



Driver & Vehicle
Standards
Agency

**The following document has been redacted in line with
FOIA sections 40 and 43**

Statement of Requirements document for:

PSV Hire for DVSA Training

Contract number: K280021196

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1. INTRODUCTION

The Driver and Vehicle Standards Agency (DVSA) is an executive agency, sponsored by the Department for Transport (DfT). DVSA's primary aim is to improve road safety in Great Britain by setting standards for driving and motorcycling, and making sure drivers, vehicle operators and MOT garages understand and follow roadworthiness standards. DVSA also provides a range of licensing, testing, education and enforcement services.

DVSA employs around 4,600 staff in Great Britain in a variety of operational and administrative roles. DVSA's Head Office is at Berkeley House, Croydon Street, Bristol with other administrative offices across Great Britain.

2. OBJECTIVE AND SCOPE OF THE CONTRACT

DVSA wishes to invite suppliers to provide public service vehicles for the purposes of technical inspections at sites across the UK. The main sites will be at Avonmouth (Bristol) and Chadderton (Manchester). By hiring vehicles DVSA can specify the requirements and guarantee the vehicle is suitable for training staff on current technology and specifications.

The vehicles supplied would need to be delivered and collected as required and whilst in our possession will be subject to technical inspections by DVSA staff undergoing training. The vehicles should be free from defects and no defects should be added to the vehicles during our hire period.

This will be for training of our own inspection staff or our customers contracted to the DVSA. Vehicles need to cover all aspects of public service vehicle design including disabled access features such as wheelchair ramps and lifts.

Vehicle types required are minibus, full-service bus and coach.

The purpose of the inspections will be for; statutory standards inspections; whole vehicle approval training and vehicle safety inspection training.

The requirements expected of the successful supplier are detailed within this document. DVSA is not bound to accept the lowest tender, or any tender received, and reserves the right to call for new tenders should it consider this desirable. The right is further reserved to accept the whole or part of any tender. DVSA will in no case be responsible or liable for any costs incurred by tenderers in the preparation, clarification or negotiation of their tenders regardless of the outcome of the tendering process.

DVSA intends to award a contract to the most economically advantageous tender (MEAT); in accordance with the criteria and weightings in Section 12 (Evaluation Criteria) of this document.

Unless otherwise noted, a minimum of 3 marks must be scored against all criteria upon evaluation of the quality elements of your tender - failure to do so will result in your bid being non-compliant.

3. YOUR RESPONSE

Tenders must be submitted with the following information:

- Completed Evaluation Questionnaire
- Completed Pricing Schedule

4. GENERAL

The provision of Vehicles on hire are intended to be for business training use only. Staff or other representatives of DVSA are not authorised by DVSA to utilise the Services for private use, unless stipulated by DVSA. The Supplier shall promptly notify the Customer if it becomes aware of any circumstances which indicate that such intention is being breached.

DVSA needs to be able to hire specific vehicles for training purposes.

5. CONTRACT DURATION

The proposed agreement period will initially run from (the contract award date) for 2 years subject to DVSA's requirements and the suppliers' performances.

DVSA reserves the option to extend the contracted period for up to a maximum of a further year.

6. PROCUREMENT TIMETABLE

ACTIVITY	ESTIMATED DATE/TIME
Deadline to acknowledge intention to bid	18 March 2021 / 17:00
Deadline for submitting clarification questions	25 March 2021 / 17:00
Deadline for submission of Tenders to the Authority ("Tender Submission Deadline")	1 April 2021 / 17:00
Expected Contract Award	30 April 2021
Contract commences	1 May 2021

7. REQUIREMENT

DVSA wishes to appoint a vehicle hirer to supply Public Service Vehicles as and when required for the purposes of conducting vehicle safety inspection training.

8. Account Management and Administration

DVSA account management and contract owner will be the Contracts and Commercial Manager within the Training and Development team. The Contracts manager will liaise directly with the Supplier account manager.

DVSA requires that the Supplier representative shall as a minimum:

- Oversee the provision of the services to ensure that they are delivered in accordance with the provisions of this contract;
- Identify and implement cost savings as appropriate;
- Co-ordinate the provision of vehicles;
- Provide general customer services in relation to the services including advice on best options, prices, answer queries, deal with complaints, etc.;
- Review management information outputs and recommend/take appropriate action to ensure the efficient operation of the services at all times;

The Supplier shall provide, at all times during the contract period, sufficient resources to ensure the efficient operation of the contract and provision of the services.

CRMs (Contract Review Meetings) should focus on the following areas (list not exhaustive):

- contract performance against agreed KPIs/Service Level Agreements (SLAs)
- complaints received & resolved
- actual vs budgeted costs
- potential future developments and Continuous Improvement opportunities
- review of risks and current/future issues

It is not expected that travel expenses will be claimed, but where it is necessary for these to be claimed, they will be paid at the UK Civil Service Travel and Subsistence rates applicable at the time of travel (available on request).

Creation, maintenance and management of the Risks and Issues Registers are the responsibility of the DVSA's Contract Owner. These are reviewed at the Annual Performance Review meetings with the Supplier.

8.1 Complaints Procedure

All complaints received must be recorded and categorised by the Supplier and reported for the attention of the DVSA's Contract Manager. In the first instance complaints and disagreements between the DVSA and the Supplier will be managed through the appointed Contract Managers. A formal Dispute is triggered through email correspondence between the two parties.

The Supplier should provide details of escalation points and procedures and nominated personnel who will work to seek a resolution if initial complaints procedures fail to resolve.

8.2 Hours of Service

DVSA requires that the Supplier shall ensure that its normal operating hours in relation to the provision of the Services shall be:

- 08:00 to 18:00 Monday to Friday (excluding Bank Holidays)

An out of hours' emergency contact number will be required by DVSA from time to time to book vehicles at short notice outside of the normal operating hours.

8.3 Vehicle Specification

Due to the nature of the requirement, DVSA is required to hire specific vehicles for training purposes.

As a minimum, DVSA is required to specify the following information for each vehicle, which the Supplier must ensure is met:

- A Disability Discrimination Act (DDA) compliant public service vehicle including wheelchair access with at least 40 seats.
- A minibus which is DDA compliant with wheelchair access and up to 17 seats but more than 9.
- A full coach specification with DDA facilities and wheelchair access. If not available this should be notified to the DVSA Contracts manager for approval before supplying a none DDA coach when requested,

The Supplier must ensure that the selected vehicle meets all of the criteria specified.

DVSA is required to work to a pre-defined training schedule. Therefore, selected vehicles must be available to coincide with the training programmes planned. The testing schedule will be made available to the Supplier.

The training schedule may change; DVSA will ensure that changes are notified to the supplier within 4 working hours of the change being received by DVSA.

In addition, all Vehicles supplied shall:

- conform to the manufacturer's minimum UK specification (including spare wheel (or equivalent), wheel brace and jack).
- be clean inside and out including windows.
- have a full tank of fuel, less any delivery distance travelled, unless otherwise specified by DVSA.
- have the correct fluid levels and tyre pressures in accordance with the manufacturer's recommendations and have been maintained according to the manufacturer's recommendations.
- be fit for purpose, roadworthy and meet all legal compliance requirements.
- Have appropriate valid Road Fund Licence.

8.4 Booking Arrangements

The Hire Period will usually last between 1 to 28 days; however, there may be a requirement for Hire Periods exceeding this timeframe. DVSA requires the availability to flex the duration of the hire during the hire period, including taking the length of hire over the normal 28 day period.

All types of vehicles that are within the scope of the contract may be required to be provided on hire during the Contract Period. No mileage restriction shall apply to the use of Vehicles provided on hire pursuant to this Contract including each Vehicle Agreement i.e. they shall be provided on the basis of unlimited mileage. The vehicles once under hire are unlikely to leave the grounds of the site they are hired to.

DVSA requires the Supplier to make systems available which allow DVSA to make bookings through an online booking tool as a preference, but via telephone or email should the online booking tool not be available for a period of time.

As a minimum requirement each Vehicle Order shall specify:

- the Customer hiring the vehicle;
- the cost centre;
- contact telephone number and email address of the hirer;
- the specification of the vehicle required;
- special requirements, such as roof racks, etc.;
- the date, time and place of commencement of hire;
- the date, time and place of termination of hire;
- the address where the Vehicle should be delivered to and/or collected from;

The Supplier shall provide the Customer with a unique reservation number at the time of booking of each vehicle.

8.5 Delivery and Collection

The Supplier shall supply the vehicle on the date specified in the Vehicle Order and in accordance with the DVSA instructions, at the price agreed. There are two delivery locations (Avonmouth, Bristol and Chadderton, Manchester) but this may change during the contracted period. The Hire Period shall commence at the time requested or when the Hired Vehicle is delivered or picked up and signed for, whichever is the later, and shall terminate at the time specified at the time of booking or when the Hired Vehicle is collected by the Supplier, whichever is earlier.

It is expected that the Supplier arrange delivery and collection of the vehicles using the most cost effective method available. Where multiple vehicles are requested for the same location on the same date, it is expected that a vehicle transporter may be used where this provides the most cost effective method of transport.

DVSAs liability for loss or damage to a Hired Vehicle commences at the time specified at booking or on delivery, whichever is the later, and shall cease either 2 working hours after the time specified at booking or 2 working hours after the hire is terminated or when the Hired Vehicle is collected, whichever is the earlier.

The Supplier shall provide the trainer with a full familiarisation of the Hired Vehicle's controls and other characteristics specific to the Hired Vehicle upon delivery. Where the driver is not present at the time of delivery, familiarisation details will be provided with the Hired Vehicle.

Where possible all Hired Vehicles will be inspected by the trainer or other representative of DVSA at the time the Hired Vehicle is delivered and subsequently collected. Where this is not possible then the Supplier shall leave a Vehicle Inspection Form in the Hired Vehicle, for the attention of the trainer, clearly showing any points where any damage, however slight, has been noted on the Hired Vehicle. Only DVSA staff shall be allowed to sign for the Hired Vehicle in the driver's absence, unless specified otherwise by DVSA.

If the trainer is not present at the time of delivery, the trainer must inspect the Vehicle being offered for hire, record its mileage, check the fuel gauge and report any damages, not noted on the condition inspection sheet, by telephone, immediately to the Supplier prior to using the Hired Vehicle. The Supplier may opt to re-inspect the Hired Vehicle and provide a replacement Vehicle of exactly matching specification or, if the trainer is satisfied to do so, note the damage and allow the hire to continue with the delivered Vehicle. Such damage notified shall not become the liability of DVSA.

In the event of such a damage report arising as per paragraph above and the Supplier and/or trainer agreeing to the replacement of the Hired Vehicle, any charges applying to the hire shall only commence from the time of delivery of the replacement Vehicle. No additional delivery charges shall accrue and all charges, excluding delivery charges for the original Vehicle shall be waived.

The Supplier shall endeavour to make contact with the trainer when the Vehicle is collected. If the trainer is not present at the time of collection, the Supplier shall leave a written collection note, where practical, detailing any damage findings in the driver's absence, and shall formally report to DVSA details of any additional damage within 3 working days of the Vehicle being removed. Failure to do so shall result in DVSA not being liable for damage claims.

The Supplier shall ensure that, where a Vehicle has ended its hire and its continued presence at DVSA or other parties work premises or at a private address may cause problems, the Vehicle is removed promptly at an agreed time upon receipt of notification from DVSA. DVSA shall provide up to 2 working hours paid parking where the Vehicle is to be collected from a pay and display car park, parking meter etc.

In the event that the supplier fails to collect the Vehicle to the agreed collection point at or before the agreed Vehicle return time, DVSA will store the vehicle securely but may charge the supplier if costs are involved to the DVSA.

On expiry of the Hire Period in respect of any Vehicle, DVSA shall:

- make the Vehicle available for collection by the Supplier at the place and at the time and date assigned for delivery or collection stated on the Vehicle Agreement. The Supplier will be bound by all obligations under this Contract until such time as the Vehicle is either delivered by DVSA or actually collected by the Supplier which the Supplier shall do in accordance with the Vehicle Agreement.
- complete a Vehicle Inspection Form with the Supplier on the Return Date and ensure that the Vehicle is returned and that the Vehicle is in a condition consistent with its condition at the time of delivery making due allowance for usage and wear and tear (as defined by BVRLA) during the Hire Period. All personal effects of the driver or any other items belonging to DVSA are to be removed.
- if the Supplier advises DVSA that the Vehicle is not in such condition, then DVSA will pay to the Supplier such amount as may be agreed as the cost of such rectification. In the event of any dispute regarding the condition of the Vehicle, an independent assessment shall be carried out by a properly qualified and experienced consultant appointed by the Supplier and DVSA. Any such consultant shall act as an expert and not as an arbitrator and whose decision shall be final.
- in the event of a dispute the Vehicle or other acceptable form of evidence acceptable to DVSA must be held by the Supplier until an independent assessment has been made. As part of this evidence DVSA shall require reports regarding the damage history to the vehicle in question. The costs of the independent consultant shall be borne equally between DVSA and the Supplier provided that both parties act reasonably at all times during the dispute.
- in the event of damage to any Vehicle the Supplier must forward an invoice to DVSA within 24 working days following the Return Date. In the case of dispute DVSA will notify the Supplier of what is in dispute within 24 working days of receipt of invoice or pay the invoice in accordance with the payment terms.

8.6 Cancellation/Abortive Delivery & Collection

In the event that a Hired Vehicle requires cancellation, DVSA shall notify the Supplier, where it is reasonably possible to do so, at least 2 working hours prior to the commencement of the hire. No charges shall apply for any bookings which are cancelled more than 2 working hours prior to rental commencement and the Supplier shall issue a reference number which confirms the booking has been cancelled.

In the event where DVSA has failed to provide notice of cancellation at least 2 working hours prior to the requested commencement of hire time, and the Vehicle has been delivered or is in the process of being delivered, the Supplier shall be entitled to an abortive delivery charge which shall not exceed 1 day's rental.

Where the Supplier has endeavoured to pick up a Vehicle as per DVSA's instructions and the Vehicle is not available, the Supplier shall be entitled to an abortive collection charge, which shall not exceed 1 day's rental.

The Supplier shall process any amendments or cancellations to bookings as requested and identify in advance any cancellation fees that may be incurred as a consequence.

The Supplier shall refund all incorrect charges within 5 working days to DVSA.

8.7 Provision of Documentation

At the commencement of the Hire Period, the Supplier shall provide the trainer with:

- standard documentation with all the relevant details completed;
- a vehicle handbook or laminated document which gives full familiarisation details of the Vehicle e.g. the controls and other characteristics specific to the Vehicle;
- details of the action to be taken in the event of an incident (including windscreen or tyre damage) /accident or breakdown;
- vehicle condition inspection report;
- Supplier own damage report form.

8.8 Breakdown and Roadside Assistance

A comprehensive service for recovery and breakdown repair shall be provided to DVSA at no additional cost. A reputable and established Supplier shall provide this service and full assistance shall be provided within 2 hours following receipt of the initial call.

In accordance with paragraph above, the Supplier shall provide contact details for the breakdown assistance at the time of delivery of the Vehicle.

8.9 Accident/Incident Reporting

If any damage occurring to a Hired Vehicle has not been reported to the Supplier and such damage is considered by the Supplier to have occurred after delivery to DVSA and not subsequently been reported on the termination of the hire then the Supplier shall notify the Customer's management unit within 3 working days of the termination of the hire. A full report of any such damage with evidence of DVSA's liability shall be provided. This procedure shall not negate the Supplier's obligation to attempt to make contact with the driver or to leave a collection note detailing the damage at the time the Vehicle is collected.

The Supplier shall supply a copy of the repair invoice, together with any engineer's report to substantiate any claim for reimbursement from third parties to DVSA.

Where a claim arises from a third party against the Supplier after the termination of any hire and the Supplier has reason to believe or considers that DVSA may have liability for such claim then the Supplier shall notify DVSA's fleet management provider of any such claim within 24 hours of the claim being received by the Supplier. Full details of the claim with evidence of DVSA's liability shall be provided. If DVSA accepts that the claim is likely to fall within the DVSA's liability, the Supplier shall fully co-operate with DVSA in responding to any such claim.

Where a third party is responsible for any damage arising to the Supplier's vehicle, and DVSA has provided to the Supplier all of the third party's details, including the third party's insurance details, the Supplier will not pursue DVSA for any payment but will handle the claim, excluding any claim by DVSA, directly through the third party's insurance or other representative.

Where the vehicle is damaged during the hire period and there is no third party fault, DVSA will process any claim either directly or through its motor insurer.

8.10 Long Term Hires (28 Days+)

Where the vehicle is on long term hire DVSA shall ensure that the vehicle is maintained in a roadworthy condition during the term of hire and ensure that all routine checks are adhered to, particularly oil, coolant, brake fluid levels and tyre pressures. This inspection would be limited to routine checks only as DVSA are not in the position to service or inspect the vehicle in terms of manufacturer's requirements or any Operator Licensing requirements. This would remain the responsibility of the Supplier and be negotiated as required for any longer term hires.

8.11 Motor Insurance

DVSA will cover all hire vehicles on its fully comprehensive motor insurance for the hire period, excluding delivery and collection return journeys.

DVSA requires that a database of all hires is maintained at all times in order to meet the requirements of the Fourth EU Motor Insurance Directive. This requirement shall extend to both insured and self-insured Hired Vehicles.

Where a hire period is 14 days or more DVSA undertakes the responsibility to update its Motor Insurance Database (MID). The Supplier shall provide the necessary information, including details regarding the gross weights of the commercial vehicles, to DVSA within the necessary timescales.

8.12 Drivers

Unless otherwise specified DVSA shall be responsible for ensuring that the driver has the appropriate driving licence for the Vehicle to be driven. Hired vehicles will only be driven on private grounds, not on public roads.

8.13 Fuel

All Hired Vehicles shall be supplied with a full tank of fuel, less delivery mileage.

A note of the mileage on delivery will be recorded and again on collection. Any mileage under 10 miles total for the duration of the hire will not be charged back in fuel costs. This does not include delivery and collection mileage. If the mileage done by DVSA exceeds 10 miles for the hire period then the supplier will refuel the vehicle at the agreed fuel rate. Fuel costs will be charged at the rate stated on this link for week commencing hire period date:

<https://www.gov.uk/government/statistical-data-sets/oil-and-petroleum-products-weekly-statistics>.

The combined mpg rate for each vehicle must be evidenced on the order confirmation and the delivery form.

DVSA does not have the facilities or ability to refuel the Vehicle before collection.

8.14 Congestion Charges

The Supplier will pay for any congestion charge liable as a result of delivery and collection of the Vehicle.

The Supplier shall be liable for any additional costs arising from escalations to the original Penalty or charge if they fail to pay in sufficient time.

The Vehicle will not be driven on public roads during the duration of the hire by DVSA staff or any other staff under DVSA instruction.

OTHER SERVICES REQUIRED

8.15 Supply Chain Management

Where applicable, the Supplier shall nominate its primary (key) sub-contractors for this contract and ensure that DVSA's Terms and Conditions are mirrored in the 1st line of sub-contracting.

8.16 Continuous Improvement and Innovation

DVSA requires that the supplier works with their management team to develop an understanding of DVSA's operations in respect of this contract and make innovative recommendations to increase the efficiency and cost effectiveness of the arrangements, and to remove unnecessary administrative burdens and streamline processes.

8.17 Consolidated Invoicing

The Supplier should be able to provide DVSA with a single consolidated invoice for all services provided. The invoice may be split between the following elements:

- Vehicle Hire
- Damage/Repair Costs
- Fine/Penalties Costs
- Other charges (please specify)

8.18 Business Continuity, Commercial Contingency and Disaster Recovery Planning

The supplier will provide a draft Business Continuity, Contingency and Disaster Recovery plans detailing the necessary steps to achieve a successful service transition and expected transition timescales, including service outages. The plans should include details of who will be responsible for each stage of the process and details of how the plan will be managed.

9. MANAGEMENT INFORMATION

The supplier is required to provide a range of management information as required, in line with the reporting schedule agreed between the contracting parties.

To include, but not limited to:

Frequency	Received by Date	Report Title	Purpose of Report
Monthly	5th working day of the month following the end of the period being reported	PSV hire DVSA for [MONTH-YEAR] i.e. <i>PSV hire DVSA for April 2021</i>	Provide the dates of each booking requests along with the confirmed vehicles supplied for each booking
Quarterly	5th working day of the month following the end of the period being reported	PSV hire DVSA quarter [YEAR-QUARTER NO.] i.e. <i>PSV hire DVSA 2021 Quarter 1</i>	To outline the dates for each hire within the given quarter and the expenditure.
Quarterly	5th working day of the month following the end of the period being reported	DVSA Quarterly complaints report [YEAR-QUARTER NO.] i.e. <i>DVSA Quarterly complaints report 2021 Quarter 1</i>	To identify all complaints raised, actions taken and date resolved
Annually	10th working day of the month following the end of the period being reported	PSV hire DVSA [YEAR NO.] i.e. <i>PSV hire DVSA 2021-22</i>	To show the expenditure breakdown over the year and the total spend for the period. This will be per financial year.

All of these reports should be encrypted/protected for data protection reasons.

DVSA also requires the reports to be available to be produced on an ad-hoc basis, either through a user demand requests system or by request to the supplier directly.

DVSA accepts that where this data can be viewed through the supplier's Fleet Management System, there will be no requirement to provide an additional report. The data must meet the purpose of the requested report without the need for a significant amount of manipulation by the end user to derive the required report.

The appointed Contract Manager and Deputy Contract Manager will be responsible for ensuring that performance is delivered to the required standards.

Where performance falls below the required standard, service credits shall apply. Where service credits apply these shall be calculated in accordance with the Service Level/KPI metrics as set out in section 6.7 of this specification.

9.1 Performance Measurement and Management

i. Contract Performance

Contract Performance will be managed through the Contract Review Meetings and reported to the Contract Owner on a quarterly basis. Where performance falls below the required standard, DVSA will work with the supplier to rectify the service failure. Where this process has been exhausted and fails to provide a solution, service credits shall apply.

SLA Ref.	Performance Criteria	Service Level Agreement	Measurement Methodology (how we measure)	Measurement (what we measure)
Management Information Systems and Reporting				
1	Agreed reports provided on time, accurate and distributed correctly	100%	Reports received by email <u>XXX</u>	Annually; Received on 5 th working day of the month following the end of the period being reported
2	Consolidated Invoice is provided on time with full data support	98%	Invoice received by email to <u>XXX</u>	Monthly; Received on 5 th working day of the month following the end of the period being reported
3	Vehicle availability in each section of the fleet, based on the number of working days in the month	95%	Reports received by email <u>XXX</u>	Monthly; Received on 5 th working day of the month following the end of the period being reported
4	Delivery and collection. Vehicle delivered on time and collected as per the booking confirmation	100%	Reports received by email <u>XXX</u>	Monthly; Received on 5 th working day of the month following the end of the period being reported
5	Complaints management. To ensure any complaints raised will be resolved within a 14 day period from the date DVSA raise the complaint to the supplier	100%	Reports received by email <u>XXX</u>	Quarterly; Received on 5 th working day of the month following the end of the period being reported

Contract Managers have the authority to make changes to the operational outputs of the contract within the scope of the original tendered specification, or any formal variations accepted since.

Contract performance will be managed by a set of Service Level Agreements (SLAs) as outlined below.

KPIs appear in red text and indicate that service credits apply to these criteria.

Please note these SLAs and KPIs are subject to review and amendment throughout the life of the contract.

Contract success will partly be defined by the supplier successfully meeting all SLA measures on a consistent basis; therefore, SLAs will form the basis of a contract dashboard report, which will be developed during the first year of the contract.

ii Performance Reporting and Service Credits

The Contract Manager and Deputy Contract Manager will be responsible for ensuring that that performance is delivered to the required standards. Within the timescales defined within this document, the supplier will provide a performance monitoring report to DVSA containing details of the actual performance achieved over the period in accordance with the contract performance monitoring system with a summary of any issues identified by such monitoring, including any occurrences of service failures having the effect of taking the service levels below the required level, and the actions taken to address those failures.

Where performance falls below the required standard, service credits shall apply.

Service Levels				Service Credit for each Service Period
SLA ref.	Key Indicator	Specification	Target	
1	Management Information	The Supplier is to submit timely, full, and accurate MI reports each month.	100% of reports received by DVSA Fleet Admin by 5 th working day of the month following the end of the period being reported. Accuracy is measured by line. Measured annually	0.5% Service Credit gained for each percentage point under the specified Service Level Performance Measure
2	Invoicing	The Supplier is to submit timely, full and accurate invoices each month.	98% of invoiced lines to accurately reflect MI reports, and to be received by DVSA Fleet Admin by 5 th working day of the month following the end of the period being reported. Measured monthly	0.5% Service Credit gained for each percentage point under the specified Service Level Performance Measure
3	Vehicle Availability	The supplier is to maintain a high level of vehicle availability in each separate section of the fleet	95% vehicle availability in each section of the fleet, based on the number of working days in the month. Measured monthly	1% Service Credit gained for each percentage point under the specified Service Level Performance Measure
4	Vehicle Delivery and Collection	The supplier to maintain a high level of dependable booking and supply the vehicle as required and collections.	100% delivery and collection for every booking made. Measured monthly.	1% Service Credit gained for each percentage point under the specified Service Level Performance Measure
5	Complaints Management	The supplier to ensure any complaints resolved within the 14 day of complaint raised	100% of complaints resolved within 14 days Measured quarterly	0.5% Service Credit gained for each percentage point under the specified Service Level Performance Measure

The Service Credits shall be calculated individually for each agency on the basis of the following formula:

Formula Step	Worked Example
$x\%$ (Service Level Performance Measure) - $y\%$ (actual Service Level performance) = z percentage points deficit from the expected Service Level Performance Measure.	98% (Service Level Performance Measure requirement for Service Level Performance Criterion of accurate and timely billing to Customer) - 75% (e.g. actual performance achieved against this Service Level Performance Criterion in a Service Period) = 23 percentage points deficit.
z percentage points applied at the rate of the 'Service Credit for each Service Period' criteria as specified in the table above = $A\%$ Service Credit Gained.	23 percentage points applied at the rate of 0.5% Service Credit gained for each percentage point under the specified Service Credit for each Service Period (i.e. Service Level Performance Measure requirement for Service Level Performance Criterion of accurate and timely billing to Customer) = 11.5% Service Credit Gained.
Call-Off Contract Charges payable x $A\%$ = Service Credits to be deducted from the next valid invoice payable by the Customer.	Call-Off Contract Charges payable (e.g. £100,000) x 11.5% Service Credit Gained = £11,500 Service Credits to be deducted from the next valid invoice payable by the Customer.

The value of service credits applied to an invoice pertaining to a previous Service Period shall not be deducted from the reckonable value of an invoice for which service credits are being applied for the current Service Period.

Where poor Supplier performance exists, DVSA will arrange meetings at which the Supplier's presence is mandatory to discuss at risk work areas and work out key steps to improve the service. Poor performance entails a failure to meet one or more of the targets laid out in the table in section 9.1(i) in consecutive months.

Service Credit Cap

For the purposes of this Call Off Contract the **Service Credit Cap** means:

- (a) In the period from the Call Off Commencement Date to the end of the first Call Off Contract Year **25%** of the Estimated Year 1 Call Off Contract Charges; and
- (b) during the remainder of the Call Off Contract Period, **50%** of the Call Off Contract Charges payable to the Supplier under this Call Off Contract in the period of 12 Months immediately preceding the Month in respect of which Service Credits are accrued.

10. CORPORATE SOCIAL RESPONSIBILITY

In contracting with the UK Government, suppliers are expected to provide value not only through the services delivered to the users of the contract, but also to the wider community that the Government is elected to serve. This can be delivered across a wide variety of initiatives that the supplier chooses to involve themselves in to deliver benefits to UK citizens, including but not limited to:

- Recovery from the COVID-19 pandemic
- Tackling economic inequality
- Fighting climate change
- Equal opportunity
- Wellbeing

It is important that contractors take time to fully understand this important part of the service delivery requirements, as all requirements as listed below shall be required to commence from the implementation of the contract with DVSA.

All terms and conditions applicable to this contract should similarly cover any sub-contractors appointed to work on the contract on your behalf.

Please include a glossary of all abbreviations and technical terms used throughout your tender.

10.1 Social And Economic

The supplier shall identify Social Value options, specifically any Social and Economic benefits, relevant to the goods and services provided to the Agencies through this contract in accordance with the Government's Social Values which are current at that point in time.

This element could focus on how the contract will be enacted to bring wider employment opportunities (including apprenticeship schemes) to communities with higher levels of unemployment, or similarly to maintain current levels of employment. Similarly, this element could focus on schemes that the supplier has in place to aid community development in other areas or recover from the impacts of the current Coronavirus pandemic.

Other opportunities could extend to local road safety initiatives (possibly unrelated to this contract) that contractors or their sub-contractors are involved with to improve social aspects of local communities, in which the enactment of this contract will assist the continuation of such activities.

10.2 Environmental Sustainability

The government is committed to environmental improvement through integrating environmental protection and sustainable development into its decision-making processes in respect of both the execution of its core functions and responsibilities and the management of day-to-day operations.

The 25 Year Environment Plan sets out what the Government intends to do to improve the environment, within a generation. This is available to view at [:https://www.gov.uk/government/publications/25-year-environment-plan](https://www.gov.uk/government/publications/25-year-environment-plan)

DfT Road to Zero

DVSA, as an executive agency within the Department for Transport, is working towards achieving the ambitions of the Government's Road to Zero Strategy. This is available to view at:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/739460/road-to-zero.pdf

Through this contract, the supplier is expected to support DVSA specifically and the Department for Transport collectively to meet its obligations.

Wider Sustainability

The supplier shall ensure that they consider the relevance of sustainability at all lifecycle stages of the Services provided under this contract. This includes not only consideration of commercial needs and minimisation of negative impacts but also the maximisation of positive impacts on society and the environment.

DVSA requires the supplier to have robust plans in place to reduce its own impact on environment and must be able to demonstrate how these are to be achieved, along with current successes already evidenced.

11. DVSA'S OBLIGATIONS

DVSA shall:

- take good care of each Hired Vehicle during its corresponding Hire Period;
- not alter, tamper with or modify any Hired Vehicle;
- ensure that each Hired Vehicle is not overloaded nor permitted to be used for sub-hire or reward activities, racing, pace-making, speed trials, off-road or any form of sporting competition.
- not purport to sell a Hired Vehicle or part with possession or control thereof save to an authorised user in the employment of the Supplier and shall not allow to exist any lien nor assign mortgage pledge or otherwise deal with a Hired Vehicle in a manner inconsistent with the Supplier's interest in the Hired Vehicle;
- ensure that each Hired Vehicle is only used by drivers authorised by DVSA
- report any traffic accident or damage to a Hired Vehicle to the Supplier within 24 hours of the accident or damage occurring;
- permit the Supplier, its servants or agents the reasonable facilities, on prior appointment, to inspect any Hired Vehicle in order to ascertain its condition or location as the Supplier may reasonably require.
- not take or allow any Hired Vehicle to be taken out of the United Kingdom without the previous written consent of the Supplier, such consent should not to be unreasonably withheld or delayed.

12. EVALUATION CRITERIA

The tender will be evaluated using the following weightings to obtain the optimal balance of quality and cost and most economical advantageous tender. The breakdown of the evaluation is as follows:

Evaluation Criteria	Weighting
Financial	35%
Quality	55%
Corporate Social Responsibility	10%

For in depth criteria details please review and follow procedures in Annex A (Pricing Schedule – Financial Evaluation) and Annex B (Quality and Corporate Social Responsibility Evaluation Questionnaire).