



Driver & Vehicle  
Standards  
Agency

Statement of Requirements document for:

**Vehicle Rental Solutions**  
**(CCS Framework RM6013, Lot 1)**

Contract: K280021650

Driver & Vehicle Standards Agency  
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## 1. INTRODUCTION

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

DVSA 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 and Swansea. 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 suppliers on Lot 1 on the CCS framework RM6013 "Public Sector Vehicle Hire Solutions" the opportunity to tender to become a provider for DVSA's hire car requirement.

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. add a robust alternative sourcing arrangement for vehicle hire as a secondary option to its primary sourcing arrangement through a DfT Group contract;
2. add a robust alternative sourcing arrangement for dual-controlled cars as a secondary option to its primary sourcing arrangement through a DfT Group contract;
3. assist DVSA in achieving the UK Government ULEV transition targets of 25% of cars by December 2022, and 100% of cars by December 2027

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. Suppliers are asked to note that this sourcing route will be a secondary approach to the market, to be utilised if/when the primary sourcing route fails to deliver a satisfactory outcome.

### 3. **CONTRACT DURATION**

The proposed agreement period will initially run from the **XX** February 2022 for a period of up to **three years (until the 31st March 2025)**, subject to DVSA's requirements and the suppliers' performances.

The contract will be formed of an initial 2-year period followed by an optional extension period. Therefore, the contract duration will be constructed as follows:

- Initial period **XX** February 2022 to 31<sup>st</sup> March 2024
- Optional extension 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 has entered into a DfT Group arrangement for hire car provision under contract CCZJ20A01. This is the primary sourcing arrangement for all agencies and ALBs entering into this agreement.

Due to various unforeseen circumstances derived from (not exclusively) suppliers' recovery from the Covid-19 pandemic and a shortage of raw materials for semi-conductors and electrical parts, the UK is currently experiencing a nationwide shortage in hire car provision. This directly affects DVSA's ability to hire vehicles to maintain critical staff movements and has a detrimental effect on our public-facing service delivery.

Due to the nature of the primary sourcing arrangement, DVSA is unable to offer an additional supplier a guarantee of business volume through this contract. However, DVSA is keen to explore the options of using an alternative sourcing arrangement to supplement the existing provision to deliver an effective back-up service to the primary contract.

Through this arrangement, DVSA is also hoping to gain experience of working with a different supplier, to understand the differences in service delivery and scope, to gain experience of working with different booking tools and platforms and gaining insight into how we might become more effective in structuring our Group arrangement with DfT in the future.

We also offer the opportunity for a supplier(s) to gain experience of working with a DfT agency/ALB, providing insight into the difficulties and nuances of maintaining our public-

facing service delivery, and how our contracts are structured and managed so that we create a wider, more diverse and competitive marketplace for future requirements.

### **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, booking staff and contract 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.

Booking staff and Contract 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 December 2022 (including hire cars over 5 days duration)**
- **To ensure that 100% of DVSA operated cars meet Ultra-Low Emission Vehicle (ULEV) standards by December 2027 (including hire cars over 5 days duration)**
- 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 hire car provider to supplement the existing DfT Group hire car provision – specifically supplying vehicles for DVSA only. 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 RM6013.

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 RM6013 Public Sector Vehicle Hire 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.

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

### **5.1 MINIMUM REQUIREMENTS**

By using the Public-Sector Vehicle Hire Service (PSVHS) Framework – RM6013, the contract must;

- Offer access to daily rental or car share giving customers options and the best solution for each individual journey.
- Offer competitive national rates for vehicle hire with a broad choice of vehicles and geographical coverage.
- Allow short term (up to 28 days) or longer-term hires to suit Customers' needs.
- Provide Comprehensive performance management, including application of service credits, Suppliers' Compliance with Cyber Essentials.
- Allow the option of arranging insurance through Suppliers or independently.
- Continually offer on-going pro-active Supplier and market engagement to ensure emerging trends and technologies are incorporated into the Call-Off Agreement as quickly as possible.
- Social Value legislation and guidance places a legal requirement on all public bodies to consider the additional social, economic, and environmental benefits that can be realised for individuals and communities through commissioning and

procurement activity, and, in Scotland, to deliver them. These benefits are over and above the core deliverables of contracts and are laid out in the Framework Agreement Call-Off documents.

- More information on social value can be found at:  
<https://www.gov.uk/government/publications/social-value-act-introductory-guide>.

Annex 6 of the Framework Call-Off agreement gives a Supplier's Guide to delivering Social Value through Vehicle Hire Services.

## 5.2 BOOKING SYSTEM

The Supplier shall provide an Online booking system with the appropriate security (Ideally ISO27001, but as a minimum Cyber Essentials (or approved equivalents) applied). The Supplier shall provide in-person training and/or training manuals for the online system.

The Supplier shall provide DVSA with super user access to all accounts. This is to facilitate the DVSA contract management team being able to view all users across the entire account rather than just limited sections.

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](#)<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

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.

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

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.

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.

**e) 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.

**f) Audit**

The Supplier shall permit, with reasonable notice,

- (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.

**g) 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.

**h) 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)

**i) Reporting**

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

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).

**5.3 DAILY HIRE REQUIREMENT**

The Supplier shall provide manual transmission Vehicles for all Orders unless the Buyer has requested a vehicle with automatic transmission. It is also acknowledged that Electric Vehicles and some other low emission technology Vehicles are automatic only.

Where possible, the Supplier shall offer electric and ULEV (Ultra Low Emissions) Vehicles with a focus on supporting the Government Buying Standards targets (for example, reduction of CO<sub>2</sub> emissions). The Contracting Authority recognise that on occasions both diesel and petrol cars may be supplied.

The supplier shall ensure that the performance of this contract is in accordance with the Government Buying Standards for transport as identified here:

<https://www.gov.uk/government/publications/sustainable-procurement-the-gbs-for-transport-vehicles/government-buying-standards-for-transport-2017>



The supplier shall ensure that vehicles utilising a full-electric powertrain are supplied with a minimum of 80% charge on the battery, less any delivery distance travelled from the nearest outlet location, unless otherwise specified by the Buyer(s).

The Supplier shall ensure that Vehicles within the hire fleet that have known 'recalls' either for safety or manufacturing fault are not supplied for hire. The supplier should detail what robust measures are in place to stop this occurring.

The supplier shall ensure that, as a minimum the vehicle complies with the following standards, plus any others specified in the RM6013 Framework schedules:

- Have a full tank of fuel, less any delivery distance travelled from the nearest outlet location, unless otherwise specified by DVSA;
- In the case of full-electric vehicles, have a minimum of 80% charge, less any delivery distance travelled from the nearest outlet location, unless otherwise specified by DVSA;
- Have the correct fluid levels and tyre pressures in accordance with the manufacturer's recommendations;
- Have been maintained according to the manufacturer's recommendations;
- Be fit for purpose, roadworthy and meet all In-Country legal compliance requirements;
- Have (where reasonably possible) emissions compliant with Government Buying Standards;

#### **Volumes (primary contract, last 12 months, indicative of future profile):**

Average hires (month): 658

Average duration per hire: 4.1 days

Split by vehicle class:

B Class (Fiesta/Corsa 2-door): 25%

C Class (Fiesta/Corsa 4-door): 5%

D Class (Focus/Astra): 53%

#### **DUAL CONTROLLED VEHICLES**

The supplier shall also offer a range of vehicles with dual controls fitted, so that the foot controls can be operated from the passenger seat if required. These vehicles shall be made available upon request through the normal booking routes.

Where Dual Controlled vehicles are requested, the vehicle supplied should always be a minimum of a Category D/Lower Medium category vehicle (minimum Ford Focus/Vauxhall Astra size).

#### **Volumes (expected, next 6 months):**

		Number of Hire D/C Cars Needed								
	On Hire	28/02/2022	14/03/2022	28/03/2022	11/04/2022	25/04/2022	23/05/2022	20/06/2022	18/07/2022	01/08/2022
Sites	Off Hire	11/03/2022	25/03/2022	08/04/2022	22/04/2022	06/05/2022	03/06/2022	01/07/2022	29/07/2022	12/08/2022
Aberdeen		1	1	1	1	1	1	1	1	1
Avonmouth		1	1	1	1	1	1	1	1	1
Bishopbriggs		1	1	1	1	1	1	1	1	1
Bletchley		1	1	1	1	1	1	1	1	1
Brentwood		2	2	2	2	2	2	2	2	2
Cambridge		1	1	1	1	1	1	1	1	1
Chadderton		1	1	1	1	1	1	1	1	1
Garretts Green		1	1	1	1	1	1	1	1	1
Leeds		1	1	1	1	1	1	1	1	1
Llantrisant		1	1	1	1	1	1	1	1	1
Plymouth		1	1	1	1	1	1	1	1	1

#### 5.4 **BOOKING ARRANGEMENTS**

The Supplier shall ensure that its operating hours in relation to the provision of the Services for the UK, shall be as a minimum:

08:00 to 18:00 Monday to Friday, excluding Bank Holidays  
09:00 to 12 noon. Saturday

The Supplier shall accept all bookings made with a minimum of 2 working hours' notice.  
The Supplier shall confirm all bookings with the renter.

The Supplier shall provide a booking confirmation with unique reference number.  
The booking confirmation shall contain but not limited to, driver's details, delivery and collection address, timeframe of booking, costs, journey information.

The Supplier should impose a 'no turn down' policy. If the Supplier is not able to fulfil the booking vehicle requirement, then a vehicle of higher category shall be supplied at no extra cost to DVSA. If the Supplier only has a lower category vehicle available, the supplier must obtain acceptance of this vehicle from the driver prior to any delivery being made. The driver is not bound to accept a lower category vehicle. Abortive delivery charges will not apply where the driver does not accept the lower category of vehicle offered or the supplier fails to confirm acceptance with the driver prior to delivery.

Where an alternative vehicle to that which has been requested is supplied, the supplier shall ensure that the emissions of the supplied vehicle are kept to a minimum and in all cases are lower than the average emissions of the vehicles supplied to the buyer across all vehicle classes.

Should the branch not be able to supply any suitable vehicle then they should source from alternate suppliers at no additional cost to DVSA.

The booking tool must have;

- Functionality to support buyers where the chosen vehicle class/type at the selected branch is unavailable, the system automatically sources a vehicle from alternative branches and delivers to the requested location
- Clear breakdown of car categories with a default to an agreed car type.
- Fuel Type (Diesel, Unleaded petrol, electric, plug-in hybrid, mild hybrid) to be selectable by the renter.
- Functionality to support the request for specialist equipment, such as vehicles fitted with dual controls

As a minimum requirement each Vehicle Order shall specify:

- The Authority hiring the Vehicle;
- The cost centre;
- The name, staff / service number and email of the Booker;
- The name, staff / service number of the main Driver and the names of any additional Drivers;
- Contact telephone number and/or email address of the Supplier and Authority;
- The group and type of Vehicle required;
- Insurance, if required by DVSA;
- special requirements, such as disability controls and adjustments, roof racks, snow chains, Isofix fittings or the ability to put Isofix fittings in, sat navigation, etc.;
- The date, time and location of commencement of hire;
- The date, time and location of termination of hire;
- The address where the Vehicle should be delivered to and/or collected from;

- Flight details in the case of delivery/pick up to/from the airport;
- Additional extras e.g. delivery and collection charges;
- Any specialist equipment being supplied e.g. dual controls

The Supplier shall provide an offline booking service via a call centre, whereby bookings can be made either by telephone or email. The Supplier shall provide an Out of Hours/After Hours emergency contact number which must be a local rate number where required by DVSA to hire Vehicles at short notice outside of the normal operating hours.

## **5.5 DELIVERY & COLLECTION**

The Supplier should provide details of the drop off and collection date to the hirer when the branch calls to confirm the booking on receipt of the reservation in the system.

The Supplier shall provide an Out of Hours/After Hours service for any delivery or collection of a Vehicle outside of the normal operating hours in the UK.

The supplier will check the internal and external condition of the vehicle on delivery and will obtain a signature from the Buyer's representative to confirm the condition is accurately recorded. The Buyer(s) 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 the Buyer(s) representative.

The supplier will check the internal and external condition of the vehicle on collection and will obtain a signature from the Buyer's representative to confirm the condition is accurately recorded. The Buyer(s) 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 the Buyer(s) representative.

Where deliveries are made Out of Hours due to an early commencement of hire and/or the hirer is not present, the hirer has the option to report any damage to the branch within 3 hours of the commencement of the hire to avert any liability being incurred by the buying authority. This will include Friday night deliveries for an early Monday am hire or an early Tuesday hire following a Bank Holiday.

The supplier shall hold the full liability and responsibility for the vehicle and its delivery and collection outside of the appointed timeframe. The appointed timeframe shall be made at the time of booking by the contracting authority. This liability shall fall to the supplier outside of these times, regardless of whether the vehicle or keys have been taken possession by the supplier.

### **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 will ensure all damage is recorded in advance and where possible the customer will ensure a full check is completed of the vehicle when it is collected/dropped off. If this isn't possible the Supplier or Suppliers sub-contractor will ensure a complete check report is provided to the booker.

### **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.

## **5.6 VEHICLE INSURANCE/MOTOR INSURANCE DATABASE**

DVSA confirm that it will continue to provide a commercial motor fleet insurance policy for all 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.

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.

## **5.7 VEHICLE DAMAGE & CLAIMS MANAGEMENT**

The Supplier shall notify the Buyer by email of any additional damage to a vehicle that has been hired by the Buyer within 4 working hours of the vehicle being returned, or a hire being terminated by the Buyer. This must be followed by a report delivered to the appropriate Contract Manager in 24 working hours with photographic evidence with a timestamp as per Schedule 1 of the framework section 3.5.

In the event of damage to any vehicle hired to the buyer, the Supplier must forward an invoice to the Customer within 21 days following the Return Date. In the case of dispute, the Customer will notify the Supplier of what is in dispute within 21 days of receipt of invoice or pay the invoice in accordance with the payment terms.

In the event of damage to any Vehicle the Supplier must forward an invoice to the Customer within 21 days following the receipt of a repair invoice for the vehicle from the Supplier's repairer. In the case of dispute, the Buyer(s) will notify the Supplier of what is in dispute within 21 days of receipt of invoice or pay the invoice in accordance with the payment terms.

If the supplier fails to provide the invoice within the specified timeframe, the Buyer(s) shall not be liable for payment of the invoice.

## **5.8 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

## **5.9 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):

- Out of hours delivery/collections
- breakdowns and the provision of relief vehicles
- incorrect fuelling

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.

## **5.10 FINES AND CHARGES MANAGEMENT**

DVSA requires that the supplier manages any fines and other charges that its drivers may incur whilst driving.

### **Notifications of Intended Prosecutions (NIPs)**

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 should contact [vehicle.admin@dvsa.gov.uk](mailto:vehicle.admin@dvsa.gov.uk) to confirm contact details.

DVSA policy is that the driver is responsible for payment of the fine and any administration charge associated with a NIP. Once the NIP has been reissued, it is the responsibility of the driver to make the appropriate representations to the Issuing Agency in cases of appeal, or to pay the fine and accept any endorsement accordingly. The driver will also be instructed to pay the administration fee to the supplier for handling the original NIP.

### **Parking Charge Notifications (PCNs)**

Where Parking Charge Notifications (PCNs) or other official notifications that do not have legal implications/endorsements for the driver are received, DVSA accepts that the supplier should pay the fine to avoid costs escalating unnecessarily.

DVSA policy is that the driver is responsible for payment of the fine and any administration charge associated with a PCN. Once the PCN fine has been paid by the supplier, they should contact [vehicle.admin@dvsa.gov.uk](mailto:vehicle.admin@dvsa.gov.uk) to advise that the PCN has been issued and that payment has been made.

It is the responsibility of the driver to make the appropriate representations to the Issuing Agency in cases of appeal, and to reimburse the supplier for the value of the fine and any administration fee applied for handling the original PCN.

### **Escalation route**

In cases where the driver does not reimburse the supplier for fines or any administration charges, on obtaining agreement with the DVSA Contract Manager, the outstanding amount can be applied to the DVSA invoice, and the cost will be met through the DVSA account. DVSA will recover those costs from the driver through internal processes.

## **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 RM6013.

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.

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

The supplier will be required to:

- 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 management information to DVSA; the content and format of which is to be agreed between the parties.

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, or at the contractors' premises, or online, 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 local supply network that are responsible for the provision of hire vehicles in a particular region of the UK. 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.

### **ETHICAL STANDARDS OF PRODUCTION**

Suppliers must ensure that their supply chain has established standards of production and logistics, where:

- Working conditions are safe.
- Good health is promoted.
- Employment is freely chosen.
- Working hours are not excessive.
- Wages meet at least national legal standards.
- Training is provided.
- No discrimination is practised.
- Diversity and good workforce practices are encouraged.
- Child labour is eliminated; and
- No inhumane treatment is allowed.

## 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 RM6013 Framework Schedule 1 (Specification). The invoice will require splitting to account for the VAT treatment of different chargeable items.

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 2022 should be representative of all services provided during April 2022). 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.



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.

## 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:

Frequency	Received by Date	Report Title	Purpose of Report
Weekly	2pm on the first working day of each week	Open Hire Report	To provide a snapshot of all open vehicle hires for a duration of 10 days or more.
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.
		Vehicle Availability Report	To explore trends in vehicle supply against booking requests.
		Complaints Report	To explore trends in data across the DVSA fleet and ensure a high level of customer satisfaction.
		Damage Report	To explore trends in vehicle damages and open damage claims.
		Traffic Violation Report	To explore trends in traffic violations, and the management of payments
		Breakdown & Recovery Report	To provide a summary of Breakdown & Recovery 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.
Annually	10th working day of the month following the end of the period being reported	Annual SLA Dashboard	To provide a summary of performance against SLAs and KPIs during the year.
		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 and Invoices</b> provided on time, accurate and distributed correctly	100%	Reports received by email to <a href="#">DVSA Vehicle 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>Consolidated Invoice</b> is accurate with full data support to allow reconciliation	100%	Invoice received by email to <a href="#">DVSA Vehicle Admin</a>	Monthly; Received on 5 <sup>th</sup> working day of the month following the end of the period being reported
<b>Customer Service</b>				
<b>3</b>	Deliver a high percentage of <b>vehicles matching the original booking request</b> , or provide an upgrade to the requested vehicle class.	95%	Reports received by email to <a href="#">DVSA Vehicle Admin</a>	Monthly; Received on 5 <sup>th</sup> working day of the month following the end of the period being reported
<b>SMR and Breakdown</b>				

4	Attend <b>Vehicle Breakdowns</b> within two working hours of reported incident	95%	Reports received by email to <a href="#">DVSA Vehicle Admin</a>	Monthly; Received on 5th working day of the month following the end of the period being reported
<b>Issue Resolution and Customer Satisfaction</b>				
5	<b>Complaint to bookings</b> ratio is maintained below the SLA target	1%	Reports received by email to <a href="#">DVSA Vehicle Admin</a>	Monthly; Received on 5th working day of the month following the end of the period being reported
6	<b>Complaint Acknowledgement</b> is received by the complainant within 2 working days of receipt of the complaint by the supplier	100%	Reports received by email to <a href="#">DVSA Vehicle Admin</a>	Monthly; Received on 5th working day of the month following the end of the period being reported
7	<b>Complaint Resolution</b> is achieved and communicated to the complainant within 10 working days of receipt of the complaint by the supplier	90%	Reports received by email to <a href="#">DVSA Vehicle Admin</a>	Monthly; Received on 5th working day of the month following the end of the period being reported
8	Maintain a high level of <b>Customer Satisfaction</b>	85%	Customer Satisfaction survey results	Monthly; Received on 5th working day of the month following the end of the period being reported

**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.	<p><b>100% of reports received by DVSA Vehicle Admin by 5<sup>th</sup> working day of the month following the end of the period being reported. Accuracy is measured by line.</b></p> <p><b>Measured annually</b></p>	<b>0.5% Service Credit gained for each percentage point under the specified Service Level Performance Measure</b>
2	Invoicing	The Supplier is to submit full and accurate invoices each month.	<p><b>98% of invoiced lines to accurately reflect MI reports, and to be received by DVSA Vehicle Admin by 5<sup>th</sup> working day of the month following the end of the period being reported.</b></p> <p><b>Measured monthly</b></p>	<b>0.5% Service Credit gained for each percentage point under the specified Service Level Performance Measure</b>
3	Vehicle Availability	The supplier is to deliver vehicles matching or exceeding that class of vehicle requested	<p><b>95% of vehicles delivered to at least match the class of vehicle ordered.</b></p> <p><b>Measured monthly</b></p>	<b>0.5% Service Credit gained for each percentage point under the specified Service Level Performance Measure</b>
5	Complaints to Booking ratio	The supplier will maintain a low customer complaints to bookings made ratio	<p><b>&lt;1% of complaints to bookings made.</b></p> <p><b>Measured monthly</b></p>	<b>0.5% Service Credit gained for each percentage point under the specified Service Level Performance Measure</b>
7	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	<p><b>90% of complaints to be resolved or have an agreed action plan in place within 10 working days.</b></p> <p><b>Measured monthly</b></p>	<b>0.5% Service Credit gained for each percentage point under the specified Service Level Performance Measure</b>

		timescales taken to resolve them.		
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The Service Credits shall be calculated individually for each agency on the basis of the following formula:

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

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

Where poor Supplier performance exists, DVSA will arrange meetings at which the Supplier's presence is mandatory to discuss at risk work areas and work out key steps to improve the service. Poor performance entails a failure to meet one or more of the targets laid out in the table in section 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 **1.5%** of the Estimated Year 1 Call Off Contract Charges; and
- (b) during the remainder of the Call Off Contract Period, **1.5%** 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.

## **6.8 CONTINUOUS IMPROVEMENT**

The Supplier will be encouraged to provide a consistent and reliable service and to seek to assess, improve or streamline the required Services which are to be delivered throughout the duration of the contract.

The Supplier should present new ways of working to DVSA during quarterly contract review meetings.

Changes to the way in which the Services are to be delivered must be brought to DVSA's attention via the Contract Manager and agreed prior to any changes being implemented.

## **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 December 2022
- To ensure that 100% of DVSA operated cars and vans are fully electric by December 2027
- 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.