# Specification

Cabling, Resource and Materials

Commercial Directorate

**Contract Reference: PS/18/111**

**Date: 09/07/18**

**Version: 1.0**

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## 1. Introduction

In accordance with the terms and conditions of CCS Framework RM3804 – Technology Services 2 the Department for Transport (DfT) invites proposals for the following **GOODS / SERVICES**.

The Driver and Vehicle Licensing Agency (DVLA) is an Executive Agency of the Department for Transport, based in Swansea and employs around 5,000 staff. The Agency’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.

## 2. Background to the Requirement

DVLA leads the way in Government in providing electronic service channels to its customers, with the aim of becoming a hub for digital motoring. The requirement is to provide an onsite engineer Mon-Fri 8 Hours a day to provide a managed cabling service to help achieve this.

## 3. Procurement Timetable

|  |  |
| --- | --- |
| **DATE** | **ACTIVITY** |
| 17/07/18 | Release of the ITT to all potential tenderers |
| 17/07/18 | Clarification period starts |
| 24/07/18 | Clarification period closes (“**Tender Clarifications Deadline**”) |
| 25/07/18 | Deadline for the publication of responses to Tender Clarification questions |
| 01/08/18 | Deadline for submission of Tenders to (“**Tender Submission Deadline**”) |
| 03/08/18 | Intention to award notification issued to successful and unsuccessful tenderers. |
| 03/08/18 | TUPE negotiations can commence (if appropriate). |
| 03/09/18 | TUPE negotiations to be completed (if appropriate). |
| 10/09/18 | Planned date for appointment of Suppliers to the Contract |
| 10/09/18 | Publication of the tender outcome on Contracts Finder. |

## 4. Scope

The requirement is to provide an onsite engineer Mon-Fri 8 Hours a day to provide a managed cabling service. In addition the contract will cover Out of Hours (OoH) cabling moves on the Swansea DVLA sites along with any materials required for cabling works. The following is a list of the salient scope points of the requirement that suppliers should provide detailed responses on within their tender bid along with a full estimated cost model:

* Data outlet moves
* Data outlet additions
* Data outlet removal
* Cabling fault investigation and repair
* Local site survey
* Patching
* Project works and management
* Provide quotes to supply materials for projects
* Look after documentation related to Datacentres and comms rooms cabling capacity.
* Quarterly Service review

Suppliers shall provide a statement regarding the scope of their Business Continuity and Disaster Recovery Plans to protect the Agency from the consequences of business interruptions.

Suppliers shall supply a list of their engineers qualifications/accreditations or a CV detailing qualifications. See embedded document below as an example.



Suppliers shall provide the standards that their cables adhere to.

Following contract award you will be expected to provide contact details for your accounts department.

It is expected that test equipment is well maintained and regularly calibrated. Please advise how often this is carried out.

Out of hours work may be required on occasion. Please provide a rate card for out of hours work.

Please provide a timeline regarding the provision of an engineer in the event of an out of hours incident.

Suppliers shall provide detail of how your help desk operates.

## 5. Implementation and Deliverables

This is a two year contract with an additional option to extend for a further year. The contract commences on 12th September 2018 with the deliverables of the scope in section 4 being constantly applied throughout the duration of the contract.

## 6. Specifying Goods and / or Services

In general terms the Specification should contain:

* A description of the outputs (for services) or functionality and performance requirements (for goods)
* The performance measures to be monitored over the period of the contract
* The boundaries of the requirement (what is included and what is not).

## 7. Quality Assurance Requirements

Suppliers shall provide a statement regarding the scope of their Business Continuity and Disaster Recovery Plans to protect the Agency from the consequences of business interruptions.

Suppliers shall confirm that they can meet all of the requirements of the Health and Safety checklist embedded below if requested during the contract.

   

## 8. Other Requirements

**Information Assurance**

The engineer resource will require National Security Vetting clearance to Security Check (SC) level. This clearance will be required for the length of the contract.

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| **Removable Media (Mandatory)**  Tenderers should note that removable media is not permitted in the delivery of this Contract. Where there is a requirement for Contractor’s 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 (Mandatory)**  **Level 3 (Optional, use as appropriate)**  Tenderers are required to confirm in their tender response that any Contractor’s Staff that have access to the DVLA site and DVLA Systems, administration rights, sensitive programmes or large blocks of sensitive data must have full Security Clearance.  **Information Supply Chain (Mandatory)**  Tenderers are required to confirm how DVLA Data will be securely managed at each stage of the Information Supply Chain. This applies to both Contractors and Sub-Contractors. Retention schedules will need to be defined and agreed prior to award of contract.  **Processing Personal Data (Mandatory)**  Please note that the successful tenderer as part of the contract agrees to comply with all applicable requirements of the Data Protection legislation (including the General Data Protection Regulation ((EU) 2016/679), the Law Enforcement Directive (Directive (EU) 2016/680), and all applicable Law about the processing of personal data and privacy).  **Offshoring of Government Data** (Optional - use when DVLA data will be supplied to the contractor as part of the contract)  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 tender 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.  **Redundant Equipment (Optional, use when redundant equipment is a consideration)**  Any redundant equipment that will have captured any DVLA sourced data must be disposed of securely on the DVLA Site. |

**Health and Safety**

 

|  |
| --- |
| The DVLA requires its contractors to fully comply with its Health and Safety Policy and follow all applicable UK and EU Health and Safety Legislation, Acts, Orders, Regulations and Approved Codes of Practices, at all times.  Tenderers should:   * Have an appointed competent person responsible for H&S, details to be made available to DVLA on request. * Have emergency arrangements and plans for their goods/product/service, and observe DVLA’s arrangements whilst on site, or through the course of the business, or contract. * Have adequate provision for your own first aid when on site. * Have an accident reporting and recording process for all near miss, accidents/incidents, or violent and aggressive behaviours. Any incident on DVLA site should be reported immediately to the DVLA’s Health and Safety Team. * Communicate with DVLA on any health and safety matter or issue in relation to the contract/product/supply of goods or service, notifying DVLA of any Health and Safety hazard which may arise in connection with its supply of goods, products or services. * Indemnify DVLA in the instance where failure of the company’s product/service, acts or omissions, with regards to health and safety, results in an economic penalty, time delay, issue, accident/incident or claim against the Agency. * Have suitable and sufficient insurance cover for all business/products/services supplied/that are provided to DVLA. * Have documented, suitable and sufficient, risk assessments and method statements, covering all significant activities and deliveries of products, goods and services. Copies to be made available to DVLA on request. * Provide suitable and sufficient health and safety training, information and instruction for all its employees/contractors/subcontractor. Records to be made available on request. * Engage with DVLA’s Security/Estates Management Group to arrange access to all DVLA premises/buildings. * Comply with all vehicle and driver legal requirements and DVLA policies whilst driving on premises or conducting business for DVLA. |

**Diversity and Inclusion**



**Business Continuity**

Suppliers shall provide a statement regarding the scope of their Business Continuity and Disaster Recovery Plans to protect the Agency from the consequences of business interruptions.

**Procurement Fraud**

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## 9. Management and Contract Administration

Detail a proposed approach to contract management over the course of the contract and detail the Purchase to Pay Process.

DVLA will meet quarterly with the successful supplier to discuss the performance measures of the contract. With regards to the

DfT is committed to removing barriers to SME participation in its contracts, and would like to also actively encourage its larger suppliers to make their sub-contacts accessible to smaller companies and implement SME-friendly policies in their supply-chains (see our [website](http://www.dft.gov.uk/about/doing-business-with-us) for further information).

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

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

Please see invoicing procedures embedded below.



## 10. Training / Skills / Knowledge Transfer

To be agreed with DVLA Contract Owner/business area post contract award.

## 11. Documentation

To be agreed with the DVLA Contract Owner post contract award.

## 12. Arrangement for End of Contract

The Contractor shall fully cooperate with the Authority to ensure a fair and transparent re-tendering process for this contract. This may require the Contractor 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. Evaluation Criteria

**Overview of the Evaluation Process**

The wording below sets out and explains the procedure, stages and process by which Tenders will be assessed. The evaluation procedure is divided into two key stages;

Selection Stage

DVLA will assess responses to the Mandatory and Discretionary Grounds for Exclusion, Economic and Financial Standing and Technical and Professional Ability in accordance with paragraph 1 below (“**Selection Stage**”).

Award Stage

DVLA will assess responses to the requirement in accordance with paragraph 2 below (“**Award Stage**”).

1. Tenders that do not meet the criteria at the Selection Stage may be disqualified from further consideration in this procurement and will not be evaluated at the Award Stage.

**Selection Stage – Grounds for Exclusion**

In certain circumstances DVLA is required by law to preclude Tenderers from participating in this Procurement. If a Tenderer cannot answer ‘no’ to every statement in the Grounds for Mandatory Exclusion it is very likely the Tender will be rejected and disqualified from further participation in this procurement.

DVLA is entitled to preclude a Tenderer from further participation in this procurement if any of the statements in response the Grounds for Discretionary Exclusion apply.

If a Tenderer cannot answer ‘No’ to every statement it is possible that the Tender will be rejected and disqualified from further participation in this procurement. If any of the statements do apply, the Tenderer should set out the full facts of the relevant incident and any remedial actions taken. The information provided will be taken into account by DVLA in considering whether or not the Tender will be permitted to proceed any further in this procurement.

**Selection of Tenders for the Award Stage**

Following evaluation of Tenders at this Selection Stage, those Tenderers whose Tenders have been excluded will not proceed to the Award Stage.

Any Tenderer disqualified at Selection Stage will be notified, in writing.

**Award Stage**

1. The Award Stage will comprise of three elements:

* 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.
* an evaluation of the Tender based on Quality Factors; and
* an evaluation of the prices tendered.

**Quality Factors:**

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.

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

Quality 60%

Price – 40%

## 14. Points of Contact

|  |  |  |
| --- | --- | --- |
| **Procurement Contact** | Name | Alun Davies |
| **Commercial Advisor**  **Commercial Directorate** | Tel | 01792 782025 |
| e-mail | Alun.john.davies@dvla.gsi.gov.uk |
| Address | Commercial Directorate, Longview Road, Swansea, SA6 7JL |
| **Project Lead ITS Directorate** | Name | Jonathan Bennett |
| Tel | 01792 788888 |
| e-mail | Jonathan.bennett@dvla.gsi.gov.uk |

**All queries/ questions should be sent to the procurement contact**

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Annex A



## Annex B – Evaluation Criteria: Quality Factors

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The quality factor will be evaluated against the Excel spreadsheet attached above (please note: there are two tabs).

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In order for DVLA to assess the value for money you provide for cabling materials, please provide a quote for the items requested in the Cabling prices Excel sheet above.

Please also provide a (per annum) salary for an engineer qualified as detailed in the ‘Cabling qualifications’ attachment (embedded in section 4).

Price will be evaluated using the spreadsheet below.

