordance with the requirements detailed within Call-Off Schedule 5 – Pricing and Call-Off Schedule 14 - KPI and Payment. Further details of these requirements will be provided by the DVLA during the term of the Contract.

177.7. Where the DVLA opts for the Supplier to deliver Projects the Supplier shall manage the Projects in accordance with the RIBA Plan 2013 (or subsequent updates). The costs for the management Services shall be as defined within the rates specified within the Supplier’s Framework Prices.

177.8. The DVLA shall be final arbiter on whether Billable Works are classified as a Project requiring the RIBA management approach.

177.9. The Supplier shall carry out Installation Works in accordance with any installation programme agreed by the DVLA and the Supplier.

177.10. The Installation Works shall be executed in the manner set out in the Contract or, where not so set out, to the reasonable satisfaction of the DVLA, and all work on any Site shall be carried out in accordance with such reasonable directions as the DVLA may give.

177.11. The DVLA or an authorised representative or adviser of the DVLA shall have at all reasonable times and upon giving reasonable notice, the right to inspect the state and progress of the Installation Works and to ascertain whether they are being properly executed.

177.12. The Supplier shall carry out the testing and commissioning of the Installation Works in accordance with the testing and commissioning requirements of the Call-Off Schedule 13 Part B (Testing).

177.13. No rights of estoppel or waiver shall arise as a result of the acceptance by the DVLA of the Installation Works.

177.14. Throughout the Contract period, the Supplier shall be responsible for procuring and maintaining (at its own cost) at all times all licenses, Approvals and consents necessary to enable the Supplier and the Supplier staff to carry out the Installation Works.