



Driver & Vehicle  
Standards  
Agency

Statement of Requirements document for:  
**Vehicle Lease, Fleet Management  
& Flexible Rental Solutions  
(CCS Framework RM6096, Lot 3)**

Contract: K280021055

Driver & Vehicle Standards Agency  
Berkeley House  
Croydon Street  
Bristol  
BS5 0DA

## 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 operates nationwide across Great Britain, employing around 4,600 staff in a variety of operational and administrative roles.

Its headquarters are located in Bristol, supported by administration offices in Newcastle, Nottingham, Swansea and Cardington (Bedfordshire). Operational staff are located across around 400 local site offices to meet local demand for our services.

DVSA is responsible for:

- improving driver competency
- developing and publishing driving and riding standards
- developing and publishing driving and riding training standards
- driving and riding tests and assessments
- remedial programmes e.g. drink driving rehabilitation
- maintaining the statutory register of approved driving and riding instructors
- maintaining the statutory register for the Driver Certificate of Professional Competence (CPC)
- vehicle testing standards
- vehicle testing services
- commercial operator, driver and vehicle roadworthiness standards
- commercial operator, driver and vehicle road safety regulations
- providing information, advice and education on roadworthiness standards
- providing information, advice and education on road safety regulations
- taking enforcement action against candidates, instructors, trainers, operators, garages, MOT testers and commercial drivers who are non-compliant with standards and regulations

Further details of the Agency's activities can be found at [www.gov.uk/dvsa](http://www.gov.uk/dvsa)

## 2. OBJECTIVE AND SCOPE OF THE CONTRACT

DVSA wishes to invite all suppliers on Lot 3 on the CCS framework RM6096 "Vehicle Lease, Fleet Management & Flexible Rental Solutions" the opportunity to tender to become a single provider for the Provision of DVSA's Fleet Management and Associated Services requirements, by means of a further competition.

DVSA intends to award a contract to the most economically advantageous tender (MEAT); in accordance with the criteria and weightings in Section 9 (Evaluation Criteria) of this document. However, 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 by DVSA to accept or reject any part of the services offered through this process.

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.

In essence, DVSA are seeking a supplier to;

1. manage the DVSA fleet of vehicles, including those funded through leasing arrangements and owned by DVSA;
2. manage the process of leasing and procuring vehicles on behalf of DVSA;
3. assist DVSA in achieving the UK Government ULEV transition targets of 25% of cars by March 2022, and 100% of cars by March 2030 (see **DfT Road to Zero** in section 4);
4. manage all invoices and payments arising from the management of the DVSA fleet;
5. work with DVSA's appointed vehicle converter to support the effective and efficient management of converted vehicles supplied to DVSA.

Further clarification of the requirement is provided throughout this document.

DVSA is unable to confirm or guarantee any volume of business during the life of this agreement.

It is also intended that the successful supplier will work closely with DVSA's appointed Vehicle Converter to provide support services for the converted vehicles on the DVSA fleet.

### **3. CONTRACT DURATION**

The proposed agreement period will initially run from the 1st April 2021 for a period of up to **four years (until the 31st March 2025)**, subject to DVSA's requirements and the suppliers' performances.

The contract will be formed of an initial 3-year period followed by an optional extension period. Therefore, the contract duration will be constructed as follows:

- Initial period 1<sup>st</sup> April 2021 to 31<sup>st</sup> March 2024
- Optional extension 1 1<sup>st</sup> April 2024 to 31<sup>st</sup> March 2025

Any decision on an extension will be communicated to the awarded supplier in-line with the Terms and Conditions of the Framework Agreement.

No further extensions will be available after 31<sup>st</sup> March 2025.

#### 4. BACKGROUND

DVSA currently operates a diverse fleet of vehicles nationally throughout Great Britain, which facilitate training for and front-line delivery of statutory testing for drivers, riders and vehicles.

Other vehicles are provided to staff based upon employment terms and conditions depending on their job role.

DVSA currently operates the 4th largest central UK government fleet and has been a member of the Fleet 200 Executive Club since 2017

DVSA has a versatile fleet made up of the following:

Vehicle Type	Leased	Purchased	Total
Car	709	123 [86 converted]	832
Motorcycle	176	24	200
LCV <3.5t	0	69 [58 converted]	69
HGV	0	5	5
PCV	0	5	5
Trailer	0	4	4
	<b>885</b>	<b>230</b>	<b>1115</b>

It is not currently anticipated that the size of the fleet will change significantly during the course of the proposed contract. However, changes to external influencing factors, internal policy or the UK political agenda may alter this position.

#### DVSA Vehicle Segments:

##### Cars

- **Pool (130 leased with SMR)**
  - currently SMMT category C estate vehicles
  - used by DVSA Enforcement and staff to support the front-line service delivery of Vehicle Enforcement activities; some vehicles are fitted with a tow-bar
  - used by DVSA administration staff to support appropriate travel requirements
  - not authorised for private use and are returned to a DVSA location overnight
  - Operated on a 5/7 day per week basis, including evening and weekend working where required
  - replaced on a 3-year cycle
- **Private User Scheme (579 leased with SMR)**
  - currently SMMT category C estate vehicles
  - used by DVSA Testing staff to facilitate the front-line service delivery of Vehicle Testing activities
  - authorised for private use (staff pay the BIK liability) and are kept at the staff member's home location overnight
  - Operated on a 5/7 day per week basis, including evening and weekend working where required
  - replaced on a 3-year cycle
- **Powers to Stop (PtS) (86 purchased, converted, pay on use maintenance)**

For many years, the UK Police forces have supported DVSA examiners by stopping vehicles for spot checks to ensure vehicles comply with roadworthiness and road traffic legislation. The Police Reform Act 2002 allows Chief Officers to accredit other persons or organisations to stop vehicles. DVSA's accreditation, backed up by specialist training, allows its staff to stop vehicles without a police officer in support.

- Currently Ford Galaxy 2.0 TDCi 180PS Titanium Auto; some vehicles are fitted with a tow-bar
  - used by DVSA Enforcement staff to facilitate the front-line service delivery of Vehicle Enforcement activities
  - not authorised for private use and are returned to a DVSA location overnight
  - Operated on a 24/7/365 basis
  - replaced on a 4-year cycle
- **Mystery Shopping (12 purchased, pay on use maintenance)**
    - All over 3 years old, due to needing to have a MOT test requirement
    - primarily SMMT category C vehicles, with variation (including 1 class VII van)
    - used by DVSA Enforcement staff to facilitate the front-line service delivery of MOT Enforcement activities
    - not authorised for private use and are returned to a DVSA location overnight
    - Operated on a Monday to Friday basis; plus occasional operational requirements at weekends
    - replaced on a 4-year cycle
- **Training (25 purchased, pay on use maintenance)**
    - A diverse range of vehicles
    - used by DVSA training staff primarily based at our training centres in Cardington, Chadderton and Avonmouth to facilitate driver and vehicle training
    - not authorised for private use and are returned to a DVSA location overnight
    - Operated on a Monday to Friday basis; plus occasional operational requirements at weekends
    - replaced on a flexible cycle as required

### **Motorcycles**

- **Rider Testing (139 leased, pay on use maintenance)**
  - A range of mainly touring-style bikes across a limited number of manufacturers
  - Used by DVSA Testing staff to facilitate the front-line service delivery of statutory Rider Testing activities
  - authorised for private use (DVSA pay the BIK liability) and are kept either at the staff member's home location or a DVSA location overnight
  - Operated on a 5/7 day per week basis, including evening and weekend working where required. Seasonal fluctuations.
  - replaced on a 3-year cycle
- **CBT Standards Enforcement (29; 20 leased, 9 purchased, pay on use maintenance)**
  - A range of mainly touring-style bikes across a limited number of manufacturers

- Used by DVSA Enforcement staff to facilitate the front-line service delivery of CBT Quality Assurance
- Used by DVSA Policy staff to support the delivery of riding activities
- authorised for private use (DVSA pay the BIK liability) and are kept either at the staff member's home location or a DVSA location overnight
- Operated on a 5/7 day per week basis, including evening and weekend working
- replaced on a 3-year cycle
- **Training (32; 17 leased, 15 purchased, pay on use maintenance)**
  - A diverse range of vehicles
  - used by DVSA training staff primarily based at our training centres in Cardington, Chadderton and Avonmouth to facilitate rider and vehicle training
  - not authorised for private use and are returned to a DVSA location overnight
  - Operated on a Monday to Friday basis; plus occasional operational requirements at weekends
  - replaced on a flexible cycle as required

#### **LCV <3.5t**

- **Road-Side Check (58 purchased, converted, pay on use maintenance)**

DVSA undertakes technical investigations into potential vehicle manufacturing or design defects, highlighting safety concerns and monitoring safety recalls. As part of this work, DVSA supports the Police by examining vehicles involved in accidents to identify contributory defects.

In support of the PtS and other road traffic enforcement work, DVSA uses large light commercial vans as mobile offices.

  - currently Trucksmith Renault Master LoLoader (PV19) 4.1 Standard Roof FWD LL35 Energy dCi 130 Platform Cab.
  - used by DVSA Enforcement staff to facilitate the front-line service delivery of Vehicle Enforcement activities
  - not authorised for private use and are returned to a DVSA location overnight
  - Operated on a 24/7/365 basis
  - replaced on a 5-year cycle
- **Miscellaneous (11 purchased, pay on use maintenance)**
  - A range of vehicles
  - used by DVSA staff to facilitate a variety of DVSA Enforcement and Training activities
  - not authorised for private use and are returned to a DVSA location overnight
  - Operated on a Monday to Friday basis; plus occasional operational requirements at weekends
  - replaced on a flexible cycle as required

#### **HGV & Trailer**

- **Training (5 HGV purchased, converted; 4 Trailer purchased, pay on use maintenance)**
  - A range of vehicles
  - used by DVSA training staff primarily based at our training centre in Cardington to facilitate driver training

- not authorised for private use and are returned to a DVSA location overnight
- Operated on a Monday to Friday basis; plus occasional operational requirements at weekends
- replaced on a flexible cycle as required

## **PCV**

- **Training (5 purchased, pay on use maintenance)**
  - 3x53 seat coaches; 2xminibus
  - used by DVSA training staff primarily based at our training centres in Cardington and Avonmouth to facilitate driver and vehicle training
  - not authorised for private use and are returned to a DVSA location overnight
  - Operated on a Monday to Friday basis; plus occasional operational requirements at weekends
  - replaced on a flexible cycle as required

**Note:** please be aware that DVSA has recently announced that its main training academy, based in Bedfordshire, is due to close during 2021. It is expected that it will be replaced by a regional training delivery model, but details relating to this have not yet been released. It is currently not known how this will affect any of the training vehicles identified above. All assumptions within this document reflect the current operational training delivery model unless specified.

## **Special Orders & Livery**

It is essential for DVSA to have very prominent vehicles to carry out its enforcement and testing activities (affects PtS cars, Road-Side Check vans and most motorcycles). These vehicles have black/silver and yellow 'battenberg' markings to the side, and 'Chapter 8' compliant rear chevrons, plus a roof-mounted amber lightbar for the PtS and Roadside Check 'marked' vehicles. The lightbar on the PtS vehicle also incorporates a variable message matrix sign giving instructions to the driver of the vehicle they wish to inspect.

DVSA's 'marked' vehicles are covered by Vehicle Special Order: VS 154/2017, issued by the Secretary of State for Transport, authorising them to operate on roads as the vehicles do not comply in all respects with the requirements of The Road Vehicles Lighting Regulations 1989, as amended.

The content of the Order states:

The vehicles shall comply with all the requirements of The Road Vehicles Lighting Regulations 1989, with the exception of:

- (a) Regulation 11 (2) (VIII) in so far as the vehicles may be equipped with up to 4 red flashing lamps. These red lamps may only be used by accredited officers of the Driver and Vehicle Standard Agency when dealing with any incident that requires the attendance of the vehicles of the Agency.*
- (b) Regulation 11 (2) (VIII) in so far as to allow the vehicles to be fitted with lamps or warning beacons which automatically emit a flashing amber light to the front or rear of the vehicles.*
- (c) Regulation 13 (2), in so far as to allow the vehicles to be fitted with lamps, which automatically emit a flashing amber light to the front, the rear or the sides of the vehicles.*
- (d) Regulation 13 (2), in so far as to allow the vehicles to be fitted with headlamps, which automatically emit a flashing white light to the front.*

Whilst it would be the DVSA appointed Vehicle Converter that is responsible for providing the correct livery for the PtS Cars and Road-Side Check vans, the fleet management

company is currently responsible for providing and maintaining the correct livery on the motorcycle fleet. This needs to be considered during the accident management process.

### **Technology**

DVSA is a technologically enabled organisation and welcomes solutions that utilise modern technology to provide an effective and efficient service provision for vehicle users and fleet managers alike.

Vehicle users are primarily mobile staff that are provided with laptops (Windows 10) or tablets (IOS-based), and mobile phones (IOS-based) to connect to DVSA networks and other web-enabled services.

Fleet Managers are generally office-based with access to at least the same level of technology.

Service provisions should be provided through web-based applications and telephone services as a minimum, as not all users have the same confidence with using the full range of technology available to them. Any online solutions implemented should be optimised for mobile devices.

### **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.

The Road to Zero (R2Z) strategy sets out:

- an ambition for at least 50% (and as many as 70%) of new car sales to be ultra-low emission (ULE) by 2030, alongside up to 40% of new vans
- how government will take steps to enable massive roll-out of infrastructure to support electric vehicle revolution
- a strategy for the biggest technology advancement to hit UK roads since the invention of the combustion engine

This provides DVSA with the following challenges:

- **To ensure that 25% of DVSA operated cars meet Ultra-Low Emission Vehicle (ULEV) standards by March 2022**
- **To ensure that 100% of DVSA operated cars meet Ultra-Low Emission Vehicle (ULEV) standards by March 2030**
- Continue to adhere to the Government Buying Standards for Transport, which state

#### **For cars:**

- The default is zero or ultra low emission at tailpipe with alternatives considered only in exceptional circumstances: any diesel car alternative must be certified as meeting Real Driving Emissions (RDE) standards (Euro 6d-TEMP or Euro 6d) where possible Euro 6d.
- Fleet average of no more than 130 g/km of carbon dioxide (CO<sub>2</sub>) emissions aiming for no more than 95 g/km from 2020
- New cars must have a minimum Euro NCAP safety rating and a minimum 'Pedestrian Protection' score (to be defined).

#### **For category N1 vans ('light commercial vehicles'):**

- The default is zero or ultra low emission at tailpipe with alternatives considered only in exceptional circumstances: any diesel light commercial vehicle alternative must be certified as meeting Real Driving Emissions (RDE) standards (Euro 6d-TEMP or Euro 6d) where possible Euro 6d.



- Fleet average of no more than 175 g/km of CO<sub>2</sub> emissions aiming for no more than 147 g/km from 2020

**For all vehicles:**

- The default is zero or ultra low emission at tailpipe with all vehicles certified as meeting a minimum of Euro 6 / Euro VI emission standard.

## 5. **SERVICE REQUIREMENT**

DVSA wishes to appoint a fleet management service provider to manage various aspects of our fleet requirements. The service requirements expected of the successful supplier are detailed within this document.

This section provides details of the mandatory requirements that the supplier shall be expected to fulfil in their entirety in order to meet the service requirements of CCS Framework Agreement RM6096.

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

The supplier is required to demonstrate that they comply with all aspects of the listed requirements as described in the relevant paragraph(s) of the RM6096 Vehicle Lease, Fleet Management & Flexible Rental Solutions, Framework Schedule 1 (Specification)

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

The supplier is required to work in partnership with DVSA and any of DVSA's contracted partners who may be able to provide relevant goods or services, particularly in respect of Vehicle Conversions.

Current CCS frameworks are enabled for access and use by DVSA's contracted suppliers in support of this requirement, including:

- RM6060 Vehicle Purchase
  - RM6096 Vehicle Lease, Fleet Management & Flexible Rental Solutions, Lots 1, 2 and 4
  - RM3767 Supply & Fit of Tyres
  - RM3754 Telematics
  - RM6013 Public Sector Vehicle Hire Solutions
  - RM3814 Vehicle Conversion DPS
- or these replaced frameworks with subsequent framework numbers.

It is expected that goods and services will be accessed through these Frameworks (and those where the current framework has been superseded with subsequent frameworks) where the supplier can gain an improved financial and/or efficiency outcome than through the suppliers existing contracted arrangements.

Where the supplier has been able to access benefits from the use of these frameworks that demonstrate improved financial and/or efficiency outcomes, the supplier will be required to report this saving.

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

## 5.1 FLEET CONSULTANCY, DEVELOPMENT & LEGISLATION

The supplier shall offer standalone fleet consultancy services to DVSA in order to provide, guidance and/or assist in the development of a professional fleet management solution.

DVSA requires that the supplier works with DVSA Commercial Category Team for Fleet & Travel to develop an understanding of the DVSA fleet operations and make innovative recommendations to increase the efficiency and cost effectiveness of the fleet, to remove unnecessary administrative burdens and streamline processes, and to promote DVSA as the lead organisation for fleet best practice within the Department for Transport and the wider Civil Service.

DVSA requires that the supplier uses this acquired knowledge to make innovative recommendations to increase the efficiency, effectiveness and value for money of its vehicle fleet.

DVSA requires that the supplier shares relevant industry information regarding best practice and any relevant new or revised legislation with DVSA so appropriate informed decisions can be made.

We would expect your organisation to ensure that DVSA is maintained within current legislation at all times.

## 5.2 FLEET MANAGEMENT SYSTEM

DVSA requires provision of an online Fleet Management portal to assist with the management of the fleet.

The supplied system must be capable of handling up to 5,000 users accessing the system on a 24/7 basis from DVSA premises (400+) and remote locations throughout mainland UK as a minimum. The current requirement is for up to 5 concurrent users to access the system from 5 separate locations but, should DVSA decide to change its operating policy, it may become a requirement at some point during the contract.

It is anticipated that the majority of the requirements listed in this Statement of Requirement can be managed or monitored via the portal, including running ad-hoc reports when required. Requirements will be listed in the relevant sections.

DVSA requires the supplier to identify any element of the service which will require data to be handled outside the UK, including details of what data is handled and the physical location of any handlers (e.g. the system may be UK based but support is outside of UK).

### a) System Management

DVSA requires that supplier Systems are kept up to date. DVSA has a duty to ensure that through the appropriate security measures the integrity and confidentiality of the data is ensured by linking this requirement to the [HMG Security Framework](https://www.gov.uk/government/publications/security-policy-framework/hmg-security-policy-framework)<sup>1</sup>.

An appropriate and auditable patching policy must be in place requiring all hardware and software, supporting the processing of DVSA data, to be patched to the most recent patch. Should the supplier look to not apply a patch, an exception notification must be raised with DVSA to agree to manage within the DVSA risk management process and in consultation with the DVSA Information Assurance team.

### b) Incident Management

---

<sup>1</sup> <https://www.gov.uk/government/publications/security-policy-framework/hmg-security-policy-framework>

DVSA requires formal notification within 72 calendar hours of any breach of security being identified regardless of whether this has a direct impact on DVSA data. Such notification must be provided to DVSA's Information Incident Control Centre, to be advised after contract award.

DVSA reserves the right to audit the system on an annual basis or immediately (without notice) and where a breach or suspected breach of DPA has occurred.

DVSA requires the supplier to comply with a documented route for reporting incidents which affect, or may affect, the confidentiality, integrity or availability of DVSA data.

Suppliers are asked to note this needs to be provided before the Security Management Plan is agreed.

#### **c) Data Management**

DVSA requires that the integrity and accuracy of data stored within the system is maintained at all times. The supplier should ensure that the amount of data stored isn't excessive and represents the minimum to enable the supplier to complete the work. DVSA has a privacy notice drafted for this which explains the extent of allowable personal data usage and retention. Please refer to Annex E.

The system should allow authorised personnel to correct/remove any invalid data discovered, or to flag the data for attention. Authorisation to correct or flag data is to be granted on the basis of assigned role-based permissions.

DVSA requires the system to enforce specified retention periods on all stored data, either through automatic deletion or automated reporting on expired data. Please refer to Joint Schedule 11 (Processing Data).

The Supplier is required to produce a document within 20 working days of the start of the contract that defines how they guarantee the destruction of all data relating to DVSA once the appropriate time has lapsed. A destruction certificate will be required from the supplier to confirm that data has been destroyed in line with the documented process.

These elements should be documented, and accessible by DVSA upon request.

#### **d) Login Requirements**

Users must be able to connect to the system over a secure channel (e.g. secure internet connection [HTTPS] or VPN) where each user is uniquely identified through application of a two-factor authentication process based on unique username and minimum password length, and possible use of multi-factor authentication for privileged or system administrator functions.

The Supplier must state which of the encryption standards (TLS 1.2+ or AES-256) is used on their system.

DVSA requires that the system provides structured levels for access based on user-based roles and operational granularity of the solution, i.e. User, Supervisor, Administrator, etc.

All users must be pre-authorised by a member of the DVSA Commercial Category Team and based on business need. Authorised requested will be passed on to the Supplier for processing.

#### **e) Data Transfer**

DVSA requires that its current fleet data is used as a basis for a starting point for the new system. This data currently resides with DVSA incumbent fleet management provider.

The supplier should be able to assist DVSA and its incumbent contractor with checking

the integrity of the data and subsequent cleaning and formatting of data to allow upload into the new system. Please see section 5.2c - Data Management for requirements regarding the destruction of data.

DVSA requires that the system is capable of importing data from a batch file created in a variety of data formats (e.g. .csv, .xlsx, etc.) as well as single item additions directly input by a user.

DVSA also requires that the system data should be easily portable to another system in a variety of formats (e.g. .csv, .xlsx, etc.) to facilitate a smooth transition to another system at the end of the service contract.

**f) Data Backup**

DVSA requires that the system should be backed up on a regular basis to minimise the impact of data loss. The supplier shall provide documentation for their full backup and restore procedure, including frequency of backup and locations of any remote (off-site) secondary data storage facilities.

In cases where data loss is identified, restoration of data from the most recent back up should take place within 8 working hours.

The supplier should be able to identify and document how the backup elements are deleted in line with the overarching retention agreement.

**g) Audit**

The Supplier shall permit:

- (a) the Buyer, or a third-party auditor acting under the Buyer's direction, to conduct, at the Buyer's cost, data privacy and security audits, assessments and inspections concerning the Supplier's data security and privacy procedures relating to Personal Data, its compliance with this Contract and the Data Protection Legislation; and/or
- (b) the Buyer, or a third-party auditor acting under the Buyer's direction, access to premises at which the Personal Data is accessible or at which it is able to inspect any relevant records, including the record maintained under Article 30 GDPR by the Supplier so far as relevant to the Contract, and procedures, including premises under the control of any third party appointed by the Supplier to assist in the provision of the Services.

The Buyer may, in its sole discretion, require the Supplier to provide evidence of the Supplier's compliance with Clause g) Audit (above) in lieu of conducting such an audit, assessment or inspection.

**h) Technology**

DVSA uses laptops and tablets with the Microsoft Windows 10 Operating systems. The system must be compatible with potential DVSA upgrades to enable use with future Windows OS releases.

DVSA also has mobile phones and tablets which run on the IOS operating system. The suppliers system should be optimised for use on mobile phones and tablets which use the IOS operating system.

**i) System Availability**

DVSA requires a highly available system that is available to all DVSA users except when planned downtime is necessary.

It is expected that downtime is kept below 1% of total expected available time (based on 24/7/365 access provision)

#### **j) Reporting**

DVSA require a simple wizard-based reporting tool, capable of providing ad-hoc DVSA branded reports that are defined by a user with appropriate administration rights.

A pre-defined standard report suite would be advantageous, especially if individual reports can also be amended and saved by the user.

The user must be able to sort, group and filter on all fields, including the use of conditional parameters. The system must also enable the use of group sub-totals and grand totals, as well as the use of custom calculated fields based on table data, using mathematical and logical operators.

The system must be capable of scheduling the running, printing and exporting of reports at regular intervals, or on a one-off basis. Reports should be in a printable format and should also be downloadable to external software, primarily Microsoft Office applications.

Downloaded reports should use Transactional SQL to retain the intended data type once the data is downloaded (i.e. dates in your reports should retain a 'date' data type when downloaded into Microsoft Excel so that they can be sorted by date rather than as a piece of text).

Access to data and reports must be limited by user permissions.  
A list of standard report types is included in Annex A.

If the information requested in the reports is available to access through the supplier's fleet management portal, without the requirement for significant data manipulation to achieve the desired outcome, this is an acceptable solution for DVSA either in addition or as an alternative to the ability to produce these reports separately. However, this does not remove the requirement for a reporting tool, as described above, to be available so that other ad-hoc reports can be produced.

### **5.3 MANAGEMENT OF LEGACY FLEET VEHICLES**

DVSA requires the supplier to manage all of DVSA's existing fleet vehicles, providing a seamless one-stop-shop arrangement for DVSA users regardless of the registered owner or leasing provider.

This includes all service provisions, reporting and invoicing. It is not expected that DVSA vehicle users would need to have direct contact with other companies to arrange maintenance, repairs or to access other services in respect of the proper management of their vehicle.

Likewise, the DVSA Commercial Category Team would not expect to have contact with other providers, except those with which we have a direct contractual arrangement (i.e. fuel card provider, leasing companies in respect of signing the vehicle lease agreements) in respect of managing the performance of those contracts.

DVSA may not require the supplier to conduct all services in respect of all vehicles due to variances within the DVSA operational delivery model. However, DVSA will be clear about which services will apply to which vehicles.

#### **Mystery Shopping / Incognito Vehicles**

DVSA is permitted to apply faults to vehicles when presenting them for a mystery shopping MOT to evaluate the standards of a MOT testing station. The faults do not have a negative impact on the road safety of the vehicle, it's driver/passengers and other road users/pedestrians. Only defects that do not attract an immediate prohibition may be applied. DVSA may induce a maximum of five defects at one time, as this is sufficient to take action against the Nominated Tester. Any vehicle DVSA place defects on can only be driven by a DVSA Vehicle Examiner - other personnel may travel in the vehicle providing it's safe to do so.

Every vehicle used for this activity must be of a MOT testable age (minimum 3 years from the date of first registration or use).

DVSA do NOT require the ability to apply faults on leased or hired vehicles.

## **5.4 VEHICLE SELECTION, SOURCING, FUNDING AND ORDERING**

### **i) Vehicle Selection PUS and Pool Cars**

Currently DVSA do not offer staff a choice of car, even on the PUS scheme. This allows DVSA to utilise the CCS eAuction facility to 'bulk purchase' and receive enhanced discounts over and above standard CCS-negotiated discounts.

Current DVSA specification for PUS and Pool cars is a SMMT Category D Estate vehicle. This is defined by internal DVSA policy and is subject to change in line with business requirements.

#### **Motorcycles**

DVSA do offer staff a choice of motorcycle, as this is a much more 'personal fit' consideration where one-size definitely does not fit all. DVSA limit the range of motorcycles offered to within the ranges of manufacturers listed on the CCS RM6060 Vehicle Purchase Framework.

An internal DVSA committee will authorise a selection of makes and models of motorcycle offered to staff, which are suitable for operational needs.

#### **Other vehicles**

Most of the other vehicles are procured on an outright purchase basis. DVSA will usually instruct the Vehicle Converter to purchase these vehicles.

### **ii) Vehicle Sourcing**

DVSA requires the supplier to be responsible for the sourcing of vehicles, providing relevant information to DVSA's Commercial Category team for approval before any vehicle is ordered.

DVSA's preferred sourcing methodology seeks to secure best value for money for cars by using the Crown Commercial Services eAuction facility to reduce the purchase price. This option is not usually available for any vehicle other than standard cars.

DVSA requires that all new leased cars will be provided with an SMR facility, whether this be part of the lease provider's terms or SMR provision provided by the fleet management supplier.

The supplier should confirm the final specification of the vehicle with DVSA's Commercial Category Team before proceeding to obtain a lease agreement as DVSA may require additional features to those provided by the eAuction specification.

- Currently, DVSA adds rear parking sensors (either as a stand-alone option or part of a 'parking pack') and a dog guard to the base vehicle specification.
- All eAuction cars have a metallic paint option included as part of the standard specification.

Where available, it is expected that the supplier will further compete the vehicle through CCS Framework RM6096 Vehicle Lease, Fleet Management & Flexible Rental Solutions Lot 1 or Lot 2 as appropriate to achieve the optimum lease terms for the procurement on each and every occasion.

Where vehicle purchase is required, the supplier should utilise CCS RM6060 Vehicle Purchase framework to access agreed Public Sector terms from manufacturers.

The supplier should be aware that the DVSA vehicles do not remain static in a single location and can be reassigned to alternative locations at indeterminate frequencies. To avoid on-going servicing issues during the vehicles' life cycle, the default position will be that vehicles will be sourced through centralised manufacturer arrangements, rather than through individual (and often independent) dealerships. This ensures that the vehicles can access relevant servicing and maintenance interventions wherever they are in the country without needing to return to the dealership at which they were procured.

### iii) **Vehicle Funding**

DVSA understands that the supplier of fleet management services through this contract will not be able to directly provide vehicle lease funding through its own provision, although SMR and other services may be available for funding through the suppliers' own funding arrangements.

DVSA requires the supplier to consider all possible funding sources and options to identify the most economically advantageous route, based on Whole Life Cost/Total Cost of Ownership calculations, for overall vehicle funding and present these as recommendations to DVSA Commercial Category Team. The WLC/TCO model should be developed and agreed with DVSA during the implementation stage of the contract.

All leases are based on a 3-year term, unless specified, and our preferred payment terms are 'annual in advance'.

DVSA requires that leased vehicles are provided under a 'pooled mileage' agreement. The pooled mileage period shall run from 1 April annually.

### iv) **Vehicle Ordering**

Currently, all vehicle orders are placed with the supplier by the Commercial Category Team.

DVSA may require vehicle users to place orders directly with the supplier in the future. The fleet management system should provide this facility, if required.

For all vehicles with a 'plug-in' option (plug-in hybrids and full electric), both a commercial charging cable (for use with the public charging network and/or home charging point – usually referred to as a 'type 2' connector) and a domestic charging cable (for use with a home charging regime where a dedicated charge point is not installed – usually referred to as a '3-pin domestic' connector) must be supplied and included within the quoted price.

### v) **Pre-Lease Vehicles**

Where DVSA requires that a vehicle is to be provided before the ordered (leased) vehicle can be delivered or is otherwise unavailable due to known manufacturer lead times, a rental vehicle is to be provided until the ordered vehicle is delivered.



The Supplier shall provide supplementary vehicle rentals solutions from the Suppliers from Lot 4 of CCS Framework RM6096 or the wider market where this service complements the Supplier's provision of leased vehicles to the Buyer.

DVSA requires the supplier to record all relevant P11d tax liabilities for the driver of this vehicle, as required in section 5.17

## **5.5 VEHICLE CONVERSION AND MODIFICATION**

DVSA requires that the supplier is able to offer a range of vehicle modification services to meet driver and Agency requirements.

DVSA currently has a separate conversion contract which provides a design and build service for Power to Stop (PtS) cars and Road-Side Check van solutions. It is therefore not expected that large-scale vehicle conversion would form part of this contractual requirement.

Drivers occasionally have requirements which the standard vehicles supplied do not cater for. Requirements could range from supply and fit of an after-sale tow-bar for private use of a caravan or trailer, through to more complex aids to make driving possible for a driver with specific disabilities. Modifications for drivers with disabilities will usually be requested as part of a workplace adjustment recommendation from DVSA Occupational Health Services.

Motorcycles have a livery design applied before delivery to DVSA and some vehicles may require a re-application or repair of a livery design at some point during the contracted period. DVSA will provide the successful supplier with livery designs and details of the materials to be used.

## **5.6 VEHICLE DELIVERY AND COLLECTION**

DVSA requires that the supplier is able to provide a seamless 'key-for-key' service for delivery and collection of vehicles, regardless of the funding provider(s) for the vehicles in question.

Where the funding provider for the vehicle to be collected is different from that of the vehicle being delivered, the supplier should ensure that arrangements are made to facilitate an appropriate collection time with the collecting organisation, so that the driver is not required to make ad-hoc arrangements to manage an 'uncollected' vehicle.

In all cases, the default arrangement will be that the collection of a returned vehicle is required on the same date as the new vehicle is delivered, unless specifically approved by DVSA prior to arrangements being finalised.

Collection and delivery could be made at a DVSA location, or at a DVSA staff member's home location, or at a DVSA customer site. Confirmation of the suitability of the collection/delivery point should be made with the driver prior to any collection/delivery arrangements being finalised.

Delivery and collection arrangements should be confirmed directly with the driver (or the DVSA Fleet Managers as appropriate) and should usually be made within normal working hours. It is required that the supplier gives the driver a minimum of ten working days' notice of a confirmed delivery and/or collection date and time, unless otherwise agreed in writing with the driver.

### **Delivery**

The supplier shall provide the driver with a full familiarisation of the vehicle's controls and other characteristics specific to the vehicle upon delivery. The supplier shall ensure that the type of fuel used in the vehicle is highlighted to the driver. If specialist equipment is provided the supplier shall provide the driver with the appropriate familiarisation awareness training necessary to safely, legally and effectively perform their duties. The supplier shall record the driver's details and training provided for the specialist equipment, wherever possible or necessary.

The supplier will check the internal and external condition of the vehicle on delivery and will obtain a signature from a DVSA representative to confirm the condition is accurately recorded. DVSA will not accept liability for the cost to repair any damage to the vehicle condition on delivery if a signature is not obtained or if the signature obtained is not that of a DVSA representative.

### **Collection**

The supplier will check the internal and external condition of the vehicle on collection and will obtain a signature from a DVSA representative to confirm the condition is accurately recorded. DVSA will not accept liability for the cost to repair any damage to the vehicle condition on collection if a signature is not obtained or if the signature obtained is not that of a DVSA representative.

## **5.7 VEHICLE INSURANCE/MOTOR INSURANCE DATABASE**

DVSA confirm that it will continue to provide a commercial motor fleet insurance policy for all fleet vehicles. The policy will cover vehicles under a 'comprehensive insurance' basis. Details and insurance certificates will be provided to the supplier annually as the policy is renewed.

DVSA requires that the supplier actively updates the Motor Insurance Database in a timely manner to ensure that the MID accurately reflects all vehicles listed on the DVSA fleet. This service is to include additions to and deletions from the fleet.

DVSA requires the supplier to maintain accurate records of when vehicles are commissioned and added onto the MID, and also when vehicles are removed from the MID at the point of vehicle disposal or lease termination.

Hire and loan or trial vehicles where the period of use by DVSA extends past 14 consecutive days will be updated to the MID by DVSA directly, unless the supplier has access to the relevant information and is able to perform this service on DVSA's behalf.

## **5.8 ACCIDENT AND CLAIMS MANAGEMENT**

DVSA requires that the supplier provides a full Accident and Claims Management Services, providing a first point of contact for all incident reporting and claims management handling, and works with DVSA Commercial Category Team, DVSA Motor Fleet Insurers and Claims Handlers (where provided by the Insurer) to manage claims through to resolution.

DVSA requires that the supplier provides a full Uninsured Loss Recovery Service.

The supplier should provide proactive monitoring of the claim and provide regular progress feedback to the driver, whilst regularly reporting progress back to the DVSA Commercial Category Team.

Where available, DVSA requires the provision of 'Bump Cards' with each new vehicle to help drivers record details that will be required when reporting an incident.

## 5.9 SERVICE, MAINTENANCE, REPAIR AND MOT MANAGEMENT

DVSA would like the option to include Service, Maintenance and Repair (SMR) provision for all vehicles regardless of their procurement route or funding method, where the supplier is able to identify and offer the fixed price service provision. Pay As You Go (PAYG) servicing can be considered for these vehicles where a fixed-price SMR package is unachievable.

DVSA requires that the supplier provides a first point of contact for all MOT and servicing queries, and proactively manages resultant service transactions.

DVSA requires that the supplier proactively contacts the driver to inform that a SERVICE/MOT intervention is due and manages the booking and provision of the test (including courtesy/relief vehicles, where required, through an appropriate route). The supplier should be capable of escalating failures to respond to messages through an agreed route.

The supplier should use appropriate methods to record the required details from the driver, minimising the paperwork and time burden on the driver.

Provision of vehicle off road (VoR) times and repair time estimations to drivers at the point of booking so that drivers can make acceptable decisions about management of their workload whilst their vehicle is off road.

- Where VoR estimations exceed 4 hours, the supplier should attempt to make suitable alternative arrangements that allow the driver to retain an acceptable level of service without placing undue burden or increased travelling time upon them.
- Any VoR estimations in excess of 8 hours where no mutually acceptable alternative arrangements can be made should be notified to DVSA Commercial Category Team.

The supplier should provide proactive monitoring of the service intervention and/or MOT test result and provide regular progress feedback to the driver, whilst regularly reporting progress back to the DVSA Commercial Category Team.

DVSA requires that a basic level of MOT reporting is performed, specifically to highlight any 'advisories' that are safety critical or where it is recommended that the 'advisory' needs monitoring. This will form part of the reporting suite included in section 6.6

### **Booking availability**

DVSA PUS car drivers are currently unable to give availability for their vehicle more than 14 days in advance of the day they make the booking request due to the way in which DVSA issues work schedules to staff.

DVSA Rider Testing motorcycle riders are generally issued with their work schedules 10 weeks in advance. Once issued, DVSA is obliged to maintain these schedules unchanged where possible to provide a consistent service to the general public.

**To minimise disruption to booking schedules, the supplier must provide methodology to predict MOT/servicing/maintenance dates for these vehicles and be able to book appropriate service interventions for motorcycles prior to the 10-week advance booking window.**

## 5.10 VEHICLE MAINTENANCE (SMR)

DVSA requires that the supplier provides a first point of contact for all vehicle servicing and maintenance queries, and proactively manages resultant service transactions.

DVSA requires the supplier to ensure any and all service intervention costs are validated internally so as to be fair and reasonable for the service supplied.

Summary reports of all service and MOT interventions should be made available as part of the regular Management Information provision.

DVSA has specific SMR requirements for each vehicle type, to include (*as a minimum*):

Vehicle Type	Downtime Management	Maintenance Type	Tyre Management	Winter Tyres provision?	Livery applied?	Courtesy Vehicle provision?	Authorisation Limit	Inspection Regime
<b>Cars</b>								
Pool Car - admin	Standard	SMR	2.6mm (Nov-Mar) 2mm (Apr-Oct)	On application	No	Standard car	<£500	n/a
Pool Car – Enforcement								12-weekly
Private User Scheme Car	Standard	SMR	2.6mm (Nov-Mar) 2mm (Apr-Oct)	On application	No	Estate/ SUV car	<£500	n/a
Powers to Stop (PtS) Car	Enhanced	SMR	2.6mm	On application	Yes (A)	No	<£500	12-weekly
Mystery Shopping Car	Standard	AMO	2mm	No	No	No	<£500	n/a
Training Car	Standard	SMR	2mm	No	No	No	<£500	n/a
<b>Motorcycles</b>								
Rider Testing Motorcycle	Enhanced	SMR	2mm No puncture repair	n/a	Yes (B)	Yes	<£500	n/a
Standards Enforcement	Enhanced	SMR	2mm No puncture repair	n/a	Yes (C)	Yes	<£500	12-weekly
Mystery Shopping M/c	Standard	AMO	2mm No puncture repair	n/a	No	No	<£500	n/a
Training Motorcycle	Standard	SMR	2mm No puncture repair	n/a	Yes (B)	No	<£500	n/a
<b>LCV &lt;3.5t</b>								
Road-Side Check Van	Enhanced	SMR	2mm	On application	Yes (D)	Standard	<£500	12-weekly
Miscellaneous Van	Standard	AMO	2mm	No	No	No	<£500	n/a
<b>HGV &amp; Trailer</b>								
Training Lorry	Standard	SMR	2mm	No	No	n/a	<£750	8-weekly
Training Trailer	Standard	SMR	2mm	No	No	n/a	<£750	8-weekly
<b>PCV</b>								
Training PCV	Standard	SMR	2mm	No	No	n/a	<£750	8-weekly

### **Technical Notes:**

- **Downtime Management**

'Enhanced' requirement denotes that the vehicle provides a critical front-line service provision and should be managed through SMR interventions to minimise VoR times (i.e. speed of repair is more important than the cost of the repair). Also refer to item 5.11

- **Maintenance Type**

SMR denotes that the full range of Service, Maintenance and Repair (SMR) provision should be applied to this range of vehicles, unless notified by DVSA.

AMO denotes that these vehicles should be managed on a Accident Management Only (AMO) basis with PAYG maintenance.

- **Tyre Management**

Access to the CCS Framework RM3767 Supply and Fit of Tyres, Lot 2 is granted through this contract and should be used where the service (including the option of mobile fitting) and pricing is equal or better than the suppliers' own tyre network.

Tyres should be supplied and fitted to ensure that manufacturer warranties are maintained on all vehicles, particularly on motorcycles.

Tyres on all vehicles should also be replaced before they reach an age of 10 years, regardless of the tread depth and general condition.

DVSA acknowledges that for some of its vehicles, it is appropriate to change the tyres at 2.6mm depth in poorer weather conditions rather than at our standard policy of 2mm depth. For this reason, DVSA requires that tyres for these vehicles are changed at 2mm from April to October (inclusive) and at 2.6mm from November to March (inclusive).

For the PtS cars, the minimum specification for tyres should always be maintained at 235/55/R17 103W

For motorcycles, it is also permissible for riders to request tyre replacements in the event that the tyre becomes misshapen, as this will adversely affect the handling of the motorcycle and therefore the safety of the machine, the rider and other road users. Replacement requests due to misshapen tyres should always over-ride any remaining tread-depth issues.

**Tyre repairs** should only be carried out as a temporary 'fix' to facilitate onward travel for the driver/rider to an appropriate tyre supplier/fitter or the riders' intended destination. It is not to be used as a permanent fix for the tyre and a replacement tyre should be sourced and fitted soonest as part of the original job request.

**This is particularly critical for motorcycle tyres as these cannot generally be changed/replaced at the roadside.**

- **Winter Tyres provision**

Winter tyres are not generally offered to staff, other than those who evidence a definitive business need to DVSA management. Winter tyres should not be supplied without prior written approval from DVSA Commercial Category Team.

Prices for winter tyre provision should include supply, fit and storage of the sets of tyres required.

- **Livery Applied**

DVSA has a range of 4 distinctive livery designs for its vehicles. Where livery is applied to a vehicle, it is expected that the supplier will maintain the quality and integrity of the livery as part of the service intervention. DVSA will supply livery designs to the appointed supplier as part of the contract implementation. Please note that the replacement of damaged livery should be included in any maintenance and/or repair work estimates, whether as part of a managed insurance claim or regular maintenance.

- **Courtesy Vehicle provision**

Where courtesy vehicles are specified, these should be arranged as a standard part of the service booking, to facilitate continued mobility for the rider/driver. Where courtesy vehicles are not specified, these can be provided if the rider/driver requests the provision.

- **Authorisation limit**

DVSA has a standard service intervention authorisation spend limit of £500 for each individual service intervention, or £750 for each commercial vehicle (HGV[+trailer]/PCV). The supplier is authorised to agree to service interventions up to this limit without seeking consent from DVSA.

Where anticipated spend exceeds the £500 (or £750 for each commercial vehicle (HGV[+trailer]/PCV) limit because of additional maintenance requirements discovered during the original service intervention (even though the original service intervention was priced lower than the agreed limit), the supplier should seek approval for the entire spend estimated for that job.

Any costs over the agreed limit require authorisation from the DVSA Commercial Category Team prior to any work being started.

- **Inspection regime**

**'8-weekly'** – standard routine inspections required for HGVs

**'12-weekly'** – more commonly known to DVSA as Standard Safety Inspections (SSI). These are an internal requirement to ensure that DVSA vehicles performing Enforcement activities are always in a condition where they would be considered to be road-legal on a random inspection.

Safety inspections are to be carried out to the equivalent standards of a MOT test, relevant to the class of vehicle. This inspection is to be undertaken by a garage with the knowledge and equipment to carry out the equivalent of an MOT test, including the brake test element. The inspection should also include tyre pressure and fluid level checks.

These checks/inspections are to be performed in addition to the normal manufacturer's servicing and MOT schedules. However, where a 'normal' MOT intervention is scheduled at the same time as a SSI, it is permissible to perform a single service intervention in respect of both requirements.

For all vehicles, the following services should also be provided:

- Windscreen replacement and repair
- MOT's
- Inclusion of collection and delivery of vehicles from pre-agreed locations as required by driver

Any service requests outside of these items should be referred to DVSA Commercial Category Team for consideration.

### 5.11 VEHICLE DOWNTIME MANAGEMENT

DVSA requires that the supplier proactively manages vehicle downtime to maximise the availability of the fleet. This service covers (but not exclusively) the following activities:

- Accident and Claims Management
- Vehicle Sourcing
- Vehicle Distribution and Movements
- Vehicle Maintenance (SMR)
- Vehicle Conversion and Modification
- Breakdown and Recovery

#### **‘Enhanced’ Downtime Management**

For specific DVSA vehicles that provide a front-line public service for DVSA, an

‘enhanced’ level of downtime management is required. Refer to item 5.10

Where this is specified, DVSA is more concerned with minimising the VoR duration than in getting the best value for money. Whilst DVSA still expects the supplier to manage the cost of repairs to achieve the best possible outcome, this should be balanced with returning the vehicle to operational service in the shortest possible time.

DVSA is able to consider Out of Hours servicing so that disruption to DVSA scheduling is minimised if appropriate.

### 5.12 BREAKDOWN AND RECOVERY

DVSA requires that the supplier provides a comprehensive vehicle breakdown assistance service to include as a minimum:

- Roadside assistance detailing response times (expected response time is within 2 hours of the initial call being received)
- Home cover
- National recovery
- European assistance including repatriation where necessary
- Further vehicle repairs
- Provision of replacement vehicle of equivalent size where available or required. Refer to item 5.10 (Courtesy Vehicle Provision column)

#### **Motorcycle Recovery**

DVSA is aware that many breakdown and recovery services are not used to dealing with motorcycle cover and regularly sent inappropriate services to attend a motorcycle breakdown. The supplier should develop an appropriate understanding with their breakdown partner to minimise occurrences of this service failure.

#### **HGV Recovery**

DVSA is able to call upon a specialist HGV and Commercial Vehicle breakdown and service provider, local to its Training Academy in Bedfordshire where the majority of the HGVs are located, who is willing to sub-contract with a supplier should this be required.

### 5.13 VEHICLE DECOMMISSIONING

DVSA requires that the supplier provides a full vehicle decommissioning service that puts the vehicle back to its original state before handing back to the lease provider (this is likely to extend only to removal of livery on motorcycles and tow-bars (or other accessories) on cars).

DVSA instructs its drivers to remove connections to any mobile technology prior to releasing the vehicles back to the supplier. This includes removal of any personal data stored electronically in the vehicle’s electronic systems (i.e. addresses/journey history

stored on Satellite Navigation systems, and address books/contact details that have been synchronised with mobile phones).

DVSA requires the supplier to check that all vehicle data repositories have been cleared down and are free of any and all such data prior to releasing the vehicle for re-marketing/sale.

Note that Powers to Stop Cars and Road-Side Check LCVs (see section 4) are currently decommissioned by DVSA's contracted vehicle converter, due to the complexity of the converted vehicles, and to allow the vehicle converter to recycle equipment where appropriate in 'new build' vehicles. It is not intended that the Fleet Management Provider will need to get involved with the decommissioning of these vehicle at any stage.

#### **5.14 VEHICLE DISPOSAL**

DVSA requires that the supplier provides a disposal service for DVSA vehicles that supports ethical disposal practices and minimises the environmental impact of vehicle disposal. The supplier should further ensure that it maximises the return on investment from the disposal process by recommending appropriate pre-sale repair and marketing of the vehicle to achieve an 'expected' resale value.

DVSA requires that vehicles disposed of through this service are traceable in cases where queries are raised after the sale, and that the system and transactions are fully auditable.

Ethical disposal practices refer to vehicle details/defects being fully notified and transparent prior to the sale; and that the sale is conducted to an 'appropriate' market.

Environmental impact of vehicle disposal refers to vehicles that are not made available for resale and, effectively, scrapped. Where this occurs, DVSA requires that there are measures taken to ensure that metal and rubber products (primarily, but not exclusively) are disposed of by methods deemed to support 'green' issues. Where it is possible, vehicle parts, accessories and ancillary items should be removed from the vehicle where they are serviceable and sold separately to reduce the impact on the environment. See item 7.2

Note that it is intended that the vehicles undergoing decommissioning by DVSA's contracted vehicle converter will fall under the requirements of this element for disposal. The supplier will need to coordinate activities with the vehicle converter to achieve an effective disposal route.

Proceeds from sale of vehicles not procured through this contract will need to be included on a separate credit remittance to DVSA. Preferred method for transfer of fund to DVSA is by BACS, with an appropriate narrative.

#### **5.15 DRIVER SUPPORT SERVICES**

DVSA requires driver support to be available on a 24/7 basis to support its flexible workforce and operational delivery model. Driver Support Services should provide a first point of contact for DVSA vehicle users to direct queries, covering (but not exhaustively):

- breakdowns and the provision of relief vehicles
- proactive and immediate management of vehicle recall notices
- incorrect fuelling
- issues with fuel cards
- payment enquiries for damage repairs or maintenance/servicing
- taking DVSA vehicles abroad
- P11d details for provision to HMRC



DVSA requires the supplier to be proactive and make contact with the driver to prevent (where possible) extended vehicle downtime rather than to correct an issue. Such instances could also include situations where connected vehicles advise the supplier that a fault may be developing with the vehicle.

The supplier should always aim to resolve the issue at the first point of contact, thus ensuring that repeat calls to the Support Services facility are minimised.

#### **5.16 PRIVATE USER SCHEME MANAGEMENT**

DVSA requires that the supplier assists the DVSA Commercial Category Team in the management of its Private User Scheme. Scheme details are included in Annexes B and C

In brief, the DVSA Private User Scheme provides leased vehicles to eligible employees to facilitate both business and private travel. The employee pays Benefit-In-Kind taxation to HMRC in respect of provision of this vehicle.

DVSA require an online tool for drivers to be able to complete mileage and journey logs, and driver hours enabling them to complete an accurate record of journeys made in their scheme vehicle. The system should be capable of distinguishing between business and personal mileage.

Currently, it is not anticipated that the system will be required to produce mileage reimbursement claims.

#### **5.17 P46/P11D MANAGEMENT**

DVSA requires that the supplier proactively manages the information flow from DVSA to HMRC regarding vehicles where Benefit-In-Kind taxation is levied.

P46 – DVSA requires the supplier to notify HMRC directly when individuals receive, change and return company vehicles on the P46 Car form and maintain a database to include details in respect of information and dates form are sent to HMRC. These need to be completed on a timely basis to ensure individual's tax codes are correct.

P11D – DVSA requires the supplier to complete all P11D records for the year in respect of company vehicles, making the records available to DVSA contacts when requested, as there may be other benefits that need to be included on the P11D

The deadline for DVSA's P11d submission to HMRC is 6th July after the end of the tax year.

Where it is provided in 'estate' vehicles, the dog guard should be disregarded from the P11d price for Benefit In Kind taxation calculation and reporting purposes as it is provided as an item of safety equipment.

#### **5.18 MILEAGE CAPTURE**

DVSA requires that the supplier actively monitors vehicle mileage and makes recommendations to DVSA Commercial Category Team as to:

- a) appropriate replacement points, whereby the cost:benefit ratio is maintained (and maximised) in DVSA's favour; or
- b) appropriate redeployment/swap with another vehicle to even out the anticipated mileage over the life cycle of the vehicle to minimise potential excess mileage payments due at lease termination. This option is not appropriate for vehicles participating in a Private User Scheme.

Therefore, any such system must be based on capturing the mileage and usage of the vehicle for the purposes of effective vehicle management, rather than based on capturing the mileage and journeys of the individuals using the vehicle.  
This is different to the data capture required in 5.16

#### **5.19 FUEL CARD MANAGEMENT**

DVSA requires that the supplier manages the administration of fuel cards allocated to DVSA vehicles.

DVSA would like the supplier to receive fuel card data from DVSA or their appointed fuel card provider and upload this into their system to facilitate a range of functions, including mileage profiling.

DVSA currently uses AllStar fuel cards.

#### **5.20 FINES AND CHARGES MANAGEMENT**

DVSA requires that the supplier manages any fines and other charges that its drivers may incur whilst driving. DVSA prefers that drivers pay for any fines and charges straight away rather than DVSA needing to chase the driver for reimbursement.

Where Notifications of Intended Prosecutions (NIPs) or other official notifications that can be endorsed or that have other legal implications for the driver are received, DVSA requires that the supplier will arrange for the NIP to be reissued into the driver's name by the relevant Enforcement Authority, to enable the driver to deal directly with the relevant Enforcement Authority. The supplier may charge an administration fee which is recoverable from the driver in addition to the fine or penalty charge. The supplier should record the details of the NIP and the outcome of any action taken (including where attendance at a speed awareness course has been requested/accepted).

Where Parking Charge Notifications (PCNs) or other official notifications that do not have legal implications for the driver are received, DVSA requires that the supplier forwards the notification direct to the driver for payment and keeps a record of the details of the notification.

Where charges are incurred for crossing of the Dartford Tunnel (Dart Charge), the supplier should check with the driver whether they had already paid the charge and the Dart Charge has been allocated incorrectly. If this is the case, the supplier should obtain evidence of payment from the driver and challenge the Dart Charge notification.

DVSA holds a Dart Charge Exemption Account for all vehicles without personal use. These vehicles are registered with Dart Charge; the Supplier will be responsible for maintaining the account vehicle list (i.e. adding and removing vehicles).

The supplier shall be liable for any additional costs arising from escalations to the original Penalty or charge if they have failed to notify DVSA in sufficient time following receipt of the Penalty or charge.

#### **5.21 VEHICLE DISTRIBUTION AND MOVEMENTS**

DVSA requires that the supplier is capable of moving all vehicles within the DVSA fleet to alternative locations across mainland United Kingdom.

Movements could be requested to support maintenance, repair or accident requirements, or to support vehicle utilisation. Where the latter is requested, this should be agreed by DVSA Commercial Category Team only.

Some of the DVSA fleet has reflective markings and DVSA logos as part of the livery design. This makes those vehicles vulnerable to attack by discontented private vehicle/fleet operators. DVSA requires that its vehicles are kept secure during transit.

## **5.22 DUTY OF CARE RISK MANAGEMENT**

DVSA requires that the supplier provides guidance to DVSA on a wide range of Duty of Care matters, making recommendations of actions that can be taken to improve DVSA's Duty of Care towards its fleet vehicle users.

Any recommendations should be based on the supplier's understanding of the DVSA operating model, thus ensuring that any recommendation is relevant, fully justified, taking current risks, issues, business capability and willingness to adopt change ideas into account.

DVSA is wishing to implement risk profiling assessments for employees of the Agency. DVSA requires the supplier to assist DVSA to develop a comprehensive picture of driving 'at work' to include:

- **Driver** – Giving us the ability to influence and educate staff and consider greener and safer personal transport (grey fleet management).
- **Journey** – a working time overview to identify potential risk areas such as overly long working days with significant travel. Additionally, mileage and working time reports will highlight inefficiencies and cost savings and inform best practice.
- **Vehicle** – to understand what vehicles are being used: grey fleet, hire cars, pool and fleet. To be able to analyse vehicle usage to reduce carbon emissions (Sustainable Development).
- A range of summary output management information to allow DVSA to pro-actively manage Work Related Road Safety (WRRS).

The risk management tool should be able to calculate risk scores on any bit of data held within the Fleet Management system.

It is proposed that every DVSA employee who drives for work has a risk profile.

## **5.23 TELEMATICS**

DVSA requires that the supplier is able to supply a telematics system for use across a range of fleet vehicles. It is required that telematics systems are procured through the Crown Commercial Services Framework RM3754 Vehicle Telematics where this is a technologically suitable and cost-effective solution. DVSA requires provision of an online portal for accessing telematics systems and data.

DVSA requires the software to provide the DVSA Commercial Category Team function with a system that is accessible across a limited number of administration and operational sites to facilitate a holistic solution and ease the building administration burden on the existing Commercial Category team by providing proactive responses to user and vehicle events. It is anticipated that the provision of the telematics system will remove the requirement for additional human resource within the current team and provide an integrated facility that other business areas can also benefit from.

The supplied system must be capable of handling multiple users accessing the system on a 24/7 basis from DVSA premises and remote locations throughout mainland UK.

Currently, DVSA does not have an active requirement for a telematics system, but this element might become an active business requirement at some point during the contract

period. DVSA wants to ensure that the supplier has the capabilities to access and manage this requirement.

## **5.24 OTHER VEHICLE MANAGEMENT**

### **Grey Fleet Management** (use of private vehicles)

DVSA would like the availability of some system functionality to enable better management of 'grey fleet' vehicles. DVSA understands the term grey fleet to be representative of vehicles owned by private users (DVSA staff) rather than DVSA itself, which are used on DVSA business journeys.

DVSA would like the option to record a range of information:

- Driver details (e.g. name, staff number)
- Vehicle details (e.g. such as registration number, date of first registration, CO<sub>2</sub> emissions)
- Insurance details (e.g. policy provider, policy number, type of cover provided, date of policy expiry)
- MOT details (e.g. MOT certificate number, date of certificate expiry)
- Driver declaration (e.g. that the vehicle is serviced to manufacturer guidelines, that the vehicle is kept in a road-worthy condition at all times, that the driver agrees to adhere to DVSA policy for Driving @ Work)

DVSA would like the option of linking this data to any Risk Profiling assessments noted in section 5.22

**6. MANAGEMENT REQUIREMENTS**

This section provides details of the management requirements that the supplier shall be expected to fulfil in their entirety in order to meet the service requirements of CCS Framework Agreement RM6096.

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 Call-Off Agreements 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.

## 6.1 ACCOUNT MANAGEMENT

DVSA requires the supplier to provide an account management service to DVSA.

The supplier should recognise that the DVSA fleet is a multi-faceted fleet with many different requirements for managing vehicles dependent upon their designation. An effective and efficient service is particularly necessary where vehicles or staff using the vehicle are delivering a front-line service to the public.

It is particularly important that the supplier is able to provide an appropriate staffing complement to effectively manage any and all peaks and troughs of demand – both in the sense of demand generated by DVSA activity and demand generated by the supplier's or fleet industry's activities - placed upon the supplier in managing the DVSA account.

DVSA requires a high quality and consistent service and implementation through the provision of Account Management services.

The supplier will be required to:

- provide DVSA with an Organisation Chart, showing all departments, responsibilities and reporting lines relevant to the contract.
- nominate a dedicated Account Manager within the company, and a suitably qualified deputy to act in their absence, as a single point of contact for DVSA's Contract Manager.
- provide details of all personnel with responsibility for the contract, including the amount of their working time that is expected to be given to the management of the DVSA contract.
- Have a rigorous approach to customer service and a clearly defined complaints-handling procedure, a copy of which must be provided to DVSA.
- be proactive in monitoring its performance against the agreement and immediately report to DVSA's Contract Manager any areas where it is having or may have difficulties in fulfilling the terms of the agreement. Performance of the supplier will be measured against the Service Levels and Key Performance Indicators detailed in item 6.7 of this Statement of Requirement.
- provide DVSA with a fleet management manual; to include details of the full range of services available to DVSA, and specifically highlighting those which DVSA access. The manual shall include all relevant process lifecycle maps; which should be reviewed annually as part of the Continuous Improvement commitment. The manual should be available in both hard copy and digital formats as requested.
- agree changes to processes with DVSA as part of the variation process, prior to implementation.
- provide management information to DVSA; the content and format of which is to be agreed between the parties. There are identified in Annex A.

DVSA would require regular meetings (usually no less than quarterly, although more regular meetings would be expected within the first 6-12 months of the contract award) with their dedicated account manager to either their Bristol or Nottingham offices, which may incorporate site visits for DVSA staff to attend for Q&A sessions, or at the contractors premises, as appropriate.

Contract Review Meetings (CRMs) will be held on a quarterly basis. CRMs should focus on the following areas (list not exhaustive):

- Contract performance against agreed KPIs/SLAs
- Sustainability performance
- Complaints received & resolved
- Actual vs budgeted costs

- Potential future developments and Continuous Improvement opportunities
- Review of risks and current/future issues
- Business development opportunities

### **Contract Risk Management and Complaints Resolution**

Creation, maintenance and management of the Risks Registers and Issues Logs are the responsibility of the DVSA Contract Manager. These are reviewed at the quarterly Contract Review Meetings with the Supplier.

## **6.2 COMPLAINTS MANAGEMENT**

In the first instance, disagreements between DVSA and the Supplier will be managed through the appointed Contract Managers. A formal Dispute is triggered through email correspondence between the two parties.

All complaints received must be recorded and categorised by the supplier and reported for the attention of the DVSA Contract Manager. Each complaint should be allocated a unique identifier so that the complaint can be tracked through to resolution. The unique identifier should be used in all communication regarding the issue.

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.

For reporting purposes, working hours should be classed as Monday to Friday, 08:00 to 18:00 inclusive, excluding statutory Public and Bank Holidays (England).

DVSAs Contract Manager will be responsible for monitoring the performance of this agreement.

## **6.3 CUSTOMER SATISFACTION**

In order to assess the levels of performance across the contract, the supplier will undertake Satisfaction Surveys in respect of their provision of the Goods and/or Services. The results of the surveys will inform the level of customer satisfaction to be reported through the KPIs associated with this contract.

The supplier should develop the Satisfaction Surveys in association with DVSA to enable the capture of satisfaction levels across the range of services supplied during the reporting period. It is likely that two separate Surveys will need to be developed to capture views from:

- Vehicle end users (who have had a service provided by the supplier within the reporting period)
- Administration staff (who have an on-going relationship with the supplier)

Surveys should give the option to be reported anonymously, unless the respondent requests further information in which case the facility to provide contact details should be given.

DVSA shall be entitled to notify the supplier of any aspects of their performance of the provision of the Goods and/or Services which the responses to the Satisfaction Surveys reasonably suggest are not in accordance with this Contract.

All other suggestions for improvements to the provision of Goods and/or Services shall be dealt with as part of the continuous improvement programme as set out in RM6096 Call Off Schedule 3 (Continuous Improvement).

All data received and stored through the Satisfaction Surveys must adhere to current General Data Protection Regulation (GDPR) legislation.

#### **6.4 SUPPLY CHAIN MANAGEMENT**

The supplier shall nominate its primary (key) sub-contractors for this contract and will be responsible for all aspects of their work and conduct under this contract. This may include, for example, the supplier's chosen service and repair network that are responsible for the maintenance work performed under this contract. Wherever possible the supplier should aim to ensure that DVSA Terms and Conditions are mirrored in the first line of sub-contracting.

The supplier must provide assurances of any sub-contractors appointed to work under the terms of this contract. The supplier is required to advise DVSA Contract Managers in writing of any change of sub-supplier throughout the life of the contract, ensuring that the same assurances are provided.

#### **6.5 CONSOLIDATED INVOICING**

The supplier must be able to provide DVSA with a separate, single consolidated invoice on a monthly basis for all services provided, as defined in RM6096 Framework Schedule 1 (Specification). The invoice should be split between service types (e.g. Management Fees, Rentals, Recharges, Accident Costs, Hire Charges, etc.) to assist DVSA with invoice reconciliation. The invoice will also require further splitting to account for the VAT treatment of different chargeable items.

An example template is included in Annex D.

Items charged on each monthly invoice should be representative of the services provided during the reporting period preceding that in which the invoice is being submitted (i.e. the invoice received in May 2021 should be representative of all services provided during April 2021). This is to ensure that DVSA does not have to accrue unnecessarily payments on their finance system and so that service credits, where they apply, are calculated on the full value of the service charges.

Where charges relating to items that attract service credits do not appear on the correct invoice (e.g. where sub-contracted costs have not been passed through to the supplier in time to meet the correct billing period), DVSA shall be liable to claim the appropriate proportion of credit from those charges when they are invoiced.

The invoice should be reconcilable against the MI reports produced (specified in paragraph 6.6) as appropriate and received electronically by Commercial Category Teams by the tenth working day of the month following the month in which the services were received by DVSA.

Prior to any invoice payment DVSA shall ensure that the appropriate goods and/or services have been delivered to the required standard [a three-way purchase-to-pay matching process shall be undertaken to ensure compliance with internal processes].

The following outlines the contract invoice payment processes:

- The supplier, if not already, will be required to register in the Government eMarketplace and trade electronically with the Agency, including receiving electronic purchase orders, transmitting electronic invoices and where appropriate creating and maintaining an electronic catalogue of the goods and/or services that will be provided
- The supplier should not start work until they have received an authorised, system-generated purchase order or, as a minimum, having been given the number



- The supplier must not supply any goods or services other than that outlined on purchase orders. Any new or extra work agreed during the term of the agreement will need a new or revised purchase order and the supplier must make sure they have this before starting work
- It is important that all invoices contain the correct information or they will be returned. Sufficient data must be included on every invoice to assist with reconciliation against MI reports. See Annex D for details of information provided with the invoice.

Typically, invoices will be checked fully prior to payment release authorisation.

In instances of dispute, DVSA team members may contact the supplier to confirm and resolve queries. Unresolved queries should be escalated to the respective Contract Managers.

If any errors are identified and agreed with the Contract Managers, the supplier shall raise a full credit as part of the next months' invoice (ensuring that a debit balance is maintained against the service line being credited).

If an invoice needs to be withdrawn for any reason you will need to send a credit note quoting the original invoice and purchase order numbers.

Payment will be made by BACS no later than 30 days after receipt of a valid invoice. DVSA aims to pay valid invoices within 5 working days.

#### **Sale of vehicles**

Proceeds from sale of vehicles not procured through this contract will need to be included on a separate credit remittance to DVSA rather than being included as a credit item on the consolidated invoice. Preferred method for transfer of fund to DVSA is by BACS, with an appropriate narrative.

## **6.6 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:

<b>Frequency</b>	<b>Received by Date</b>	<b>Report Title</b>	<b>Purpose of Report</b>
Weekly	2pm on the first working day of each week	Fleet Additions Report	To confirm all requested additions to the fleet during the week; Clearly detailing vehicle specs, CO <sub>2</sub> emissions, P11d value and delivery dates. Mini lease and hire vehicles must be clearly identified
		Vehicle Order Status Report	To provide an update on the status of vehicles on order, showing current expected availability date.
		MOT Status	To provide an update on all vehicles receiving an MOT test during the period, the result of the test and confirmation of any 'advisories' issued.

Monthly	5th working day of the month following the end of the period being reported	Monthly SLA Dashboard	To provide a summary of performance against SLAs and KPIs during the month.
		Damage Repair and Maintenance Report	To explore trends in data across the DVSA fleet and drive cost saving initiatives.
		Complaints Report	To explore trends in data across the DVSA fleet and ensure a high level of customer satisfaction.
		Lease Renewal Report	To explore lease renewals in the forthcoming 6-month period, and where replacement vehicles have been ordered.
		Incident Report	To explore trends in vehicle incidents (FNOLs) and insurance claims.
		Traffic Violation Report	To explore trends in traffic violations, and the management of payments
		Servicing & MOT Compliance Report	To provide a summary of vehicles overdue for servicing or MOT
		VoR Report	To provide a summary of VoR performance across the month.
		Breakdown & Recovery Report	To provide a summary of Breakdown & Recovery performance across the month.
		Driver Support/Case Management Report	To provide a summary of Driver Support performance across the month.
		Customer Service Report	To provide a summary of Customer Service Surveys returned across the month, and the overall Customer Service Rating.
		RFL Compliance Report	To provide a summary of all vehicles without a valid RFL
Quarterly	5th working day of the month following the end of the period being reported	Quarterly SLA Dashboard	To provide a summary of performance against SLAs and KPIs during the quarter.
		P46 Report	To provide DVSA with a full list of all P46 tax liabilities for its vehicles.
		P11D Report	To provide DVSA with a full list of all P11d tax liabilities for its vehicles.
Bi-annually	10th working day of the month following the end of the period being reported	Benefits & Savings Report	To provide DVSA with a list of all savings made by the supplier through the effective management of the contract; to include waiver or successful challenge of charges through the repair network, additional discounts achieved, avoidance of costs due to failure of suppliers' network to achieve targets, etc.
Annually	10th working day of the month following	Annual SLA Dashboard	To provide a summary of performance against SLAs and KPIs during the year.

	the end of the period being reported	Emissions Report	To explore trends in data across the DVSA fleet and ensure compliance with current government standards.
--	--------------------------------------	------------------	--

**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.

## 6.7 PERFORMANCE MEASUREMENT & 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.

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.**

SLA Ref.	Performance Criteria	Service Level Agreement	Measurement Methodology (how we measure)	Measurement (what we measure)
<b>Management Information Systems and Reporting</b>				
<b>1</b>	Agreed <b>reports</b> provided on time, accurate and distributed correctly	100%	Reports received by email to <a href="#">DVSA Fleet Admin</a>	Annually; Received on 5 <sup>th</sup> working day of the month following the end of the period being reported
<b>2</b>	<b>Freedom of Information Requests</b> responded to in timely manner, accurate and distributed correctly	100%	Reports received by email to <a href="#">DVSA Fleet Admin</a>	Monthly; Received within ten working days of request from DVSA
<b>3</b>	<b>Consolidated Invoice</b> is provided on time with full data support	100%	Invoice received by email to <a href="#">DVSA Fleet Admin</a>	Monthly; Received on 5 <sup>th</sup> working day of the month following the end

				of the period being reported
<b>Vehicle Ordering &amp; Delivery</b>				
4	Provide timely <b>Vehicle Quotations</b>	100%	Quotation received by email to <a href="#">DVSA Fleet Admin</a>	Monthly; Within two working days of request from DVSA
5	Provide timely responses to <b>Delivery Requests</b> for new vehicle delivery	98%	Delivery details received by email to <a href="#">DVSA Fleet Admin</a>	Monthly; Within two working days of request from DVSA
6	Timely <b>Vehicle Delivery</b> made to the driver	98%	Driver Survey results	Monthly; Delivery made within four working hours of agreed time
<b>SMR and Breakdown</b>				
7	Maintain high level of <b>Fleet Availability</b>	95%	VOR Report	Monthly; Fleet Availability across all vehicles
8	<b>Scheduled Maintenance Events</b> to be completed prior to/on due date	95%	Servicing & MOT Compliance Report	Monthly; Scheduled events completed by their due date
9	Efficient turnaround of <b>all Maintenance Events</b>	70%	Servicing & MOT Compliance Report	Monthly; All maintenance events completed and vehicles returned to operational use within one working day
10	Efficient turnaround of <b>all Maintenance Events</b>	90%	Servicing & MOT Compliance Report	Monthly; All maintenance events completed and vehicles returned to operational use within three working days
11	Attend <b>Vehicle Breakdowns</b>	95%	Breakdown & Recovery Report	Monthly; Attendance at site within two working hours of reported incident
12	Ensure <b>Vehicle RFL</b> is place for all vehicles with no break	100%	RFL Compliance Report	Monthly; 100% of vehicles to be taxed when on the road
<b>Issue Resolution and Customer Satisfaction</b>				
13	Resolve <b>Driver Support</b> complaints	90%	Driver Support/Case Management Report	Monthly; Resolution provided to driver or agreed action plan in place within 5 working days of complaint receipt
14	Maintain a high level of <b>Customer Satisfaction</b>	85%	Customer Satisfaction survey results	Monthly; Customer Service level achieved

System Development				
15	Ensure all <b>System Functionality</b> is fully in place within the agreed timescales	100%	System Functionality availability	Daily; System Functionality identified in section 8 available and error-free within the time scale identified in the supplier bid

**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 Credits
SLA ref.	Key Indicator	Specification	Target	Service Credit for each Service Period
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 <sup>th</sup> 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
3	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 <sup>th</sup> 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

7	Vehicle Availability	The supplier is to maintain a high level of vehicle availability in each separate section of the fleet	<b>95% vehicle availability in each section of the fleet, based on the number of working days in the month.</b>  <b>Measured monthly</b>	<b>1% Service Credit gained for each percentage point under the specified Service Level Performance Measure</b>
12	Vehicle RFL maintained	The supplier is to maintain a valid Road Fund Licence for all relevant vehicles at all times	<b>100% of relevant vehicles have a valid RFL in place at all times.</b>  <b>Measured monthly</b>	<b>1% Service Credit gained for each percentage point under the specified Service Level Performance Measure</b>
13	Complaints Resolution	The Supplier will provide a copy of their complaints log monthly, detailing the nature of the complaints and the actions taken to resolve the complaints, including timescales taken to resolve them.	<b>90% of complaints to be resolved or have an agreed action plan in place within 10 working days.</b>  <b>Measured monthly</b>	<b>0.5% Service Credit gained for each percentage point under the specified Service Level Performance Measure</b>
15	System Functionality	The supplier is to have all identified system features installed, fully tested (including UAT) and correctly operational within the time scales identified in their bid.	<b>100% of system features installed and correctly working within the timescales identified in the supplier bid.</b>  <b>Measured daily</b>	<b>£50 service credit gained per day for each feature not available within the timescale identified within the supplier bid; chargeable until the feature is available, fully tested and correctly functioning</b>

The Service Credits shall be calculated individually for each agency on the basis of the following formula (with the exception of SLA 15 which is calculated on a stand-alone basis):

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	23 percentage points applied at the rate of 0.5% Service Credit gained for each

Period' criteria as specified in the table above = A% Service Credit Gained.	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 6.7(ii) 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.

## **7. CORPORATE SOCIAL RESPONSIBILITY REQUIREMENTS**

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 Call-Off Agreements 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.



## 7.1 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.

## 7.2 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>

### **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.

The Road to Zero (R2Z) strategy sets out:

- an ambition for at least 50% (and as many as 70%) of new car sales to be ultra-low emission (ULE) by 2030, alongside up to 40% of new vans
- how government will take steps to enable massive roll-out of infrastructure to support electric vehicle revolution
- a strategy for the biggest technology advancement to hit UK roads since the invention of the combustion engine

This provides DVSA with the following challenges:

- To ensure that 25% of DVSA operated cars meet Ultra-Low Emission Vehicle (ULEV) standards by March 2022
- To ensure that 100% of DVSA operated cars meet Ultra-Low Emission Vehicle (ULEV) standards by March 2030
- Continue to adhere to the Government Buying Standards for Transport, which state

#### **For cars:**

- The default is zero or ultra low emission at tailpipe with alternatives considered only in exceptional circumstances: any diesel car alternative must be certified as meeting Real Driving Emissions (RDE) standards (Euro 6d-TEMP or Euro 6d) where possible Euro 6d.
- Fleet average of no more than 130 g/km of carbon dioxide (CO<sub>2</sub>) emissions aiming for no more than 95 g/km from 2020
- New cars must have a minimum Euro NCAP safety rating and a minimum 'Pedestrian Protection' score (to be defined).

**For category N1 vans ('light commercial vehicles'):**

- The default is zero or ultra low emission at tailpipe with alternatives considered only in exceptional circumstances: any diesel light commercial vehicle alternative must be certified as meeting Real Driving Emissions (RDE) standards (Euro 6d-TEMP or Euro 6d) where possible Euro 6d.
- Fleet average of no more than 175 g/km of CO<sub>2</sub> emissions aiming for no more than 147 g/km from 2020

**For all vehicles:**

- The default is zero or ultra low emission at tailpipe with all vehicles certified as meeting a minimum of Euro 6 / Euro VI emission standard.

Through this contract, the supplier is expected to support DVSA specifically and the Department for Transport collectively to meet its obligations for operating/introducing ultra-low emission vehicles by 2022 and evidence of capability to provide ULEV and EV vehicles.

**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.

The supplier shall comply with each of the following government standards (hyperlinked) for the duration of this contract:

- [Sustainable Development](#)
- [Directive on the promotion of clean and energy efficient road transport vehicles: guidelines](#)
- [Government Buying Standards](#)

The supplier shall comply with and operate to the standard ISO 14001; Eco-Management and Audit Scheme (EMAS) or a nationally recognised equivalent accredited standard for the scope of the goods and/ or services, which is agreed with the Agency.

The supplier shall, where applicable, effectively manage the goods and/or services supplied under this contract, in order to minimise any impact on the environment, including:

- Disposal of vehicles in a manner keeping with positive sustainability
- Advise on developments in vehicle technology that reduces environmental impact
- any incentives for drivers to select Ultra Low Emission Vehicles.

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.

## 8. FLEET MANAGEMENT SYSTEM

This section provides details of the Fleet Management System requirements that the supplier shall provide to evidence in order to meet the DVSA requirements.

It is important that contractors take time to fully understand this important part of the service delivery requirements.

DVSA acknowledges that the supplier's system may not meet all the functional requirements required at the time of bid submission. In these cases, the supplier must be able to provide assurance that their fleet management system can be developed to deliver the full range of requirements within 12 months of contract award, or provide confirmation of which elements of the system cannot/will not be developed to meet the requirements.

DVSA would also be interested to understand the other system features that add benefit to DVSA in the management of their fleet.

In relation to this requirement, the following table is provided as the expected minimum functionality required:

System Feature	Explanation of Feature
Personalised Dashboard	A configurable dashboard to give a complete overview of the key fleet information. This top-level information can be drilled down into to explore in greater detail.
Detailed view of all fleet data	To be able to view all fleet data held, including MOT and RFL renewal dates, lease expiry, etc. This should specifically include official published CO2 emission data for all vehicles and the electric only mileage range for PHEV and BEV vehicles.
Filter and sort by vehicle type	To be able to filter and sort the fleet by separate vehicle types; including Car, Motorcycle, LGV, HGV, PCV
Filter and sort by fleet segment	To be able to filter and sort the fleet by separate segments; including Car – PUS, Car – PtS, Car – Pool, Motorcycle – Rider Testing, etc. (see section 4)
Filter and sort by data types	To be able to filter and sort the fleet by any other data type included in the database.
Filter and sort data by date range	To be able to filter the fleet data by user-defined date ranges and/or pre-defined periods (last 7 days, last 14 days, etc.)
Create User Defined reports	To be able for the user to define, save and run non-standard reports
Download reports to Microsoft Excel	To be able to download reports to Excel, retaining the intended data type in the downloaded report (see 5.2i)
Import fuel card data	To be able to import fuel card data from any of the suppliers listed on the current or future CCS Frameworks for Fuel Cards
View fuel transactions	To be able to view and analyse fuel transactions and be able to sort/filter this across a range of data items.
View vehicle order status	To be able to view the order status of all vehicle orders, including estimated stock and delivery dates.
View current vehicle status	To be able to view, sort and filter vehicle data by current status, including 'Live' (on-fleet), 'VoR', 'Decommissioning', 'Disposed/Terminated' (off-fleet), etc.
View current P46/P11D data	To be able to view current P46 and P11d entries for each driver and vehicle, in combination and isolation.

View all driver data	To be able to view all data held on DVSA drivers. This is partially to enable audit of personal data to take place. This element must be strictly controlled by User ID authentication.
View V5 Documents	To be able to view copies of the stored V5 documents for live vehicles
View spend data	To be able to view and analyse categorised spend data, including rentals, fees, recharges, insurance (claim) costs, fuel spend (from fuel cards), etc., and be able to sort/filter this across a range of data items.
View incident information	To be able to view and analyse full incident information and be able to sort/filter this across a range of data items.
Authorise/Decline spend requests in excess of Authorisation Limits	To be able to authorise spend in excess of Authorisation Limits through the Fleet Management System (see 5.10 for details on Authorisation Limits). The system MUST be capable of flagging to DVSA when an item is waiting spend approval. Preferred method is via email.
User defined configuration of fields within the database	To be able to define additional fields within the database that may be specific to DVSA or the management of the DVSA fleet.

## 9. EVALUATION CRITERIA

This contract will be awarded on the basis of the best value for money tender.

CRITERIA		Element Contribution Score	Section Contribution Score
<b>SECTION A - SERVICE REQUIREMENTS</b>			<b>25%</b>
<b>5.2</b>	Fleet Management System	Pass/Fail	
<b>5.8</b>	Accident and Claims Management	15	
<b>5.9</b>	Service, Maintenance, Repair & MOT Management	20	
<b>5.11</b>	Vehicle Downtime Management	15	
<b>5.12</b>	Breakdown and Recovery	15	
<b>5.15</b>	Driver Support Services	10	
<b>5.20</b>	Fines and Charges Management	10	
<b>5.22</b>	Duty of Care Risk Management	10	
<b>5.24</b>	Other Vehicle Management	5	
<b>Other</b>	Compliance with Other Section A Requirements	Pass/Fail	
<b>SECTION B - MANAGEMENT REQUIREMENTS</b>			<b>15%</b>
<b>6.1</b>	Account Management	60	
<b>6.2</b>	Complaints Procedure	15	
<b>6.3</b>	Customer Satisfaction	25	
<b>Other</b>	Compliance with Other Section B Requirements	Pass/Fail	
<b>SECTION C - CORPORATE SOCIAL RESPONSIBILITY</b>			<b>10%</b>
<b>7.1</b>	Covid-19 Recovery	40	
<b>7.2</b>	Environmental Sustainability	60	
<b>SECTION D - FLEET MANAGEMENT SYSTEM</b>			<b>10%</b>
<b>8</b>	System Functionality	100	
<b>SECTION E - FINANCIAL SOLUTION</b>			<b>40%</b>
	Fleet Management Services Cost	100	
<b>OVERALL PROPOSAL QUALITY</b>			<b>100%</b>

## **Annex A**

### **Reference section: 5.2i – Reporting**

In relation to this requirement for reporting in section 5.2j of the DVSA Statement of Requirement, the following report types should be available (list is neither prescriptive nor exhaustive).

The table below lists the minimum detail requirements for the reports. It is expected that the suppliers' existing report suite will already have similar reports containing more details than listed here. DVSA is not looking to restrict the data available to just what is identified below.

Note:

All reports should be available to view across a range of dates/periods that is definable by the user.

All reports should have the ability to filter/split the data by Vehicle Type (distinction between car, motorcycle, van, etc.) and Fleet Segment (Car – PUS, Car – Pts, etc., as outlined in Section 4 of this document)

<b>Dashboard/ Report Type</b>	<b>Identifier</b>	<b>Minimum Detail Required</b>
Fleet	Fleet Size/Vehicles on Fleet	Number of vehicles on live fleet
	Carbon Position	CO <sub>2</sub> emissions of vehicles on live fleet;
	Age and Mileage	Current age and mileage of vehicles on live fleet
	Vehicles on Order	Description of vehicles on order, date of order, named driver (where appropriate), expected delivery date
	Order History	Registration number, description of vehicle ordered, date of order, named driver, delivered date
	Delivery	Registration number, description of vehicles in stock but not yet delivered, date of order, named driver, address to deliver to, arranged delivery date
	Renewals	Registration number, description of vehicle, CO <sub>2</sub> of vehicle, lease expiry date
	Early Terminations	Registration number, description of vehicle, CO <sub>2</sub> of vehicle, named driver, early termination date
	Extended Fleet	Registration number, description of vehicle, CO <sub>2</sub> of vehicle, named driver, lease expiry date, number of months in extension
Operational	Vehicle Downtime Management	Registration number, description of vehicle, named driver, description of VOR reason, number of VOR days
	Tyre Replacements	Registration number, description of vehicle, named driver, description of tyre replacement reason, cost of replacement tyres
	Vehicle Service Management	Registration number, description of vehicle, named driver, date of last service, mileage at last service
	MOT and RFL Due	Registration number, description of vehicle, named driver, MOT expiry date, RFL expiry date
	MOTs Conducted	Registration number, description of vehicle, named driver, date of MOT test, result of MOT test, mileage at MOT test, details of advisories issued during test (including severity)

	Services Due	Registration number, description of vehicle, named driver, Service due date
	Maintenance History	Registration number, description of vehicle, named driver, description of maintenance event, cost of maintenance event
	Breakdown Call Out Response Time	Registration number, description of vehicle, named driver, date/time of breakdown/recovery call logged, time to attend breakdown/recovery event
	Breakdown Details	Registration number, description of vehicle, named driver, breakdown/recovery event details/cause, cost of breakdown/recovery event
Accident Management	Incident Detail/Description (FNOL)	Registration number, description of vehicle, named driver, date/time of incident/FNOL logged, type/cause of incident, details of incident, resolution actions, incident status
	Incident Cause	Type/cause of incident, details of incident, resolution actions, incident status
	Incident Spend	Registration number, description of vehicle, named driver, date/time of incident/FNOL logged, type/cause of incident, incident status, cost of repairs
	Uninsured Loss Recovery Report (ULR)	Registration number, description of vehicle, named driver, date/time of incident/FNOL logged, type/cause of incident, incident status, cost of ULR
Financial	Car and Van Rental Spend	Registration number, description of vehicle, named driver, age of vehicle, lease expiry date, lease cost
	End of Contract Charges	Registration number, description of vehicle, named driver, description of rechargeable End of Contract event, cost of rechargeable End of Contract event
	Motoring Offences Spend	Registration number, description of vehicle, named driver, description of Motoring Offence event, cost of Motoring Offence event, cost of administration fee
	Maintenance Spend	Registration number, description of vehicle, named driver, description of maintenance event, cost of maintenance event
	Miscellaneous Spend	Registration number, description of vehicle, named driver, description of rechargeable cost event, cost of rechargeable cost event
	P11d	Staff number, employee address, Registration number, description of vehicle, named driver, allocation start date, allocation end date, fuel type, CO <sub>2</sub> emissions, vehicle registration date, vehicle P11d value, list price and price of accessories (excluding dog guards), engine size.
	Excess Mileage	Registration number, description of vehicle, named driver, number of excess miles, excess mileage rate, cost of excess miles
Fuel Cards	Fuel Spend	Registration number, description of vehicle, named driver, date of refuelling, type of fuel, volume of fuel, pence per litre charged, cost of fuel, mileage of vehicle, mpg achieved
Daily Rental	Rental Spend	Registration number, description of vehicle, named driver, rental start date, rental end date, rental vehicle class, lease cost, other costs

	Rental P11d	Staff number, employee address, Registration number, description of vehicle, named driver, allocation start date, allocation end date, fuel type, CO <sub>2</sub> emissions, vehicle registration date, vehicle P11d value, list price and price of accessories (excluding dog guards), engine size.
	Live Hires	Registration number, description of vehicle, named driver, rental start date, rental end date, rental vehicle class
Customer Service	Cases Resolved/Open	Volume of cases open & resolved
	Case Type	Volume of query type
	Speed of Resolution	Named driver, date/time of query logged, time to resolve query
	Driver Survey Responses	Volume of survey responses received; volume of surveys issued
	Customer Service Score	Customer service score summary for period
	Driver Survey Response Detail	Detail of individual survey responses
Fines	Motoring Offences	Volume of motoring offences, split by type
	Details	Registration number, description of vehicle, named driver, staff number, type of offence, date/time of offence, penalty endorsement (y/n), fine, administration charge
Driver History	Details	Named driver, staff number, vehicle allocations & dates, incident/accident history, motoring offences history, spend history (accident repair costs, end of contract costs, excess mileage costs, etc.), risk profiling history



## **Annex B**

Reference section: 5.16 – Private User Scheme Management

**Provided as a separate document - VT Car User Guide**

## **Annex C**

Reference section: 5.16 – Private User Scheme Management

**Provided as a separate document - VT Car User Guidance**

# Annex D

## Reference section: 6.5 – Consolidated Invoicing

In relation to this requirement for consolidated invoicing in section 6.5 of the DVSA Statement of Requirement, a sample template is provided as an example of a preferred format.

Note: a full excel file is supplied as an external document. The following screenshot, and all numbers included therein, are for illustrative purposes only.

Shared Services Avarto  
5 Sandringham Park  
Swansea  
SA7 0EA

Invoice Date 01/05/2020  
Invoice Number SUPP00001  
Payment Method BACS  
Standard Rate of VAT 20%

Vehicle Management Fees

Rentals

Qualifying Car - finance lease cost  
Qualifying Motorcycle - finance lease cost  
Non-Qualifying Vehicle - finance lease cost  
All vehicles - maintenance lease cost

Recharges

Maintenance  
Telematics  
Extension Invoice  
Excess Rental  
Vehicle Movements  
Remarketing  
Other Administration  
  
MOT Fees  
Road Fund Licence Fees  
Traffic Violation - Fines & Management Fee  
End of Contract Charges

Fees

Accident Management  
Insurance Excess/Recovery (0% VAT rate)  
Recharge of VAT only - payable on repair costs  
Inspection/Report Fees (Standard VAT Rate)

Fuel

Management Fee  
Fuel Spend

Driver Risk Profiling

Assessments  
Reports

Car/Van

Motorcycle

LGV/PSV

VAT rate

Net

Vat

Total

Non Recoverable Vat

£3.00

£4.00

£1.00

20%

£8.00

£1.60

£9.60

£200.00

£2.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£1.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£28.00

£10.00

£5.00

£20.00

£3.00

£123.67

£20.00

£5.00

£200.00

£100.00

£120.00

£100.00

£104.00

£824.00

£100.00

£20.00

£20.00

£20.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

£0.00

## **Annex E**

**Provided as a separate document – DVSA Privacy Notice**