



Schedule 2 - Specification

Provision of Online Training Licenses – Udemy [HRED]

Date: 21 June 2022

Version: V.01

1. Introduction	3
2. Background to the Requirement	3
3. Procurement Timetable	3
4. Scope	3
5. Implementation and Deliverables	4
6. Specifying Goods and / or Services	4
7. Quality Assurance Requirements	4
8. Other Requirements	5
9. Management and Contract Administration	9
10. Training / Skills / Knowledge Transfer	10
11. Documentation	10
12. Arrangement for End of Contract	10
13. Tender Evaluation	11

1. Introduction

As outlined in the Invitation to Tender (ITT), the Driver and Vehicle Licensing Agency (DVLA) invites tenders for the following Services:

Provision of Online Training Licences.

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).

The DVLA are one of the first in Government to have a fully operational in-house IT function. To support this our ITS department are now focusing on increasing technical roles and knowledge.

The next steps are to maximise the potential of the workforce and significantly increase their knowledge and expertise, particularly within some disciplines where expertise is scarce, therefore specialist training for teams of differing expertise is required. Other departments within the Agency will also be on boarding.

In order to develop their capability a change approach is required, and it has been identified that each department has a need for an accessible an online learning platform. This requirement will support the increase of technical skills in line with the DVLA Strategy.

3. Procurement Timetable

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

Potential tenderers will be informed if changes to this timetable are necessary.

4. Scope

The requirement is specifically for the procurement of 613 licences, which will be shared across 4 directorates - 350 ITS, 18 SPCD, 25 HRED and 220 OCSD Staff, with the ability to call off up 150 additional licences. This will enable DVLA staff to access the online training facilities provided by Udemy Business for on-demand training content in line with business needs.

There is an absolute need for flexibility when training is undertaken so as to minimise impact on operational services. Therefore, all training content should be accessible at any

premises 24/7 (i.e., on or off DVLA premises, at any time of day/night), ensuring everyone can undertake online training at a time to suit them irrespective of their working pattern.

The supplier will provide intensive and consistent training that will ensure each delegate is competent in the given subject matter of each course.

The supplier must provide separate URLs for ITS, OCSD, SPCD & HRED to ensure that there is clear definition of licence allocation between departments, and the provision of separate reporting functions. The supplier must provide online dashboard reporting, including directorate wide statistics with information on how many users have accessed the site and what training has been undertaken, with the functionality to drill down to individual user information.

The supplier must maintain the system and provide support to any access or password issues.

The requirement includes the potential transfer of around 20% of the total licences for repurposing. This repurposing would be based on people leaving their roles due to promotion/moved roles, left ITS/OCSD/agency, etc.

Should any equipment other than delegate laptops be required to be supplied by DVLA to enable the training to take place, the supplier must identify this.

5. Implementation and Deliverables

Following the one-year period a review of agency requirements will be carried out to identify whether there is a further requirement for online training to support the ongoing programme of continuous development.

6. Specifying Goods and / or Services

The supplier must be able to deliver online courses stated above in a consistent manner for all delegates within the timeframe stated. We also require 4 reporting functions split between ITS, OCSD, HRED & SPCD.

6.1 Social Value Considerations

Not applicable

6.2 Modern Slavery Considerations

Not applicable

7. Quality Assurance Requirements

The provider must confirm their ability to provide access to Udemy for Business online resources for the duration of the contract.

8. Other Requirements

In this section, you also need to include the input from the following Relevant Factors:

8.1 Information Assurance

Removable Media

Tenderers should note that removable media is not permitted in the delivery of this Contract. Where there is a requirement for Supplier Staff to take data off site in electronic format, the DVLA will consider if it is appropriate to supply an encrypted hard drive.

Security Clearance

Level 1

Tenderers are required to acknowledge in their response that any Supplier Staff that will have access to the DVLA site for meetings and similar (but have no access to the DVLA systems), must be supervised at all times by DVLA staff. evidence of relevant Supplier Staff clearance in their response.

Information Supply Chain

Tenderers are required to confirm how DVLA Data will be securely managed at each stage of the Information Supply Chain. This applies to both Suppliers and Subcontractors. Retention schedules will need to be defined and agreed prior to award of contract.

Processing of Government Data

This contract will require the successful tenderer to process Government data on DVLA'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 DVLA that its data will be appropriately protected. The SoAQ is included as part of this Invitation to Tender (ITT). The purpose of the Questionnaire is to assess the maturity of policies, systems and controls associated with the handling of our data. The Questionnaire was developed for use throughout the Government supply chain and is based on ISO27001 criteria and aligned to the HMG Security Policy Framework.

Tenders are required to confirm their understanding and acceptance of the requirement to complete and return the Questionnaire during the Standstill Period.

The completed Questionnaire will be assessed by our Information Assurance Group and DVLA will work with the successful tenderer to address any information aspects requiring improvement.

The HMG Security Policy Framework requires Departments to conduct an annual compliance review of third party suppliers. The Questionnaire will therefore need to

be completed annually throughout the term of the contract in order to assess ongoing compliance. DVLA may also audit suppliers to validate the responses and evidence provided in the Questionnaire.

Processing Personal Data

Please note that the successful tenderer as part of the contract agrees to comply with all applicable requirements of UK Data Protection Legislation (including UK GDPR) and all applicable Law about the processing of personal data and privacy.

Data concerning accounts that are no longer used should be returned and/or deleted if there is no longer a requirement to retain it.

Data Protection Authorised Processing Template

The processing of personal data has been identified as part of this requirement. Please refer to the Terms and Conditions of this contract and associated Schedule 8 (Authorised Processing Template) for full details of the instructions to be followed when processing data.

Offshoring of Government Data

Government policy is that data it holds should be protected appropriately regardless of location.

Offshoring is defined as “Any arrangement where the performance of any part of the services or a solution under a contract may occur outside the UK for domestic (UK) consumption.”

When offshoring is described, the focus is typically on the physical location where data is hosted (such as where are the data centres located). 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.

Tenderers must indicate in their response whether any DVLA data supplied as part of the contract, would be offshored. If so, tenderers must confirm the location(s) including the location of any business continuity, disaster recovery and technical support staff.

All Central Government Departments and Agencies are required to seek approval for any proposed offshoring activity, which ensures that information held offshore is appropriately managed and that pan-government risks are identified, tracked and managed, where appropriate.

In the event that the successful tenderer proposes to offshore any DVLA Data as part of the contract, they would be required to provide details about the processing to be carried out offshore, the privacy risks and the security controls in place to protect the data. If the intention is to store the information in a cloud environment outside the UK, the successful tenderer will also need to confirm the extent to which the environment



complies with the cloud security principles. This information would be used to submit the offshoring proposal for approval.
Any request to offshore must receive clearance prior to the commencement of any data processing activity.

8.2 Cyber Security

Not required

8.3 Data Sharing

DVLA's Contract Owner will work with the successful tenderer to implement any information sharing or data sharing procedures and associated DVLA requirements that may be needed at any point during the lifecycle of the contract.

Information or data sharing procedures will need to be formally assessed and approved by DVLA through the Data Sharing Clearance Process, managed by the Data Sharing Strategy & Compliance team (DSSC).

The Supplier will submit any requirements for information/data sharing, via the Contract Owner, to the DVLA who will consider the changes through this Data Sharing Clearance process. Any proposals shall be considered and if approved an implementation plan will be formally offered to and accepted by both the DVLA and the Supplier before commencement.

This approvals process is designed to assess and identify additional measures and safeguards that may be required to protect data to those already stated in this specification document.

8.4 Sustainability

The DVLA 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."

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

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

The DVLA require the Supplier to confirm their understanding and acceptance of each point **S1 – S2** and supply information if it has been requested.

S.1 - The DVLA is committed to sustainability and as such the Supplier should consider this as part of their submission.

The DVLA requires the Supplier to:

- Comply with the DVLA's Environmental Policy:
<https://www.gov.uk/government/publications/dvlas-environmental-policy>
- Where appropriate, assist the DVLA in achieving its Greening Government Commitments as detailed on
<https://www.gov.uk/government/publications/greening-government-commitments-2021-to-2025> i.e. Reduce CO₂ emissions through energy consumption and travel, reduce water consumption and waste produced;
- Be able to evidence continual environmental improvements in their own organisation (ideally through an accredited EMS, i.e. ISO 14001, Green Dragon etc);
- Ensure its own supply chain does not have negative environmental or social impact and;
- Where required, be able to provide data on carbon emissions related to the products / services being supplied to aid with scope 3 emission calculations.
- Provide the specified goods / services without the use of single use plastic in line with Government commitments.

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

8.5 Health and Safety

DVLA has an Occupational Health and Safety Management System that is certificated to ISO45001. Further information on our Health & Safety Policy, is available on request from the DVLA (See Schedule 1).

8.6 Estates

Not applicable

8.7 Diversity and Inclusion

Any training provided by Udemy Business and which is accessed by our staff should also be compatible for anyone who has assistive technology or has any accessibility needs.

Any training content should also be in line with our diversity and inclusion values and any the supplier should be provided with a copy of our Diversity & Inclusion Policy, so they are aware of expected standards of behaviours.

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

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

8.8 Business Continuity

Not applicable

8.9 Procurement Fraud

Not applicable

8.10 Use of DVLA Brands, Logos and Trademarks

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

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

8.11 Welsh Language Scheme Requirements

Not applicable

9. Management and Contract Administration

The Lead Officer and Contract Owner will review the contract performance with delegates, and feed back to the supplier.

A Purchase Order Number for this requirement will be provided to the supplier. Invoices must be sent to DfT Shared Service Arvato and copied, with the relevant worksheets, to DVLA's Contract Owner with the specified Purchase Order number.

Further information on invoicing and payment procedures are contained within our Instructions to Tenderers document.



Sub-contracting to Small and Medium Enterprises (SMEs):

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

To help us measure the volume of business we do with SMEs, Schedule 3 (Form of Tender) of the ITT 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.

10. Training / Skills / Knowledge Transfer

This requirement is for the provision of Udemy for Business online and on-demand training courses, required for professional development training.

There is no specific training/skills/knowledge transfer required for this contract other than what has been outlined in the Scope.

11. Documentation

As this is online training there is no expectation that any training material will be required, however the training content must be provided in a format suitable for achieving the intended outcome of the training course.

The supplier must provide separate URL's for ITS and OCSD, to ensure that there is clear definition of licence allocation between departments, and the provision of separate reporting functions.

The supplier should provide online dashboard reporting, including directorate wide statistics with information on how many users have accessed the site and what training has been undertaken, with the functionality to drill down to individual user information.

Prior notice of planned system outages and updates is desirable.

12. Arrangement for End of Contract

The Agency does not wish for the contract to be automatically renewed after the stipulated duration. The supplier should notify the Agency prior to 30 days before the contract expires to notify us of this. The Contractor shall fully cooperate with the agency to ensure a fair and transparent re-tendering process for this contract. This may require



the Contractor to demonstrate separation between terms occupied on the existing Contract and those involved in tendering for the replacement contract to prevent actual (or perceived) conflicts of interest arising.

13. Tender Evaluation

This will comprise of the following elements:

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

Selection will be based on the Evaluation Criteria, encompassing the most economically advantageous tender, which demonstrates a high degree of overall value for money, competence, credibility and ability to deliver.

Your tender will be evaluated using the weightings **and** criteria weightings set out within the ITT.

Annex A – Statement of Assurance Questionnaire



Annex A - Statement
of Assurance SoA Que

Annex B – ICO Standard Clauses



ICO Guidance -
Controller to Process