



Specification

Provision of Birmingham Travel Arrangements 2024

OCSD - Operations and Customer Services Directorate

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1. Introduction

The Driver and Vehicle Licensing Agency (DVLA) invites proposals for the following provision of Birmingham Travel Arrangements. This contract will be subject to the Terms and Conditions of the Cabinet Office’s Below Threshold Contract Terms and associated schedules.

2. Background to the Requirement

The DVLA is an Executive Agency of the Department for Transport (DfT), based in Swansea. The DVLA’s primary aims are to facilitate road safety and general law enforcement by maintaining accurate registers of drivers and vehicle keepers and to collect Vehicle Excise Duty (VED).

DVLA opened a new office in Birmingham in January 2022 to support the Agencies Covid recovery plans.

DVLA staff in Swansea have periodically supported the operation of this office and has put previous arrangements in place in order to facilitate this.

Support staff from Swansea are required to be based in the Birmingham Office once again from February 2024 to help train, support and transfer knowledge to our new Birmingham colleagues.

These support staff require travel between DVLA’s Swansea and Birmingham offices, including the transport of belongings including large suitcases and hand luggage. A coach service has previously proved to be most effective in facilitating this requirement, due to numbers travelling this is now more suitable for a minibus.

This is important from a safety aspect also as many of the support staff feel uncomfortable travelling by train in the evenings and have difficulty getting to and from the stations which also incurs additional cost.

3. Procurement Timetable

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

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

DATE	ACTIVITY
25/01/2024	Release of the ITQ to all potential tenderers
31/01/2024	Clarification period closes (“Tender Clarifications Deadline”)

09/02/2024	Deadline for submission of Tenders to Government Procurement Service (“Tender Submission Deadline”)
13/02/2024	Evaluation Ends
20/02/2024	Contract Award
26/02/2024	Mobilisation (Initial Journey)

4. Scope

The requirement will be to facilitate travel between Swansea and Birmingham on a weekly basis every Friday and Sunday:

Friday travel plan

- Pick up from Birmingham (Baskerville House (B1 2ND) at Cambridge Street) at 16:30; and
- Drop off at DVLA, Contact Centre, Swansea Vale, Sandringham Park, Swansea, SA6 8AJ.

Sunday travel plan

- Pick up from DVLA, Contact Centre, Swansea Vale, Sandringham Park, Swansea, SA6 8AJ at 17:30; and
- Drop off at StayCity Apartments, Birmingham, B3 1PW, **and** Baskerville House, Birmingham, B1 2ND.

If the travelling days fall on a bank holiday, arrangements must be made to provide an alternative day either before or after the bank holiday, these alternative days will need to be appropriate in meeting the contract owner/DVLA representative needs.

The proposed vehicle should be able to accommodate the 16 staff.

For all vehicles, please outline the facilities that these vehicles provide i.e., air conditioning, luggage provision, etc.

5. Implementation and Deliverables

The proposed agreement period will run for 5 months from 25/02/2024 to 28/07/2024 with the option to extend for a further 5 months on a monthly rolling basis at the discretion of the Authority.

6. Specifying Goods and / or Services

General Requirements

The service required is weekly coach travel from DVLA Contact Centre Swansea to two separate locations in Birmingham.

This will be from an initial period of 25/02/2024 to 28/07/2024.

The service would need to run twice weekly on a Friday afternoon at 16:30pm from StayCity Apartments and return to DVLA Contact Centre. The coach would again leave the DVLA Contact Centre at 17:30 on a Sunday to return to Birmingham Locations.

Operational Requirements

We would provide contact details of the contract owner and a lead in the team travelling, to discuss unplanned delays and changes to pick up and drop off point depending on road disruptions.

Should there be disruptions to the planned service, we would look to receive alternative transport to and from the office as this would cause significant impact to the running of the operations in the Birmingham office.

The proposed vehicle should be able to accommodate the 16 staff.

Your tender submission should include details around the ability to cope with the transportation of luggage such as large suitcases.

The vehicle is required to have air conditioning.

As the contract owner we would provide travel plans 4 weeks in advance, to plan for changes to services over a bank holiday period.

In order to meet Government Buying Standards ([Government Buying Standards for transport 2017 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/buying-standards)), It is a mandatory requirement that the Vehicle meet the Euro 6 standard exhaust emissions, we will require a healthy and fuel-efficient vehicle that is the appropriate size to transport passenger numbers as indicated on a weekly basis. The Vehicle must be in a good working order.

We require the minibus to be on time for the quoted departure time and driver to be friendly with a customer service focused approach.

Performance Monitoring

The performance measures to be monitored over the period of the contract will be:

- Punctuality / timeliness of pick up and departure
- Approach to customer service – helping individuals with their luggage loading where appropriate.
- A good standard of vehicle provided that meets the requirements above.

6.1 Social Value Considerations

The Social Value Act (2012) requires contracting authorities to consider social value when procuring services, by taking into account the additional social benefits that can be achieved in the delivery of its contracts. It has been identified that Procurement Policy Note 06/20 – taking account of social value in the award of central government contracts applies to this procurement.

Using policy outcomes aligned with Government’s priorities, a weighting of 10% of the overall score for this requirement is dedicated to social value criteria.

The social value theme for this requirement is Fighting Climate change which requires Tenderers to demonstrate how, in the delivery of this contract, they can assist the DVLA in delivering the policy outcome of Effective stewardship of the environment.

The full evaluation process is outlined in **Section 13** and the required social value criteria are detailed in **Annex 1**.

7. Quality Assurance Requirements

It is desirable that the supplier has ISO9001 Certification or equivalent.

8. Other Requirements

8.1 Information Assurance

IAG Security Schedule

Where the supplier processes Government data, including but not limited to, personal data on behalf of the DVLA the following requirements shall apply, unless otherwise specified or agreed in writing.

Personal Data

- **Processing Personal Data**

The supplier as part of the contract agrees to comply with all applicable UK law relating to the processing of personal data and privacy, including but not limited to the UK GDPR and the Data Protection Act 2018, and the EU GDPR where applicable to the processing.

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

The processing of personal data has been identified as part of this requirement. Please refer to the Terms and Conditions of this contract for full details of the instructions to be followed when processing data.

- **International Transfers (Offshoring) of Government Data**

When international transfers or offshoring is described, the focus is typically on the physical location where data is hosted (such as where the data centres are located). However, whilst physical location of data is a critical part of the offshoring question, it is important to understand how and where data might be logically accessed. Administrators or technical support staff may be located anywhere in the world, with logical access to data.

The supplier (and any of its third party sub-contractors, sub-processors or suppliers) shall not, transfer, store, process, access or view DVLA data outside of the UK without the prior written approval of DVLA, which may be subject to conditions. Any changes to offshoring arrangements must also be approved by DVLA.

Any request to offshore DVLA data must receive formal approval from DVLA prior to the commencement of any data processing activity. This is requested through the completion of DVLA's offshoring questionnaire.

In the event that the supplier proposes to offshore any DVLA data as part of the contract, they would be required to provide details in the offshoring questionnaire about the processing to be carried out offshore, including:

- a) the privacy risks and the security controls in place to protect the data;
- b) how the offshoring arrangement is legitimised to comply with relevant data protection legislation (e.g. adequacy decision, appropriate safeguards, Standard Contractual Clauses/International Data Transfer Agreements); and
- c) where applicable details of any transfer risk assessment that has been conducted, along with any supplementary measures implemented.

Personnel

- **Security Clearance**

- **Level 1**

- The supplier is required to acknowledge in their response that any supplier staff that will have access to the DVLA site for meetings and similar (but have no access to the DVLA systems), must be supervised at all times by DVLA staff.

Data Sharing

DVLA's Contract Owner will work with the successful tenderer to implement any information sharing or data sharing procedures and associated DVLA requirements that may be needed at any point during the lifecycle of the contract.

Information or data sharing procedures will need to be formally assessed and approved by DVLA through the Data Sharing Clearance Process, managed by the Information Assurance & Governance Team.

The Supplier will submit any requirements for information / data sharing via the Contract Owner to the DVLA who will consider the changes through this Data Sharing

Clearance process. Any proposals shall be considered and if approved an implementation plan will be formally offered to and accepted by both the DVLA and the Supplier before commencement.

This approvals process is designed to assess and identify additional measures and safeguards that may be required to protect data to those already stated in this specification document.

8.2 Cyber Security

Not Applicable for this contract.

8.3 Data Sharing

Please see section 8.1.

8.4 Sustainability

The DVLA is committed to reducing any negative impacts produced by our activities, products and services. This aligns to the Government's Greening Commitment which states we must: "Continue to buy more sustainable and efficient products and services with the aim of achieving the best long-term, overall value for money for society."

DVLA is certified to ISO 14001:2015 and more information is available in our Environmental Policy at:

<https://www.gov.uk/government/publications/dvlas-environmental-policy>

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

8.4.1 - The DVLA is committed to sustainability and as such the Supplier should consider this as part of their submission.

The DVLA requires the Supplier to:

- Comply with the DVLA's Environmental Policy:
<https://www.gov.uk/government/publications/dvlas-environmental-policy>
- Where appropriate, assist the DVLA in achieving its Greening Government Commitments as detailed on
<https://www.gov.uk/government/publications/greening-government-commitments-2021-to-2025> i.e. Reduce CO₂ emissions through energy consumption and travel, reduce water consumption and waste produced;
- Be able to evidence continual environmental improvements in their own organisation (ideally through an accredited EMS, i.e. ISO 14001, Green Dragon etc);
- Ensure its own supply chain does not have negative environmental or social impact and;
 - Where required, be able to provide data on carbon emissions related to the products / services being supplied to aid with scope 3 emission calculations. This will include, but not be limited to the following information:
 - The number of people using the bus during each journey.
 - The specification of the vehicle used for each journey (CO₂ emissions).
 - The mileage for each journey.

- This information shall be provided monthly to enable DVLA's environmental reporting

Provide the specified goods / services without the use of single use plastic in line with Government commitments.

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

8.4.3 -The Supplier shall be able to meet and evidence conforming to the relevant [Government Buying Standards: Government Buying Standards for transport 2017 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/procurement/government-buying-standards).

8.4.4 – Any waste shall be disposed of correctly and in accordance with the waste hierarchy and duty of care, and any applicable legislation.

8.5 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.

The following Standards and Requirements apply to this Service

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.

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.

The Supplier shall ensure:

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

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

8.6 Estates

Not applicable for this contract.

8.7 Diversity and Inclusion

The vehicle provided should be able to meet the accessibility requirements of a variety of ability ranges (no specific accessibility issues at the point but this be vary).

The Public Sector Equality Duty (PSED) is a legal requirement under the Equality Act 2010. The Equality Duty ensures that all public bodies play their part in making society fairer by tackling discrimination and providing equality of opportunity for all. It ensures that public bodies consider the needs of all individuals in their day-to-day work – in shaping policy, in delivering services, and in relation to their own employees. DVLA is committed to encouraging equality, diversity and inclusion within our workforce and against unlawful discrimination of employees, customers and the public. We promote dignity and respect for all and we will not tolerate, bullying harassment or discrimination by staff, customers or partners we work with. Everyone working for us and with us, as partners in delivering our services, has a personal responsibility for implementing and promoting these policy principles in their day- to-day transactions with customers and our staff.

A full copy of our Equality, Diversity and Inclusion Policy is attached at **Annex 7**.

The Supplier must read, understand, and comply with the Equality, Diversity and Inclusion policy and its principles.

8.8 Business Continuity

Not applicable for this contract.

8.9 Procurement Fraud

A full copy of our Procurement Fraud Statement is attached at **Annex 5**.

8.10 Use of DVLA Brands, Logos and Trademarks

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

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

9. Management and Contract Administration

DVLA will provide a contract manager to engage with the contract provider to discuss and agree travel plans and adjustments where required.

Confirmation of successful delivery of the service will be confirmed to complete the payments process between DVLA and the service provider.

The Supplier and the DVLA are to provide each other with Notice Addresses to which formal communications will be sent.

The Supplier should note that payment of all charges will be made monthly in arrears following receipt of a valid invoice.

Details of DVLA's Invoicing Procedures are included in **Annex 9**.

Subcontracting to Small and Medium Enterprises (SMEs):

DVLA is committed to removing barriers to SME participation in its contracts, and would like to also actively encourage its larger Suppliers to make their subcontracts accessible to smaller companies and implement SME-friendly policies in their supply-chains (see the Gov.Uk [website](#) for further information).

To help us measure the volume of business we do with SMEs, our Form of Tender document asks about the size of your own organisation and those in your supply chain.

If you tell us, you are likely to subcontract to SMEs, and are awarded this contract, we will send you a short questionnaire asking for further information. This data will help us contribute towards Government targets on the use of SMEs. We may also publish success stories and examples of good practice.

10. Training / Skills / Knowledge Transfer

Not Applicable

11. Documentation

Not Applicable

12. Arrangement for End of Contract

The successful bidder shall fully cooperate with DVLA to ensure a fair and transparent re-tendering process for this contract. This may require the Supplier to demonstrate separation between teams occupied on the existing Contract and those involved in tendering for the replacement contract to prevent actual (or perceived) conflicts of interest arising.

13. Evaluation Criteria

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

Your tender will be evaluated using the following weightings **and** the criteria weightings set out at **Annex 1**, to obtain the optimal balance of quality and cost.

Mandatory Requirements (if applicable)

Annex 1 provides details of any elements/criteria considered as critical to the requirement. These are criteria, which will be evaluated on a pass/fail basis. A fail may result in the tender being excluded from further evaluation.

Quality Criteria:

Annex 1 provides details of the quality criteria on which tenders will be evaluated. This will list the primary criteria along with the allocated percentage weighting and a description of the specific requirement. The overall percentage allocated for the Quality Criteria is outlined in the Table “Overall Weighting Allocation” and the method used to allocate scores is outlined below.

Quality Criteria Scoring Methodology:

The scoring methodology used to assess and allocate scores to each criteria are included in the table below

Points awarded	Description
100	Fully meets/evidence provided that demonstrates the requirement can be met
60	Minor concerns/issues that the requirement can be met
30	Major concerns/issues that the requirement can be met
0	Does not meet the requirement, not addressed or no evidence provided

Based on the allocated score, a percentage will be calculated against each element using on the following calculation:

$$\frac{\text{(Allocated Score)}}{\text{Maximum Score}} \times \text{Weighting}$$

For example, “Quality Element 1” can be allocated a score between 0 and 100 but carries a weighting of 10%. Supplier A is given a score of 60 for this element so receives a score of $(60/100 \times 10) = 6\%$. The scores for each element will then be added together to calculate the overall Quality Criteria score.

Financial / Price Criteria

Evaluation of the prices submitted will be performed separately by a Commercial Finance Accountant and details will not be made available to the Quality Evaluation Panel. This is to ensure fairness and avoid any subconscious influence of a lower price on the quality scoring. The overall percentage weighting allocated for the Financial/Price Criteria is outlined in the Table “Overall Weighting Allocation”.

Financial / Price Criteria Scoring Methodology:

A Percentage Scoring Methodology will be used to evaluate all proposals for this requirement. This methodology is based on the following principles:
 The lowest tendered price will be awarded the maximum score available. Each subsequent bid will be baselined to this score and will be awarded a percentage of the maximum score available. The calculation used is as follows:

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

For example, if the Financial/Price weighting allocation is 40%, the maximum score available is 40. Supplier A submits the lowest price of £100,000 and Supplier B submits a price of £180,000. Based on the above calculation Supplier A and B will receive the scores shown below:

Supplier A = $100k/100k \times 40 = 40\%$
 Supplier B = $100k/180k \times 40 = 22.22\%$

Overall Weighting Allocation

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

Calculation of Overall Score:

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

14. Points of Contact

Commercial Advisor	Name	XXXXXXredacted under FOIA section 40
	e-mail	XXXXXXredacted under FOIA section 40
	Address	C2 West, DVLA, Swansea, SA6 7JL
Project Lead/Business Area Contact	Name	XXXXXXredacted under FOIA section 40
	OCSD	e-mail

All queries/questions should be sent to the Commercial Advisor

15. Annexes:

Annex 1 – Evaluation Criteria

Mandatory Criteria

Mandatory Criteria	Mandatory Criteria Description	Yes/No
M1	Do you agree, without caveats or limitations, that in the event you are successful in this Procurement, that the resultant contract will be operated under the Cabinet Office Below Threshold Terms of Contract detailed in Annex 2 of this specification document?	Yes/No
M2	Security Clearance - The supplier is required to acknowledge in their response that any Supplier Staff that will have access to the DVLA site for meetings and similar (but have no access to the DVLA systems), must be supervised at all times by DVLA staff.	Yes/No
M3	Is the vehicle proposed to be utilised Euro 6 compliant?	Yes/No

Scored Quality Criteria

Primary Scored Criteria	Primary Scored Criteria Weighting (%)	Scored Sub-criteria Description	Individual Scored Sub - Criteria Weighting (%)
Standard Service Offering	17	<p>Please describe how you are able to meet the requirements laid out within this specification, including the proposed vehicle(s) that will be used to meet the requirement.</p> <p>This should specifically include how the vehicle(s) meet the following;</p> <ul style="list-style-type: none"> • Luggage requirements • Air conditioning requirements 	17
Minimising Co2 Emissions	10	Please outline the Co2 emissions per journey for the proposed vehicle(s).	10
Business Continuity	3	<p>Please outline a Business Continuity plan which will be implemented in the event of a disruption?</p> <p>Please can you include in this response whether a replacement bus/breakdown cover/onward travel etc. is involved.</p>	3
Social Value Outcomes	10	<p>Using a maximum of 2000 characters describe the commitment your organisation will make to ensure that opportunities under the contract deliver the Policy Outcome and Model Award Criteria, for more information please see Annex 13. Please include:</p> <ul style="list-style-type: none"> • your 'Method Statement', stating how you will achieve this and how your commitment meets the Award Criteria, and • a timed project plan and process, including how you will implement your commitment and by when. Also, how you will monitor, measure and report on your commitments/the impact of your proposals. <p>You should include but not be limited to:</p> <ul style="list-style-type: none"> ○ timed action plan ○ use of metrics ○ tools/processes used to gather data ○ reporting ○ feedback and improvement ○ transparency 	10
	Total = 40%		

Financial/Pricing Criteria

Primary Financial/Pricing Criteria	Financial/Pricing Weighting (%)	Description
Pricing Requirements	60%	Refer to the Pricing Schedule within Annex 6
	Total = 60%	

Annex 2 – Below Threshold Terms



Schedule 1
Conditions and Draft 1

Annex 3 – Statement of Assurance

Not applicable for this contract.

Annex 4a – Health and Safety Policy (for information)



Health & Safety
Policy.pdf

Annex 4b – Health and Safety Policy (for completion and return)



HS requirements for
contracts.docx

Annex 5 – Procurement Fraud Statement (for information)



Off-shoring Personal
Data.pdf

Annex 6 – Pricing Schedule (for completion and return)



PS 24 02 - Provision
of Birmingham Trave

Annex 7 - Diversity and Inclusion Policy



Equality Diversity
Inclusion policy DVLA

Annex 8 – Invoicing Procedures (for information)



Invoicing
Procedures.doc

Annex 9 – Armed Forces (for information)



Armed Forces
Covenant.docx

Annex 10 - Information to be provided by Tenderer checklist (for completion and return)



Information to be
provided by Tenderer:

Annex 11 - Form of Tender & Non-Collusive Tendering Certificate

Not Applicable

Annex 12 - Instruction for Tenderers (for information)



Instructions for
Tenderers.docx

Annex 13 – Social Value Criteria (for information)

DVLA is fully committed to driving Social Value in its contracts and this forms part of the Evaluation Criteria (10%).

The theme selected for this contract is **Theme 3 – Fighting Climate Change - Effective stewardship of the environment** with the two most relevant award criteria being as follows;

- MAC 4.1 Deliver additional environmental benefits in the performance of the contract including working towards net zero greenhouse gas emissions.
- MAC 4.2 Influence staff, suppliers, customers and communities through the delivery of the contract to support environmental protection and improvement.

Your tender submission should detail how your organisation meets these Social Value aims.

For more information on the Social Value model please visit the following link: [Social Value Model](#)

Annex 14 – DVLA Environmental Policy (for information)



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