



Specification

Provision of Product RoadMap Software

Contract Reference: PS/25/33

Framework Title and Reference:

Technology Products and Associated Services 2 RM6098

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1. Introduction

As outlined in the Invitation to Tender (ITT), and in accordance with the terms and conditions of Technology Products & Associated Services 2 RM6098, the Driver and Vehicle Licensing Agency (DVLA) (**the Buyer**) invites proposals for the Provision of Product Roadmap Software.

2. Background to the Requirement

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

DVLA currently have a contract for Provision of Product Roadmap Software which will expire on 20/07/2025.

The term of the renewal contract will be for 24 months to cover period **21/07/2025 to 20/07/2027**

The Agency software development model has been developed around a product structure, with Technical Product Managers (TPM) being responsible for specific product areas that support business services and deliver business value to our customers. The TPM has responsibility for the product strategy and creating and managing an actionable product roadmap for the product.

Key to this is creating a product roadmap that is a high-level visual summary that maps out the vision and direction of the product offering over time. A product roadmap communicates the why and what behind what you're building and acts as a guiding strategic document as well as a plan for executing the product strategy.

The product roadmap has several ultimate goals:

- Describe the vision and strategy
- Provide a guiding document for executing the strategy
- Get internal stakeholders in alignment
- Facilitate discussion of options and scenario planning
- Help communicate with external stakeholders, including customers
- Integrate into Software development tools to demonstrate progress

The requirement and current usage is to quickly plan and visualize all product areas and to create alignment across the area, allowing consolidation to create an enterprise and portfolio view of products. As roadmaps are not plans, flexible timeline settings are required (capable of display by sprints, calendar or by suppressing the timeline completely for presentation to stakeholder groups).

One-way integration out of the Agency's selected tool for issue management (Jira) was desirable, however roadmaps must be able to be created for products without the requirement to have created an issue or artefact within Jira first.

The product needed to be capable of being shared with users without additional licensing needs. When sharing the reviewer should be capable of commenting / reviewing without having capacity to edit the core information within the roadmap

3. Procurement Timetable

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

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

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

Event	Date
Issue of the ITT via DfT sourcing portal	05/06/2025
Clarification period starts	05/06/2025
Clarification period closes	11/06/2025 @17:00hrs
Deadline for publication of responses to Clarification Questions	12/06/2025 @17:00 hrs
Deadline for submission of Tenders via DfT Sourcing Portal	23/06/2025 @23:59 hrs
Evaluation Period	24/06/2025-02/07/2025
Issue Award Letter	03/07/2025
Execution (signature) of Call-Off Contract	By 10/07/2025
Commencement Date of Contract/Provision of the Service	21/07/2025

The Buyer reserves the right to amend the above Timetable. Any changes to the Timetable shall be notified to all tenderers as soon as practicable.

4. Scope

The DVLA require the Subscription renewal for 47 Product Plan Enterprise Plan (editors) licensing.

The contract will be for 2 years to cover the period 21/07/2025 to 20/07/2027.

5. Implementation and Deliverables

The contract must be in place to commence on **21/7/2025**

The term of the contract will be for 2 years to cover the period 21/07/2025 to 20/07/2027

6. Specifying Goods and / or Services

The DVLA require the Subscription renewal for 47 Product Plan Enterprise Plan (editors) licensing

Product	Amount	Duration
Product Plan Enterprise Plan (editors) licensing.	47	2 years to cover the period 21/7/25-20/7/27

7. Quality Assurance Requirements

N/A

8. Other Requirements

8.1 Information Assurance and Governance

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

Assurance and Audit

- **Statement of Assurance**

This contract will require the Supplier to process government data on the Buyer's behalf. The successful tenderer will be required to complete a Statement of Assurance Questionnaire (SoAQ) prior to formal contract award and before any processing of data commences in relation to this contract, to satisfy us that its data will be appropriately protected. The purpose of the questionnaire is to assess the maturity of policies, systems and controls associated with the handling of our data.

As part of this, the Supplier must confirm how our data or information will be securely managed at each stage of the supply chain, including any sub-contractors, sub-processors or any other third parties.

The questionnaire must be completed and returned prior to contract award, and annually thereafter, and will be assessed by our Information Assurance &

Governance team. We will work with the Supplier to address any information aspects requiring improvement.

The SoAQ is included as part of the ITQ (**Appendix F**).

Certification

The Supplier shall ensure they hold relevant certifications in the protection of personal data and/or evidencing the effectiveness of technical and organisational measures they have in place. These certifications must be maintained throughout the entirety of the contract, including any applicable extension periods. Evidence of valid certificates and corresponding documentation shall be provided upon request by the Buyer's representative or an agent acting on our behalf.

Supplier Devices

- **Removable Media**

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

- **Security**

The Supplier shall ensure that any device which is used to process Buyer data meets all of the security requirements set out in the National Cyber Security Centre's End User Devices Platform Security Guidance, a copy of which can be found at <https://www.ncsc.gov.uk/guidance/end-user-device-security>.

Governance

- **Organisational Structure**

The Supplier shall have a senior individual responsible for Buyer assets within your custody.

- **Asset Management**

The Supplier shall implement and maintain an asset register that identifies and records the value of sensitive Buyer assets which require protection. This includes both physical and information assets. Risk assessments should be managed to ensure that the security of the asset is proportionate to the risk depending on value and sensitivity.

- **Policies**

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

- **Risk Assessment**

- **Technical**

The Supplier shall perform a technical information risk assessment on the service/s supplied and be able to demonstrate what controls are in place to address any identified risks.

- **Security**

The Supplier shall ensure an annual security risk assessment is performed at any sites used to process or store any Buyer data. This assessment must include perimeter security, access controls, manned guarding, incoming mail and delivery screening, secure areas and/or cabinets for the storage of sensitive assets, and have a demonstrable regime in place for testing controls against operational requirements.

- **Return of Data / Information to the Buyer**

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

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

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

Personal Data

- **Processing Personal Data**

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

- **Buyer Written Processing Instructions**

The Supplier shall comply with DVLA's written instructions, as outlined in Joint Schedule 11 (Processing Data) Annex 1 Processing Personal Data.

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

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

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

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

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

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

The Offshoring Questionnaire is included as part of the ITQ (**Appendix E**)

Personnel

- **Security Clearance**

- **Level 1**

The Supplier is required to acknowledge in their response that any Supplier Staff that will have access to the Buyer's site for meetings and similar (but have no access to the Buyer's systems), must be supervised at all times by our staff.

- **Level 2**

The Supplier is required to confirm that Baseline Personnel Security Standard clearance (BPSS) is held for any Supplier Staff that will have:

- access to or will process Buyer (customer or staff) data or information
- access to the Buyer's site to provide routine maintenance
- access to the Buyer's site and our systems

The BPSS comprises verification of the following four main elements:

1. Identity;
2. Employment History (past 3 years);
3. Nationality and Immigration Status;
4. Criminal Record Check (unspent convictions only).

The aim of the BPSS verification process is to provide an appropriate level of assurance as to the trustworthiness, integrity and proper reliability of prospective staff. The Supplier is required to provide evidence of relevant Supplier Staff clearance in their response.

- **Employment Contracts**

The Supplier shall confirm that organisational and individual responsibilities for information security are clearly defined in the terms and conditions of employment contracts, along with relevant non-disclosure agreements, where the individual will have access to any Buyer data, information and /or the Buyer site or systems.

- **Training**

The Supplier shall maintain a mechanism to ensure employees and contractors receive appropriate information security awareness and data protection training upon appointment, and perform regular updates to organisational policies and procedures, as relevant for each job function. Evidence must be provide where reasonably requested by the Buyer.

- **Access Rights**

The Supplier shall ensure their staff are provided only the necessary level of access (using the principle of least privilege) to Buyer data or information, to deliver their job function within the contracted service(s).

Upon staff migration, or termination of employment, the Supplier shall verify that there is a process in place to ensure assets are returned and rights to assets revoked without undue delay.

Evidence of the above must be provide where reasonably requested by us.

Use of Artificial Intelligence for delivery of the requirement

The Buyer wishes to understand and approve any proposed use of any Artificial Intelligence (AI) tools/solutions or machine learning technologies to carry out activities in delivery of this contract.

Suppliers must state any plans to use such tools/solutions in their proposals and describe in detail how they will be integrated into your service offerings and used in the delivery of the contract.

Any proposed AI tools/solutions or extensive processing of data would need to be discussed and agreed with the Buyer before delivery as part of the contracted work so that the department can carry out the necessary impact assessments to ensure that the proposal is compliant with relevant laws and government policy.

If the supplier has no plans to use AI tools/solutions/technologies in the delivery of the contract they should state so in their proposal.

Should the successful Supplier wish to introduce AI tools/solutions at any point throughout the life of the contract, then a proposal should be submitted to the Buyer's Contract Manager who will consider the proposal and either confirm or decline the usage of AI tools/solutions.

8.2 Sustainability

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

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

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

8.3 Health and Safety

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

8.4 Diversity and Inclusion

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

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

8.7 Business Continuity

The Supplier shall have business continuity and disaster recovery plans in place to maintain or quickly resume any Goods/Services provided to the Buyer and shall maintain compliance with relevant legislation.

8.8 Procurement Fraud

The DVLA adopts a zero tolerance approach to procurement fraud and bribery. Please read the DfT Counter Fraud, Bribery, Corruption and Ethical Procurement Statement in **Appendix B.**

8.9 Use of Buyer Brands, Logos and Trademarks

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

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

9. Management and Contract Administration

Invoicing Procedures

DVLA invoicing procedures are detailed in **Appendix C**.

Subcontracting to Small and Medium Enterprises (SMEs):

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

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

10. Training / Skills / Knowledge Transfer

N/A

11. Documentation

Pricing Schedule Appendix A

Suppliers **must** complete **Appendix A** – Pricing Schedule to provide a full and transparent breakdown of costs associated with this contract.

12. Arrangement for End of Contract

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

13. Response Evaluation

The evaluation will comprise of the following elements:

- 1) an evaluation of mandatory requirements, if applicable. These will be assessed on a pass/fail basis. Responses that fail any of the mandatory requirements may be disqualified from further consideration
- 2) an evaluation of the prices submitted

Mandatory Requirements

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

Financial / Price Criteria

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

Financial / Price Criteria Scoring Methodology:

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

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

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

Supplier A = $100\text{k}/100\text{k} \times 40 = 40\%$

Supplier B = $100\text{k}/180\text{k} \times 40 = 22.22\%$

Overall Weighting Allocation

Evaluation Criteria	Weighting
Financial / Price Criteria	100%
Total	100%

Annex 1

Evaluation Criteria

Mandatory Criteria	Mandatory Criteria Description	Pass/Fail
Framework Core Terms and Schedules	<p>Crown Commercial Service (CCS) Public Sector Contract and it's associated Core Terms and Schedules will apply to any resultant contract awarded under this Invitation to Tender. Bidders are asked to review the Core Terms in addition to the Call Off and Joint Schedules identified as being applicable to this tender process. These are referenced in the draft Call Off Order Form (Schedule 6).</p> <p>The successful bidder will be expected to contract on the basis of the above terms. Therefore, with the exception of populating the highlighted areas in the published Call Off and Joint Schedules, the Authority will not accept any amendments, revisions, or additions to these schedules.</p> <p>Bidders who are unable to contract on the terms as drafted will deemed non-compliant and their bid will be rejected.</p> <p>Please provide a YES/NO response to this question</p>	

Financial/Pricing Criteria

Primary Financial/Pricing Criteria	Financial/Pricing Weighting (%)	Description
Pricing Requirements	100%	Refer to the Appendix A - Pricing Schedule
	Total = 100%	