



Appendix B

Specification

Hybrid and Electric Vehicle Training

Contract Reference: K28/002/0777

Date: 6th August 2020
Version: 1.0

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1. Introduction

The Driver & Vehicle Standards Agency (DVSA), an executive agency of the Department for Transport (DfT), invites proposals for the following Hybrid and Electric Vehicle Training Services. This contract will be subject to the DfT Standard Conditions of Contract.

Bidders intending to bid for this requirement are required to submit their proposals through the Delta eSourcing system, by 12:00hours on Thursday 17th September 2020.

2. Background to the Requirement

DVSA's primary aim is to improve road safety in Great Britain by setting standards for driving and motorcycling, and making sure drivers, vehicle operators and MOT garages understand and follow roadworthiness standards. DVSA also provides a range of licensing, testing, education and enforcement services.

DVSA employs around 4,500 staff who work out of over 1,000 varied locations, including third party and remote sites. DVSA's Head Office is at Berkeley House, Croydon Street, Bristol, BS5 0DA with other administrative offices across Great Britain.

As more and more of the alternative fuel propulsion system is encountered, DVSA need to ensure that all inspection staff, be it roadside or at periodic technical inspection, can deal with both Hybrid and Electric vehicles safely. DVSA inspection staff therefore require training to provide awareness of the systems and the dangers involved inherent with the design of such vehicles.

The type of inspections that DVSA staff are required to undertake are mainly visual inspections for Heavy Goods Vehicles (HGV) and Public Service Vehicles (PSV) which includes inspecting the safety aspects as per the safety manual. There may also be a requirement for some specialist and hands on interrogation too.

The roles of DVSA staff that carry out the inspections are as follows. These types of staff are based in England (approximately 835 staff), Scotland (approximately 135 staff) and Wales (approximately 130 staff) (excluding Northern Ireland).

Vehicle Standards Assessor (VSA) – conduct statutory annual inspections in line with the appropriate inspection manual. These inspections are conducted in the Authorised Test Facility network. VSA staff all have a minimum of 3 years trade experience and are all iRTEC Inspection level accredited.

Vehicle Examiner (VE) – conduct roadside inspections of HGV and PSV vehicles either on the roadside for compliance to road safety standards or as part of an arranged visit to an operator's premises. Some Examiners are also involved in the inspection of collision damaged vehicles. VE staff all have a minimum of a Level 3 VRQ, BTEC National or C&G Motor Vehicle Technician qualification.

Specialist Vehicle Standards Assessor (SVSA) – conduct inspections of vehicles for Type Approval under the Individual Vehicle Approval scheme. SVSA staff all have a minimum of a Level 3 VRQ, BTEC National or C&G Motor Vehicle Technician qualification.

Traffic Examiner (TE) - undertake basic Construction & Use conditions checks on roadside inspections as required. Although not as in depth as the Vehicle Examiner, the TE will be inspecting mechanical components.

DVSA is looking to procure the services of a Supplier to deliver a nationally recognised qualification, Level 2 to all inspection staff (approximately 1100 staff) on the safe inspection of Hybrid and Electric vehicles.

Liquefied Natural Gas vehicles, Compressed Natural Gas vehicles and Hydrogen vehicles are not in scope.

3. Procurement Timetable

The following procurement timetable is indicative and may be subject to change.

| Description | Date |
|---|---|
| ITT issued | Thursday 6 th August 2020 |
| Deadline for clarification questions to be issued to the Department | Wednesday 9 th September 16:00hrs |
| Deadline for the Department to respond to clarification questions | Thursday 10 th September at 17:00hrs |
| Deadline for receipt of Tender Submissions | Thursday 17 th September at 12:00hrs |
| Evaluation period | From Friday 18 th September to Wednesday 30 th September 2020 |
| Award recommendation and DVSA approvals | By 12 th October 2020 |
| 10 Day Standstill Period | Provisionally 12/10/2020 to 22/10/2020 inclusive |
| Contract Award | 23 rd October 2020 |
| Contract commencement | 23 rd October 2020 |
| Mobilisation period | TBC |
| Service commencement date | TBC (dependent on mobilisation) |

| Description | Date |
|-------------------|-------------------------------|
| Contract end date | 22 nd October 2023 |

4. Scope

It is anticipated the Contract will commence in October 2020. The Initial Contract Period will be three (3) years from the Commencement Date with the option to extend for a further one (1) + one (1) years. The Authority shall have the right, at its sole discretion, to extend the term of this contract by giving written notice to the Contractor within (one (1) month of the expiry date).

The total duration of this Contract, including the exercise of any options periods, shall not exceed five (5) years.

The scope is delivery of a nationally recognised qualification, Level 2 to all DVSA inspection staff across Great Britain (approximately 1100 staff), on the safe inspection of Hybrid and Electric vehicles. The estimate breakdown per role is as follows:

| Type of Role | Estimate Number of Staff |
|--------------|--------------------------|
| VSA | 450 |
| VE | 300 |
| SVSA | 40 |
| TE | 300 |

5. Implementation and Deliverables

The Authority envisages that the Services shall be broken down into the following milestones:

| Title | Deliverables |
|----------------------|--|
| Mobilisation | The Supplier to deliver a mobilisation phase before Service Commencement which will be as proposed as part of the Supplier's tender response. Date to be agreed between the Parties. |
| Service Commencement | The Supplier to commence service delivery. Date to be agreed between the Parties. |

| | |
|------------------|--|
| Service Delivery | Deliverables as described in section 6 below |
|------------------|--|

6. Specifying Goods and / or Services

The Supplier shall deliver a nationally recognised qualification, Level 2 to all DVSA inspection staff, approximately 1100 staff, on the safe inspection of Hybrid and Electric vehicles.

The Level 2 relates to the difficulty level and is a nationally recognised system of difficulty of the qualification. It is a defined framework and regulated by Ofqual in England, Credit & Qualifications Framework for Wales (CQFW) in Wales and Scottish Credit & Qualifications Framework (SCQF) in Scotland.

Booking Procedure

The Supplier will be expected to deliver the courses to an optimum number of delegates per course.

For VE and TE roles, the lead in time to book the training is around six (6) to eight (8) weeks. For VSA and SVSA inspection staff, the lead in time to book the training is nine (9) months. These lead in times are regardless of the delivery method and the Supplier will need to factor these in when looking at delivery options. DVSA's training team will provide the Supplier with the availability of delegates.

Delivery Conditions

The Supplier must provide all course materials and resources to deliver the training.

The duration of the course will be proposed by the Supplier. The Supplier will be required to ensure that the course duration is the minimum seven (7) hours to meet the Level 2 qualification standard.

The overall number of courses will be proposed by the Supplier, based the optimum number of delegates from a commercial and logistical perspective, ensuring delegates are able to gain the maximum learning benefit from the course.

The Supplier shall deliver the courses using a mixture of both virtual and face to face learning. It is anticipated that the Supplier will predominately deliver the training virtually because of the restrictions around the COVID-19 Pandemic. The Supplier shall look at innovative ways to deliver this requirement and tailor to the DVSA roles.

DVSA are not providing a commitment around the ratio of the delivery methods as DVSA are expecting this to be proposed by the Supplier. Suppliers must ensure that the pricing allows for 100% virtual delivery or 100% face to face delivery and any ratio of delivery methods in between i.e. 40% virtual and 60% face to face or 30% Face to face and 70% virtual. Pricing must be fixed and cannot be amended in the event the delegate numbers are reduced or the ratio of delivery methods is amended.

The Supplier will be required to ensure that the delivery method meets the minimum requirements for a Level 2 qualification standard.

For virtual delivery, the Supplier will need to ensure that any software is compatible with DVSA systems. The use of the usual Microsoft suite including Teams is acceptable. DVSA also has a Learning Management System platform supplied by a 3rd party provider where SCORM 1.2 material and videos etc can be uploaded by DVSA's training team for all DVSA staff to use. The Supplier will need confirmation from DVSA if they are to use a system that is not part of Microsoft.

In the event the training takes place face to face, the Supplier will need to ensure safety procedures are in place in relation to COVID-19. It is anticipated however that the Supplier will predominantly deliver the training virtually.

In the event of face to face delivery, the Supplier will either use a venue of DVSA's choice (a DVSA site or venue hired through DVSA's venue hire contract) or be required to hire a venue based on value for money and provide a minimum of three (3) quotes. If a DVSA site is used, the Supplier will only have two (2) DVSA sites guaranteed for use for training purposes which are in Avonmouth (Bristol) and Chadderton (Manchester). These two sites have several classrooms and practical inspection facilities. While the DVSA has many other sites across Great Britain, these are not suitable for the use of training. The Supplier will therefore need to be capable of providing innovative methods for delivering to the numerous geographic locations in the event of face to face delivery. It is expected that the training will be delivered regionally. It is anticipated however that the Supplier will predominantly deliver the training virtually.

In the event face to face training requires DVSA staff to stay away in hotels the cost of this will be covered by DVSA directly with staff via DVSA's T&S policy. In the event the Supplier's personnel use DVSA sites for the delivery of the training and they are required to travel and stay in a hotel, DVSA's T&S policy (please see Annex 1) will apply. However, it is anticipated that the Supplier will predominantly deliver the training virtually.

The Supplier must carry out a pass/fail assessment for each delegate following completion of the course to meet the requirements of the Level 2 standard qualification. The Supplier will be required to confirm to the delegate whether they have passed or failed the online assessment.

Within five (5) working days of the completion of each course, the Supplier will be required to provide DVSA's training team with the delegate attendance figures and names, the date and location (if applicable) and the pass/fail outcome for all delegates per course.

If the overall failure rate is 10% of the total number of delegates who have taken the course at any one time, the Supplier will need to raise the issue with DVSA's Contract manager and provide analysis for the failure rate. The Supplier will then need to plan any remedial action such as rewriting of a specific question or reviewing the delivery method and/or personnel to decrease the failure rate.

In the event of a DVSA staff member failing the assessment, the staff member will be required to re-take the assessment. The Supplier and DVSA will discuss whether the staff

member also needs to complete the training as well as the assessment depending on each individual failure score. If the training and assessment is required to be repeated, the rate per course will apply. If only the assessment is required to be repeated, the separate rate for assessment only will apply.

If the Supplier cancels an agreed course for any reason, they shall meet all claims for costs incurred by DVSA or its delegates in the cancelling and rebooking of an alternative assessment.

DVSA may cancel agreed assessment dates with the Supplier up to and including seven working days prior to that date without incurring costs. Any costs incurred by the Supplier due to a cancellation by DVSA within seven working days of an assessment date will be paid in full by DVSA.

Content of Training

The Supplier must include the following mandatory elements for each course.

1. Describe how to identify electric/hybrid vehicles
 - a. Give examples of the different types of alternative fuel vehicles which are currently available
 - b. Outline the main differences between electric and hybrid vehicles, including charging
 - c. Define the voltages used for motor vehicle high energy systems
 - d. Give examples of the typical voltages used for a range of electric/hybrid vehicles
 - e. Identify alternative fuel source vehicles
2. Describe the hazards associated with high energy electricity
 - a. State the hazards that may be present in the event of a vehicle accident or when charging
 - b. Identify potential hazards when making connections for charging electric/hybrid vehicles
 - c. Identify the hazards associated with the transportation, storage and disposal of electric/hybrid vehicle high voltage batteries
3. Identify the typical location of high energy electrical cables and components on electric/hybrid vehicles
 - a. Describe how to identify motor vehicle high energy electrical cabling and associated components
 - b. Explain the differences between AC (including 3 phase) and DC and the associated hazards
 - c. Identify the different types of hazards associated with energy storage
 - d. Describe the potential hazards that may be present when an electric/hybrid vehicle has been damaged or is deemed faulty
4. Describe the methods that vehicle manufacturers use to provide protection from high energy electrical cabling and components
 - a. Identify who may be at risk in the event of electric/hybrid vehicle incidents

- b. Describe how to make an initial/dynamic risk assessment of the electric/hybrid vehicle damage and or faults
 - c. Describe how to take steps to secure the safety of themselves and others at incident scenes involving electric/hybrid vehicles
 - d. Describe the precautions that can be taken to reduce risks by those encountering damaged electric/hybrid vehicles
5. Identify the hazards associated with the transportation of electric/hybrid vehicles
- a. Describe the factors that determine the location the damaged vehicle is delivered to for repair or storage
 - b. Describe the additional requirements of recovery vehicles when transporting electric/hybrid vehicles
 - c. Understand hazards associated with storing damaged electric/hybrid vehicles

7. Skills and Apprenticeships

Not Applicable

8. Quality Assurance Requirements

The Supplier will be required to have quality assurance processes in place as part of their delivery of the Services.

DVSA will have the option to access the course material to quality assess before Service Commencement. DVSA will also have the option to conduct random quality assurance checks on the delivery of the training.

9. Service Conditions and Environmental Factors

Please see 'Delivery Conditions' under section 6 of this document.

10. Management and Contract Administration

Account Management

The Supplier shall within five (5) days of signing the Contract send to DVSA's Contract Manager, the name and contact details (including email address and telephone number) of the Account Manager responsible for managing the Contract and arrange a contract implementation meeting.

The Supplier and DSVA will set in place contract review meetings and agree the frequency appropriate to the length, value and complexity of the contract. The Supplier will agree with DVSA's Contract manager at the contract implementation meeting what will be reviewed

and measured at these meetings, and define the format data should be provided in. No reimbursement of costs will be provided if travel is required for these meetings.

Payment and Invoicing

A Purchase Order Number will be provided to the Supplier.

Suppliers must quote the aforementioned PO number on all invoices, and these must be submitted directly to:

SSa.invoice@sharedservicesarvato.co.uk

Invoices received without the correct PO number will be returned and will delay receipt of payment. Invoices should be copied to the DVSA Contract Manager and the Contractor should include any information required to ensure efficient and effective receipting / invoice matching. For example provision of timesheets or an annotated progress report.

Sub-contracting to Small and Medium Enterprises (SMEs)

DfT is committed to removing barriers to SME participation in its contracts, and would like to also actively encourage its larger suppliers to make their sub-contacts accessible to smaller companies and implement SME-friendly policies in their supply-chains (see our [website](#) for further information).

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

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

11. Security

In the event of the Supplier using a DVSA site for the delivery of the course, the Supplier will require Basic Security Clearance and will be required to provide ID to access sites. DVSA will be looking for options of delivery to avoid relying on DVSA sites or full classroom-based training.

The Supplier will ensure that all data processed in relation to the contract is held securely.

12. Data Protection

The Supplier will be required to comply with all applicable requirements of the Data Protection Legislation (including the General Data Protection Regulation ((EU) 2016/679) (“GDPR”), the Law Enforcement Directive (Directive (EU) 2016/680), and all applicable Law about the processing of personal data and privacy).

Delivery of this contract will require the Supplier to process Personal Data (as defined in the GDPR) on the DfT's behalf. The DfT will be the Data Controller and the Supplier will act as the Data Processor. The Supplier will process Personal Data only on the DfT's documented instructions, as set out in Annex 3 (Schedule of Processing, Personal Data & Data Subjects) of this Specification.

13. Training / Skills / Knowledge Transfer

Knowledge transfer is inherent in the requirement to enable DVSA inspection staff to be qualified to Level 2 in the safe inspection of Hybrid and Electric vehicles.

14. Documentation

The Supplier shall provide any documentation required as part of the delivery of the Services in section 6 of this document.

The Supplier shall also provide any other documentation (including report findings, recommendations and meeting minutes) required in the performance of the Contract in a format agreed by DVSA's Contract Manager.

15. Arrangement for End of Contract

The Supplier shall within 3 months after the Contract Commencement Date deliver to the Authority an Exit Plan for agreement by the Authority which sets out the Suppliers proposed methodology for achieving an orderly transition of the Services from the Supplier to the Authority and/or its replacement supplier on the expiry or termination of this Contract.

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

16. Evaluation Criteria

Proposals will be evaluated against the Evaluation Criteria detailed below that will determine the most economically advantageous tender.

Tenders will be evaluated using the following weightings to obtain the optimal balance of quality and cost.

| Evaluation criteria | Score |
|----------------------------|--------------|
| Quality Factors | 60% |
| Price Factors | 40% |

The following weightings and sub-criteria will be utilised in the Evaluation to ascertain the best value for money proposition.

The Quality Factors Score and the Pricing Factors Score for compliant tenders will be combined to identify the bidder who has the highest Final Score and thus who has submitted the most economically advantageous tender.

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| Primary Evaluation Criteria | Primary Evaluation Criteria Weighting (%) | Evaluation Sub-criteria | Evaluation Sub-criteria Weighting (%) | Quality Factor Question | Quality Factor Question Weighting (%) |
|------------------------------------|--|--------------------------------|--|--|--|
| Selection Questionnaire (SQ) | Pass/Fail | SQ Question Set | Pass/Fail | N/A | N/A |
| Quality | 60% | Methodology | 35% | Proposed methodology for delivering the training | 15% |
| | | | | Assumptions, caveats and risks | 15% |
| | | | | Quality Assurance Governance and Processes | 5% |
| | | Implementation and Delivery | 20% | Implementation and Mobilisation | 10% |
| | | | | Delivery of training | 10% |
| | | Competence | 5% | Key Personnel | 5% |
| Price | 40% | Pricing Schedule | 40% | N/A | N/A |

Selection Questionnaire:

The response to the Selection Questionnaire will be assessed against the criteria specified in the online Selection Questionnaire.

Quality Factors:

The Quality Factors will be assessed against the criteria specified in Annex 2.

Potential Providers must provide a response to each Quality Factor question.

Quality Factors Scoring Methodology

The following marks 0 to 4 will be allocated to each Quality Factor in accordance with the following scoring definitions:

| Mark | Description | Scoring Guide |
|------|-----------------------|--|
| 4 | Excellent Confidence | Comprehensive evidence provided that supports that the Bidder meets all of the requirement, leading to the conclusion of a total level of confidence that the Bidder can meet the requirement. |
| 3 | Good Confidence | Evidence provided that supports that the Bidder meets most of the requirement leading to the conclusion of a high level of confidence that the Bidder can meet the requirement. |
| 2 | Reasonable Confidence | Evidence provided that supports that the Bidder meets some of the requirement leading to the conclusion of a mid-level of confidence that the Bidder can meet the requirement. |
| 1 | Minimal Confidence | Some evidence provided that supports that the Bidder meets few of the requirements leading to the conclusion of a low level of confidence that the Bidder can meet the requirement |
| 0 | No Confidence | Limited or No evidence provided that the Bidder meets the requirement. No confidence that the Bidder can meet the requirement. |

Each mark will then be converted into a corresponding percentage score of the total marks available for the question (e.g. a score of 3 out of 4 is 75%).

The percentage score for each question will then be multiplied by the weighting of that question as detailed in Annex 2 to calculate the weighted score for that question.

The total Quality Factors Score for each tender is the sum of the weighted scores.

Only those tenders achieving a minimum mark of 2 for each question will be deemed compliant.

A summary of each Quality Factor question along with; the associated minimum acceptable mark and percentage score; the maximum available mark and percentage score and; the weighting are outlined below:

| Quality Factor Question Number | Quality Factor Question | Minimum Acceptable Mark | Minimum Acceptable Percentage Score | Maximum Available Mark | Maximum Available Percentage Score | Weighting % |
|--------------------------------|--|-------------------------|-------------------------------------|------------------------|------------------------------------|-------------|
| 8.1a | Methodology - Proposed methodology for delivering the training | 2 | 50% | 4 | 100% | 15% |
| 8.1b | Methodology - Assumptions, caveats and risks | 2 | 50% | 4 | 100% | 15% |
| 8.1c | Methodology - Quality Assurance Governance and Processes | 2 | 50% | 4 | 100% | 5% |
| 8.2a | Implementation and delivery - Implementation & mobilisation | 2 | 50% | 4 | 100% | 10% |
| 8.2b | Implementation and delivery - Delivery of training | 2 | 50% | 4 | 100% | 10% |
| 8.3 | Competence - Key Personnel | 2 | 50% | 4 | 100% | 5% |

The evaluation of each Quality Factor Question will be conducted in accordance with the following procedure.

The Consensus Marking Procedure is a two-step process, comprising of:

Step 1 - Independent evaluation

Step 2 - Group consensus marking

During independent evaluation (step 1), each evaluator will separately (i.e. without conferring with other evaluators) scrutinise the quality of answers given by Potential Providers in their Tender. Each evaluator will then allocate a mark for the answer in accordance with the Marking Scheme applicable to that question.

The Authority will review the marks allocated by the individual evaluators before facilitating a group consensus marking meeting.

During the group consensus marking meeting (step 2), evaluators will discuss their independent marks until they reach a consensus regarding the marks that should be attributed to each Potential Providers' answer to the questions.

The consensus scores for each Quality Factor Question will then be added together for the total Quality Factor Score.

Price Factors:

The Pricing Schedule excel document is where you will detail your tendered rates for the Services. If awarded the Contract, the rates provided, in the yellow cells of the Pricing Template excel document, will form a schedule of rates in the Contract. This will be the schedule of rates applicable for the duration of the Contract.

Price Factors Scoring Methodology:

The Inverse Proportion Methodology will be used to evaluate all proposals for this requirement. This methodology is based on the following principles:

1. The Potential Provider with the lowest price shall be awarded the maximum Price Factor Weighted Score (40%).
2. Each tendered Price Factor shall then be compared to the lowest tendered Price Factor.
3. For each Price Factor, the following calculation is used:

$$\text{Bidder's Price Factor Weighted Score} = (\text{Lowest Bidders Tendered Price Factor} \div \text{Bidder's Tendered Price Factor}) \times \text{Price Factor Weighting Percentage}$$

All calculations will be rounded to 2 decimal places.

17. Points of Contact

All queries/questions should be sent via the Delta eSourcing Portal.

Annex 1 – T&S Policy

The Supplier shall submit claims for travel and subsistence expenses in a format acceptable to DVSA (acting reasonably) and shall detail travel and subsistence costs and expenses separately.

No amount shall be payable by DVSA without evidence acceptable to DVSA (acting reasonably) of the costs and expenses having been incurred and DVSA shall not pay any handling charge, fee or profit element or VAT in respect of the Supplier issuing claims to DVSA in respect of such costs and expenses.

The limit on travel and subsistence costs and expenses shall be as follows (unless otherwise agreed). These limits mirror the internal limits set by the Department for Transport and shall only be amended in parallel to the internal limits during the Call Off Contract Period:

The Supplier may claim for travel by rail, all journeys must be standard class.

The Supplier may claim for car journeys made in the performance of the Services at the rate of 45 pence per mile (including VAT).

The Supplier may claim up to a maximum of £90 (including VAT) per night for accommodation outside of London and up to £115 (including VAT) for accommodation in London.

The Supplier may claim within the detailed subsistence limits set out below:

| Period of time | Limit (including VAT) |
|-----------------------------|-----------------------|
| Over 5 Hours | £5.00 |
| Over 10 Hours | £10.00 |
| Overnight Stay Evening Meal | £15.00 |

Annex 2 – Evaluation Criteria: Quality Factors

| Sub-criteria Weighting | Primary Criteria Weighting (%) | Quality Factor Question | Required Characteristics | Evidence Requirement | Individual Sub - Criteria Weighting (%) |
|------------------------|--------------------------------|--|---|--|---|
| Methodology | 35% | Proposed methodology for delivering the training | <p>The proposed methodology for delivering a Level 2 Hybrid and Electric Vehicle training course including but not limited to:</p> <ul style="list-style-type: none"> • Methodology for delivery of training courses across Great Britain • Ratio of virtual delivery and face to face delivery and the reasons for the proposed ratio • How flexibility can be maintained in the delivery model • Details of the optimum number of delegates per course and the reasons why this is the optimum number • An outline session plan detailing as a minimum subject covered, pass/fail assessment and outline of timings including breaks | <p>A Method Statement that addresses the Authority’s required characteristics Max 2 sides of A4 (minimum font size Arial 10) An outline session plan Max 1 side of A4 (minimum font size Arial 10) Examples of relevant training materials Max 4 sides of A4</p> | 15% |

| | | | | | |
|------------------------------------|------------|---|--|--|------------|
| | | | <ul style="list-style-type: none"> Relevant training materials which may include but not limited to screenshots, handouts or technical data sheets | | |
| | | Assumptions, caveats and risks | <p>The proposed methodology relating to the delivery of the services, to include:</p> <ul style="list-style-type: none"> any assumptions, caveats and/or risks and mitigations related to the delivery of the services detailed in the specification how the COVID-19 pandemic situation will be managed how flexibility will be maintained in the delivery model of virtual training and face to face training | <p>A Statement that address the Authority's required characteristics Max 3 sides of A4 (minimum font size Arial 10)</p> | 15% |
| | | Quality Assurance Governance and Processes | <p>The proposed methodology of your quality assurance methods for delivering the training, to include:</p> <ul style="list-style-type: none"> detail of quality assurance governance and processes how the governance and processes enable quality assurance to be a visible and an integral part of service delivery | <p>A Method Statement that addresses the Authority's required characteristics Max 2 sides of A4 (minimum font size Arial 10)</p> | 5% |
| Implementation and delivery | 20% | Implementation & mobilisation | <p>The proposed methodology for implementation and mobilisation of delivery of the services, to include:</p> | <p>A Method Statement that addresses the</p> | 10% |

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| | | | <ul style="list-style-type: none"> • the feasibility of implementation • any areas of implementation and mobilisation from previous experience which would be classed as critical points • ways in which any risk of delay/error can be minimised to enable a smooth transition • A plan detailing the implementation and mobilisation phase detailing as a minimum: <ul style="list-style-type: none"> - Activities - Resources - Milestones - Critical points | <p>Authority's required characteristics Max 2 sides of A4 (minimum font size Arial 10) (this excludes Project Plan) A Project Plan in Excel format</p> | |
|--|--|--|--|---|--|

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|-------------------|-----------|-----------------------------|---|--|------------|
| | | Delivery of training | <p>The ability to deliver the training over the required timelines, to include:</p> <ul style="list-style-type: none"> • An outline project plan detailing as a minimum: <ul style="list-style-type: none"> - Activities - Resources - Milestones - Critical points | An Outline Project Plan in Excel format | 10% |
| Competence | 5% | Key Personnel | <p>The requisite skills, expertise, qualifications and capacity of the proposed team necessary to deliver the training, including:</p> <ul style="list-style-type: none"> • Suitable demonstratable experience of key personnel who will be delivering the training of delivering a Level 2 Hybrid and Electric Vehicle training qualification • Suitable qualifications of key personnel who will be delivering the training to effectively deliver the training | <p>Short CV's of team members/key personnel who will be providing the training Max 1 side of A4 per CV Maximum <u>overall</u> page count for CV's 6 sides of A4 (minimum font size Arial 10)</p> | 5% |

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|----------------------------------|--|--|--|--|------------|
| | | | | | |
| Total Weighting (Quality) | | | | | 60% |

Annex 3 – Schedule of Processing, Personal Data & Data Subjects

This Schedule shall be completed by the Controller. The Controller may take account of the view of the Processor(s), however the final decision as to the content of this Schedule shall be with the Controller at its absolute discretion.

1. The contact details of the Controller’s Data Protection Officer are:
Shirley Harding
Shirley.Harding@dvsa.gov.uk
2. The contact details of the Processor’s Data Protection Officer are: **[insert contact details]**.
3. The Processor shall comply with any further written instructions with respect to processing by the Controller.
4. Any such further instructions shall be incorporated into this Schedule.

| Description | Details |
|--|---|
| Identity of the Controller and Processor | The Parties acknowledge that for the purposes of the Data Protection Legislation, the Authority is the Controller and the Contractor is the Processor in accordance with Clause E1.1. |
| Subject matter of the processing | In delivery of the Services, it is expected that the Supplier will require access to personal data controlled by the Authority. |
| Duration of the processing | As required throughout the Contract Period. |
| Nature and purposes of the processing | <p>The nature of the processing is expected to include:</p> <ul style="list-style-type: none"> • Collection - as part of the registration • Recording - details on Processor database • Storage – on Processor’s own network • Destroyed - <p>The purpose of the processing is for the training of the Controller’s inspection staff in Level 2 Hybrid and Electric Vehicle inspection.</p> |
| Type of Personal Data being Processed | Type of Personal data is expected to include; Name, Address, DoB, E-mail Address and Phone Number |

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| | |
| <p>Categories of Data Subject</p> | <p>Categories of Data Subject are expected to include: Staff (including volunteers, agents, and temporary workers).</p> |
| <p>Plan for return and destruction of the data once the processing is complete</p> <p>UNLESS requirement under union or member state law to preserve that type of data</p> | <p>In accordance with Clause E.1.4(e) the Contractor shall – at the written direction of the Controller – delete or return all Personal Data (and any copies of it) upon Termination, evidencing electronic deletion if necessary.</p> |