Specification

Provision of Water Efficiency Feasibility Study

**Contract Reference:** PS/24/27

**Framework Title & Reference:** RM6242-CONSTRUCTION PROFESSIONAL SERVICES DPS

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## Introduction

1. In accordance with the terms and conditions of RM6242-CONSTRUCTION PROFESSIONAL SERVICES DPSthe Driver and Vehicle Licensing Agency (**DVLA**) invites proposals for the following service:
2. Provide an assessment of current water usage across all sites, and to identify solutions for how and where water consumption can be reduced and advise associated costs and potential savings.
3. Proposals from prospective Suppliers must explain how the specified Services will be delivered, along with indicative timescales and costs.

## 2. Background to the Requirement

1. The DVLA is an Executive Agency of the Department for Transport (DfT), based in Swansea. The DVLA’s primary aims are to facilitate road safety and general law enforcement by maintaining accurate registers of drivers and vehicle keepers and to collect Vehicle Excise Duty (VED).
2. Water use on the DVLA estate is increasing with rising costs. Government Greening Commitment targets are increasingly stringent and DVLA are striving to reduce consumption.
3. The DVLA are seeking a supplier to undertake a feasibility study to investigate the efficiency of water use within the agency. The feasibility study to be carried out by 31 August 2024, will identify opportunities for how and where water consumption can be reduced, documenting this and presenting in the form of a report to.
4. The study is to cover all DVLA Swansea sites: Main site Morriston, Swansea Vale (consisting of Contact Centre, Innovation Centre & Richard Ley Development Centre) and Ty Felin.

## 3.  Procurement Timetable

1. The timetable for this procurement is set out in the table below. The timetable may be changed at any time but any changes to the dates will be made in accordance with the Regulations (where applicable).

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

The key dates for this procurement (Timetable) are currently anticipated to be as follows:

|  |  |
| --- | --- |
| **Event** | **Date** |
| Launch ITT to potential suppliers | Friday 19th April 2024 |
| Clarification questions deadline  | Friday 3rd May 2024 |
| Tender submission deadline  | Friday 17th May 2024 |
| Evaluation of responses | Tuesday 21st – Wednesday 22nd May 2024 |
| Notification of contract award decision | Friday 31st May 2024 |
| Confirmation of contract award  | Monday 3rd June 2024 |
| Contract start date [and start of mobilisation period] | Tuesday 4th June 2024 |

DVLA reserves the right to amend the Timetable. Any changes to the Timetable shall be

notified to all suppliers as soon as practicable.

## 4. Scope

The study is to cover the following DVLA sites in Swansea:

4.1 **The Main Site, Morriston, SA6 7JL** is a 26-acre site, comprising seven main buildings, a data centre and several smaller and subsidiary buildings. These buildings consist of mixed office and ancillary space. There are also three large staff parking areas including one multi-storey facility

4.2 Swansea Vale is a 7-acre site consisting of three buildings comprising of mixed office and ancillary space. This site is split in two; -

4.3 Richard Ley Development Centre and the Innovation Facility, SA7 0AN and

Contact Centre SA7 0AD.

4.4 Ty Felin & Ty Forest, SA6 4AW is a 6-acre site consisting of two main buildings including the offsite data centre and security house consisting of mixed office and production space.

**4.5 Site Occupancy**

The Agency’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 | 350 |
| RLDC Facility  | 225 | 225 |
| **Fforestfach**  | **Headcount**  | **Typical Occupancy**  |
| Ty- Felin  | 55  | 55  |
| Ty- Fforest (Data Centre)  | 0 | 2 |

4.6 The Specification is made up of the requirements set out in this document in addition to the following Annexes:

* **Annex 2-** Summary of all sites and buildings
* **Annex 3-** Water distribution system schematic drawings

4.7 It is expected that works can be facilitated during normal operational hours weekday hours. Should there be a requirement to complete works out of hours including evenings, nights, weekends, and public holidays the authority must be informed and costed within the tender.

## 5. Implementation and Deliverables

5.1 The Authority wishes to Commence this contract on 04/06/2024 for a 12 month period

5.2 Risk assessments and method statements and COSHH data must be sent to DVLA 21 days prior to commencement of the service for review.

5.3 The final report is to be completed by 04/10/2024. The final report should be presented to DVLA via a face to face or Microsoft Teams meeting with aa electronic copy provided on word document or PDF. A preview copy of the report must be forwarded to DVLA for review 10 days prior the final report and presentation/meeting.

5.4 Regular Checkpoint meetings to be held during the term of the contract, this can be agreed following contract award

## 6. Specifying Goods and / or Services

The purpose of the study is to provide an assessment of current water usage across sites, and to identify solutions for how and where water consumption can be reduced, the estimated costs to implement these efficiencies and the anticipated cost recovery period.

**The report required must provide the following:**

* An assessment of existing water use across the estate.
* A benchmark of existing usage against sector standards and best practice.
* Recommendations for solutions to target for improvement in water efficiency with advantages and disadvantages of each clearly explained and prioritised as high, medium and low.
* An estimation of costs for improvements.
* An estimation of expected savings in terms of

 water usage and costs.

* Overview of installation complexity of suggested solutions and indication of project duration.
* Review of existing water monitoring arrangements, and recommendations for enhanced monitoring, if necessary.
* Consideration of the impact of any recommendations on current Health & Safety water quality management measures.

## 7. Quality Assurance Requirements

7.1 RAMS and data sheets if applicable relating to products used must be submitted for approval by the successful bidder 21 days in advance of any first site visit

7.2 All attending contractors and operative should undertake DBS clearance in advance of their first visit to site. Following site inductions, they may be issued a blue visitor pass to facilitate unescorted access. The first visit will require the contractor to be escorted on site and/or complete a site induction with the authorities on site maintenance service partner.

7.3 The successful Supplier must follow the DVLA Health and Safety policies and procedures at all times when on site.

## 8. Other Requirements

**8.1 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.

**Supplier Devices**

* **Removable Media**

The supplier shall not use removable media in the delivery of this contract without the prior written consent of the DVLA.

**Governance**

* **Organisational Structure**

The supplier shall have a senior individual responsible for DVLA assets within your custody.

* **Policies**

The supplier shall establish, or indicate that they have in place, policies which detail how DVLA assets should be processed, handled, copied, stored, transmitted, destroyed and/or returned. These shall be regularly maintained. The supplier shall provide evidence of relevant policies upon request.

* **Return of Data / Information to DVLA**

The supplier must be able to demonstrate they can supply a copy of all data or information on request or at termination of the service.

* **Destruction / Deletion of Data or Information**

The supplier must be able to securely erase or destroy all DVLA-related data or information that it has been stored and processed for the service, upon DVLA request.

* **Incident Management**

The supplier shall have policies in place which set out how information security incidents, and personal data breaches or data loss events (including breaches to the confidentiality, integrity, availability, and resilience of data) should be managed and who it should be escalated to, including notifying the DVLA immediately, or in any case within 24 hours, of becoming aware of the incident/s and/or breach/es.

This policy shall also include:

1. individual responsibilities for identifying and reporting security incidents and information security breaches;
2. a reporting matrix including escalation points;
3. an up to date list of relevant internal and external contact points; and
4. a timeline detailing at which point the policy should be implemented.

**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.

**Processing of Sensitive Information (not Personal Data)**

* **Security Classification of Information**

If the provision of the services requires the supplier to process DVLA data which is classified as OFFICIAL:SENSITIVE or higher, the supplier shall implement such additional measures as agreed with the DVLA in order to enhance the safeguarding of such information. A copy of the Government Security Classification scheme can be found at: <https://www.gov.uk/government/publications/government-security-classifications>

**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.

**Business Continuity and Disaster Recovery**

The supplier shall have business continuity and disaster recovery plans in place to maintain or quickly resume any services provided to DVLA and shall maintain compliance with relevant legislation.

**8.2 Cyber Security**

**N/A**

**8.3 Sustainability**

The DVLA is committed to reducing any negative impacts produced by our activities, products, and services. This aligns to the Greening Government Commitments to: “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 requires the Supplier to confirm their understanding and acceptance of each point **S1 – S4** and supply information if it has been requested.

**S.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 (GGCs) as detailed on [Greening Government Commitments 2021 to 2025 - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/greening-government-commitments-2021-to-2025) reduce water consumption

* Be able to evidence continual environmental improvements in their own organisation (ideally through a certified EMS, i.e., ISO 14001,Green Dragon etc);

Ensure adverse environmental impacts are prevented, where possible, or mitigated within the supply chain.

**S.2 -** The Supplier shall provide their sustainability or environmental policy.

**Waste**

**S.3 -** The Supplier shall promote resource efficiency and waste avoidance, to reduce waste arising and consumption of natural resources.

**Transport**

**S.4 –** The Supplier should aim to travel sustainably between sites whilst conducting DVLA business.

**8.4 Health and Safety**

DVLA has an Occupational Health and Safety Management System that is certificated to ISO45001. Further information on our Health & Safety Policy, is available on request.

All Supplier Staff working in the DVLA on any of our premises must fully comply with relevant health and safety legislation, together with health, safety and welfare policy and management arrangements applied by the DVLA. If appropriate, these issues must be addressed at or before the award of the contract and may form part of the procurement process. Where requested, Suppliers will be required to provide copies of their health and safety policy statement, risk assessments and method statements, clearly identifying any safety implications that their activities may have and how these will be managed. Contract management staff are responsible for checking health and safety information provided by Suppliers and passing relevant information to local line management and staff. Supplier’s safety performance will be monitored and checked as part of normal contract management.

Suppliers should:

* Have an appointed competent person responsible for H&S, details to be made available to DVLA on request
* Have emergency arrangements and plans for their goods/product/service, and observe DVLA’s arrangements whilst on site, or through the course of the business or contract
* Have adequate provision for your own first aid when on site
* Have an accident reporting and recording process for all near miss, accidents/incidents, or violent and aggressive behaviours. Any incident on DVLA site should be reported immediately to the DVLA’s Health and Safety Team
* Communicate with DVLA on any health and safety matter or issue in relation to the contract/product/supply of goods or service, notifying DVLA of any Health and Safety hazard, which may arise in connection with its supply of goods, products, or services
* Indemnify DVLA in the instance where failure of the company’s product/service, acts or omissions, with regards to health and safety, results in an economic penalty, time delay, issue, accident/incident or claim against the DVLA
* Have suitable and sufficient insurance cover for all business/products/services supplied/that are provided to DVLA
* Have documented, suitable and sufficient, risk assessments and method statements, covering all significant activities and deliveries of products, goods and services. Copies to be made available to DVLA on request
* Provide suitable and sufficient health and safety training, information and instruction for all its employees/contractors/subcontractors. Records to be made available on request
* Engage with DVLA’s Security/Estates Management Group to arrange access to all DVLA premises/buildings

Comply with all vehicle and driver legal requirements and DVLA policies whilst driving on premises or conducting business for DVLA

**8.5 Estates**

**N/A**

**8.6 Diversity and Inclusion**

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

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

**8.7 Business Continuity**

The Supplier shall have business continuity and disaster recovery plans in place to maintain or quickly resume any services provided to DVLA and shall maintain compliance with relevant legislation.

**8.8 Procurement Fraud**

Procurement Counter Fraud Statement

|  |
| --- |
| **The Driver and Vehicle Licensing Agency (DVLA) adopts a zero tolerance approach to procurement fraud.** |

A counter fraud culture has been embedded at DVLA and is actively promoted amongst all staff, particularly procurement specialists.

DVLA is committed to continually improve the awareness and understanding of its staff to actively prevent, deter and detect procurement fraud.

DVLA expects the highest standards of conduct and integrity from its staff, potential suppliers and its contractors. Individuals and organisations have responsibilities in preventing, deterring and reporting any instances where procurement fraud is suspected or detected.

DVLA requires potential suppliers and its contractors to;

* act with integrity, propriety, honesty, objectivity, accountability and openness,
* take all reasonable steps, in accordance with Good Industry Practice, to prevent fraud by its staff and any sub-contractors,
* actively avoid, prevent and deter any behaviour or activity that might be considered as collusion, i.e. operating a cartel, bid rigging, bid suppression, cover bidding, bid rotation, market division and price fixing;
* actively avoid, prevent and deter any behaviour or activity that might be considered as bribery or corruption, in contravention of The Bribery Act 2010, e.g. paying a sum of money, or other inducement, directly or indirectly to any person/s in relation to any DVLA contract or tender for goods, works or services;
* declare any ‘Conflict of Interest’ that might arise before, during or after a procurement process,
* provide and maintain accurate contract performance records/data,
* provide and maintain accurate financial documentation, e.g. invoices,

DVLA requires its staff to;

* act with integrity, propriety, honesty, objectivity, accountability and openness,
* be alert to the possibility that unusual events or transactions could be indicators of procurement fraud,
* report details immediately through the appropriate channel if procurement fraud is suspected,
* Co-operate fully with the DVLA Counter Fraud & Intelligence Team.

In addition, DVLA requires its procurement specialists to;

* prevent, deter and detect procurement fraud,
* ensure adequate control measures exist and operate effectively,
* assess the risk of procurement fraud,
* regularly review and test control measures and implement new control measures where necessary.

We have a zero tolerance approach to procurement fraud. If you identify or suspect procurement fraud, please contact us immediately on the following numbers:

**DVLA Counter Fraud & Intelligence Team – 01792 782650**

**DVLA Whistle-blowing Hotline – 01792 788883**

If procurement fraud is identified or suspected, DVLA may:

* report the matter to the Police and share with Counter Fraud Organisations,
* disqualify a potential supplier from a procurement process,
* suspend or terminate a contract with a supplier,
* take steps to recover financial losses.

**8.9 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

**Subcontracting to Small and Medium Enterprises (SMEs):**

 DVLA is committed to removing barriers to SME participation in its contracts, and would like to also actively encourage its larger suppliers to make their subcontracts accessible to smaller companies and implement SME-friendly policies in their supply-chains (see the Gov.Uk [website](https://www.gov.uk/government/publications/department-for-transport-actions-for-improving-business-opportunities-for-small-and-medium-enterprises) for further information).

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

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

## 10. Documentation

 The final report to be supplied and presented to DVLA by 30/08/2024 as detailed in section 5 for next stages to be planned in the following financial year

## 11. Arrangement for End of Contract

The Supplier shall fully cooperate with the 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.

## 12. Response Evaluation

The evaluation will comprise of the following elements:

1. an evaluation of mandatory requirements, if applicable. These will be assessed on a pass/fail basis. Responses that fail any of the mandatory requirements may be disqualified from further consideration.
2. an evaluation of the response based on the quality criteria and social value criteria (if applicable)
3. an evaluation of the prices submitted

Your response 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**

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 response being excluded from further evaluation.

**Quality Criteria:**

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

**Quality Criteria Scoring Methodology:**

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

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

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

(Allocated Score

 X Weighting

Maximum Score)

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

**Financial / Price Criteria**

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

**Financial / Price Criteria Scoring Methodology:**

A Percentage Scoring Methodology will be used to evaluate all proposals for this requirement. This methodology is based on the following principles:

The lowest quoted price will be awarded the maximum score available. Each subsequent responses will be baselined to this score and will be awarded a percentage of the maximum score available. The calculation used is as follows:

 (Lowest Quoted Price

 X Maximum Score Available (i.e. Weighting)

 Price Quoted per Supplier)

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

Supplier A = 100k/100k x 40 = 40%

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

**Overall Weighting Allocation**

|  |  |
| --- | --- |
| **Evaluation Criteria** | **Weighting** |
| **Quality Criteria**  | 70% |
| **Financial / Price Criteria** | 30% |
| **Total** | 100% |

**Calculation of Overall Score:**

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

## Annex 1

## Evaluation Criteria

**Mandatory Criteria**

| **Mandatory Criteria** | **Mandatory Criteria Description** | **Pass/Fail** |
| --- | --- | --- |
|  | The Supplier agrees to abide by all relevant Health & Safety legislation, including DVLA’s Health & Safety policy (See Annex 4) | Pass/Fail |
| The Supplier must agree to adhere to the DVLA code of conduct. (See Annex 4)  | Pass/Fail |
|  | The Supplier confirms they can provide the solution and complete the reports in line with the dates in Section 5. | Pass/Fail |
|  |  |

**Scored Quality Criteria**

| **Primary Scored Criteria** | **Primary Scored Criteria Weighting (%)** | **Scored Sub-criteria Description** | **Individual Scored Sub -Criteria Weighting (%)** |
| --- | --- | --- | --- |
| **Quality** |  **70%** | Bidders are required to provide two examples of works carried out in the past two years that demonstrate that the Bidder has the relevant experience in delivering works of a comparative scale  | 30 |
| Can you provide a detailed proposal of how you would meet our requirements in the timescale given and provide details of your methodology | 20 |
| Bidders are required to provide an overview of the key personnel who will undertake this work, including their qualifications, experience and any professional associations. | 20 |
|  | **Total = 100%** |  |  |

**Financial/Pricing Criteria**

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

**Annex 2**

Water System Schematics:

**Main Site Morriston** **Schematics**

**XXXXX redacted under FOI Section 40**

**Swansea Vale Site Schematics**

**XXXXX redacted under FOI Section 40**

**Fforestfach Site Schematics**

**XXXXX redacted under FOI Section 40**

**Annex 3**

Property Summary DVLA sites:

**Main site Morriston**

Main site is a Campus style property arranged over 7 Buildings:

A Block – 1929 sqm 3 story office accommodation with atrium

B Block– 517 sqm single storey office accommodation

C Block– 10,434 sqm 4 storey office accommodation

D Block – 30,245 sqm 17 storey office accommodation with basement storage

E Block–395 sqm office 3 storey office accommodation

F Block– 564 sqm single storey accommodation (currently utilised as a creche)

J Block– 95 sqm 2 storey office accommodation

Security Gatehouse – 24 sqm

**Swansea Vale**

Contact Centre – 6099 sqm office accommodation arranged over 2 floors

Innovation Building – 1793 sqm single storey office accommodation with conference facilities

Learning & Development – 1821 sqm office accommodation arranged over 4 floors

**Fforestfach**

Ty Felin (DLUP) 5314 sqm Print facility single storey with mezzanine floor

**Annex 4**

**XXXXX redacted under FOI Section 40**