Specification

**Provision of Annual Appraisals for DVLA Doctors**

Drivers Medical Group

**Contract Reference: PS/22/42**

**Date: 12th May 2022**

**Version: 1.0**

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## 1. Introduction

The Driver and Vehicle Licensing Agency (**DVLA**) invites proposals for the following provision of Medical Appraisal Services. This contract will be subject to the Terms and Conditions of Contract.

## 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).

Drivers Medical Group currently employs 40 DVLA Doctors, 2 Junior Doctors and 1 Senior Medical Advisor (SMA) but this service is likely to increase.

As a group they are responsible for applying the medical standards for driver licensing in Great Britain, representing the Secretary of State at appeals and advising the medical profession on medical aspects of fitness to drive.

All licensed doctors are required to have an annual appraisal based on the GMC’s (General Medical Council) Good Medical Practise Framework. Medical appraisal is a process of facilitated self-review supported by information gathered from the full scope of the doctor’s work. The appraisal forms a mandatory requirement of the GMC’s five-year license revalidation cycle.

DVLA require the services of qualified Medical Appraisers to facilitate the DVLA Doctors annual appraisal as outlined in Section 6.

## 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.

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| --- | --- |
| **DATE** | **ACTIVITY** |
| 30th March 2022 | Release of Prior Information Notice (PIN) |
| 27th April 2022 | End of Prior Information Notice (PIN) period |
| 12th May 2022 | Release of the ITQ to all potential tenderers |
| 25th May 2022 | Clarification period closes (“Tender Clarifications Deadline”) |
| 27th May 2022 | Deadline for the publication of responses to Tender Clarification questions |
| 8th June 2022 @ 13:00 | Deadline for submission of Tenders to Government Procurement Service (“Tender Submission Deadline”) |
| 17th June 2022 | Evaluation Ends |
| 27th June 2022 | Alcatel period Ends |
| 28th June 2022 | Contract Award |

## 4. Scope

The Supplier must arrange, undertake and record approximately 50 quality-assured Medical appraisals with DVLA Doctors within a 12 month timescale.

Drivers Medical Group within DVLA currently employs 40 DVLA Doctors, 2 Junior Doctors and 1 Senior Medical Advisor (SMA) but this number is likely to increase over the life of this contract. The DVLA has indicated that approximately 50 quality assured Medical appraisals will be required on an annual basis but cannot guarantee minimum or maximum volumes.

The Supplier’s qualified appraiser workforce must be sufficient to provide the number of appraisals needed each year, these will take place over the year and an indication of the timetable will be discussed at the initial meeting.

All appraisal interviews need to be conducted at DVLA Swansea or virtually via Microsoft Teams. DVLA Doctors are situated across England, Wales and Scotland.

Notifications must be sent by email and must contain no personal data. Any correspondence containing personal data must be via the secure online platform (MARS).

## 5. Implementation and Deliverables

The proposed agreement period will run for 2 years from 21/06/2022 to 20/06/2024 with the option to extend for a further 1 year (until 30/06/2025) at the discretion of the Authority.

The Supplier is requested to provide an implementation plan which can be used to schedule relevant activities.

## 6. Specifying Goods and / or Services

**6.1 Administration**

The Supplier must provide the Authority with a single point of contact for the administration elements of the appraisal service, specifically, when setting up appointments for the appraisal discussion and as a point of contact for progress updates.

The Supplier shall ensure that all Appraisers are kept up to date with any changes stipulated by the GMC in regard to the revalidation and appraisal process and these changes are communicated to the Authority.

The Authority will require the supplier to send a monthly return containing the names of the Doctors that have completed their appraisal plus a total number by secure email to the address(s) provided by the Authority on the first working day of the month for the previous month. i.e., on the 1st of June for the 1-31st May.

**6.2 The Appraiser**

The appraiser must;

* Be appropriately trained and qualified by a suitable body
* Comply to all points in the Appraiser Role Expectation document included at Annex 7 map-annex-k.pdf (england.nhs.uk)
* Understand the professional obligations placed on doctors by the GMC - http://www.gmc-uk.org/guidance/good\_medical\_practice.asp
* Understand the importance of appraisal for the doctor’s professional development and promoting quality improvements in practice
* Follow the appraisals guidelines set out in NHS England » Medical appraisal guide (MAG)

**6.3 The Appraisal Process**

There are three stages in the medical appraisal process.

The following outlines what the Authority requires from the Supplier at each stage, this represents the baseline mandatory requirements the Authority expect from the appraisal process.

**Stage 1 - Inputs to Appraisal**

* The DVLA Doctor will use the MARS platform to complete and provide their appraisal documentation.

**Stage 2 - The confidential appraisal discussion**

* A date and time shall be agreed between the Contractor and DVLA Doctor for the appraisal discussion to take place at DVLA Swansea or virtually via Microsoft Teams.
* The appraiser shall support, guide and challenge the doctor constructively, having reviewed the supporting information and commentary provided.
* The appraiser shall use their experience and training to facilitate the appraisal discussion in order to achieve the appropriate balance between the following four appraisal purposes-

1. To enable the DVLA Doctor to discuss their performance with their appraiser in order to demonstrate that they continue to meet the principles and values set out in Good Medical Practice (GMC, 2013) and thus to inform the responsible officer’s revalidation recommendation to the GMC;
2. To enable the DVLA Doctor to enhance the quality of their professional work by planning their professional development;
3. To enable the DVLA Doctor to consider their own needs in planning their professional development;
4. To enable the DVLA Doctor to ensure that they are working productively and in line with the priorities and requirements of the organisation.

**Stage 3 - Outputs of appraisal**

The following output from the appraisal discussion shall be completed, documented on the MARS platform, and to the appraiser shall request the DVLA Doctor to consider and approve the draft document

* **A Personal Development Plan (PDP)**

A new personal development plan shall be agreed at the end of the appraisal. This should include an itemised list of personal objectives with timescales and evaluation criteria, there shall be a clear distinction made between elements required for revalidation and elements required for other purposes.

* **A Summary of the appraisal discussion**

The DVLA Doctor and appraiser shall agree the content of a written summary via the MARS platform of the appraisal discussion. At the very least this shall cover the supporting information, the DVLA Doctor’s accompanying commentary and key elements of the appraisal discussion itself.

* **Appraiser’s statements**

The appraiser shall make a series of statements to the Responsible Officer (DVLA Senior Doctor) that will inform the Responsible Officer’s revalidation recommendation to the GMC.

The appraiser’s statements shall confirm that:

1. An appraisal has taken place in line with the Good Medical Practice (GMC, 2013).

2. Appropriate supporting information has been presented in line with the Good Medical Practice Framework (GMC 2013);

3. A review of last year’s personal development plan has taken place.

* **Timescales**

On receipt of the supporting evidence, stages 2 and 3 above must be completed within 30 working days. The supplier must complete stages 2 and 3 within the month the appraisal is due.

**6.4 Data Transmission**

Notifications of the appraisal arrangements or updates regarding the MARS system must be sent by email and must contain no personal data. Any correspondence containing personal data must be via the secure online platform (MARS). Should any personal data need to be sent by email this must be done by a secure means.

**6.5 – Appraisal Methods**

DVLA require the supplier to deliver both virtual appraisals or face to face appraisals at DVLA Swansea. Whilst the majority of appraisals are expected to be virtual the price for face to face (if different) should be provided in the pricing schedule for information purposes (Annex 3). The price quoted must be inclusive of any travel and accommodation costs.

**6.6 Social Value Considerations**

The Social Value Act (2012) requires contracting authorities to consider social

value when procuring services, by taking into account the additional social benefits that can be achieved in the delivery of its contracts. It has been identified that Procurement Policy Note 06/20 – taking account of social value in the award of central government contracts applies to this procurement.

Using policy outcomes aligned with Government’s priorities, a weighting of 10% of the overall score for this requirement isdedicated to social value criteria.

The social value theme(s) for this requirement is Wellbeingwhich requires Tenderers to demonstrate how, in the delivery of this contract, they can assist the DVLA in delivering the policy outcome(s) of Improving health and wellbeing.

The full evaluation process is outlined in **Section 13 Evaluation Criteria and Annex 1 Evaluation Criteria** and the required social value criteria are detailed in **Annex 4 Social Value.**

## 7. Quality Assurance Requirements

The supplier must meet the standards set out in **‘Quality Assurance of Medical Appraisers Engagement, training and assurance of medical appraisers in England’**. These standards can be found at the following link. https://www.england.nhs.uk/medical-revalidation/appraisers/qa-guidance-notes/

## 8. Other Requirements

**8.1 Information Assurance**

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| **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.  **Level 2**  Tenderers are required to confirm in their response that any Supplier Staff that will be accessing the DVLA Site to provide routine maintenance or have access to the DVLA site and DVLA systems have Baseline Personnel Security Standard clearance (BPSS). The BPSS comprises verification of the following four main elements:  1. Identity;  2. Employment History (past 3 years);  3. Nationality and Immigration Status;  4. Criminal Record Check (unspent convictions only).  The aim of the Baseline Standard verification process is to provide an appropriate level of assurance as to the trustworthiness, integrity and proper reliability of prospective staff.Tenderers are required to provide 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 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. |

**8.2 Cyber Security – Not applicable**

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| 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. |

**8.3 Data Sharing**

**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 – S3 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.

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

**S.3** - The Supplier shall promote resource efficiency and waste avoidance, to reduce waste arising and consumption of natural resources. Any waste shall be disposed of correctly and accordance with the waste hierarchy and duty of care

**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 Commercial Advisor. (See Section 14 for Points of Contact):

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| All Supplier Staff working in the DVLA on any of our premises must fully comply with relevant health and safety legislation, together with health, safety and welfare policy and management arrangements applied by the DVLA. If appropriate, these issues must be addressed at or before the award of the contract and may form part of the procurement process. Where requested, Suppliers will be required to provide copies of their health and safety policy statement, risk assessments and method statements, clearly identifying any safety implications that their activities may have and how these will be managed. Contract management staff are responsible for checking health and safety information provided by Suppliers, and passing relevant information to local line management and staff. Supplier’s safety performance will be monitored and checked as part of normal contract management.  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 DVLA * 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/subcontractors. 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 |

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| To help prevent the spread of COVID-19 and reduce the potential risk of exposure, DVLA has a set of assessments that must be completed prior to attendance at any DVLA site. There are also a strict set of procedures that must be adhered to whilst on site. These apply to all staff and contractors and are kept up-to-date based on the latest Government guidance.  Any Supplier Staff required to attend/visit DVLA site, during the period of the contract, **must request and obtain a copy of the most recent DVLA Covid-19 Risk Assessment from the DVLA Contract Owner/Manager. They must also submit a copy of a Covid-19 Risk Assessment for their own organisation**. This ensures that DVLA suppliers are not only adhering to Government guidelines whilst on site at DVLA but also in the capacity of performing their own business.  Prior to any visit, each individual may also be required to complete a “Covid-19 Contractor Questionnaire”, which is a self-declaration to further minimise the risk of exposure. Copies of this Questionnaire, where required, will be available at DVLA Reception or from the member of staff escorting the Supplier Staff (where required).  **N.B.** The processes and assessment should be fully understood, ahead of any attendance/visit, as they include the arrangements and control measures in place to keep Supplier Staff and DVLA staff safe. |

**8.6 Estates**

* Should an appraisal be carried out at a DVLA site, all individuals will be booked in via the pass offices and must adhere to the pass off procedures

Site induction will be provided for individuals visiting site

**8.7 Diversity and Inclusion**

The Public Sector Equality Duty (PSED) is a legal requirement under the Equality Act 2010. The Equality Duty ensures that all public bodies play their part in making society fairer by tackling discrimination and providing equality of opportunity for all. It ensures that public bodies consider the needs of all individuals in their day-to-day work – in shaping policy, in delivering services, and in relation to their own employees. 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 **attached at Annex 6.**

**8.8 Business Continuity**

As this is a high criticality contract there are the following requirements from Business Continuity:  
• Suppliers shall have robust Business Continuity and Disaster Recovery Plans which align to a code of practice such as ISO22301.    Suppliers must supply the contents of these plans to the Agency.    
• The successful supplier will test their business continuity arrangements no less than once per annum and shall inform the Agency when such tests or exercises are scheduled. Outcomes of these tests or exercises must be made available to the Agency in writing upon request.   
• Suppliers will notify DVLA in writing within twenty-four (24) hours of any activation of the business continuity plan, in relation to the services provided to DVLA.  
(Scored Requirement by the Business Continuity team).

In regards to the management of the contract:   
• Contracts over £100K A contract management plan should be in place which includes Continuity Plans.   
• The Contract Owner will ensure that any required testing of Business Continuity is undertaken, providing information to the Corporate Business Continuity Team on when the tests have been carried out, and the lessons learned.

**8.9 Procurement Fraud – Annex 5**

**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.

## 9. Management and Contract Administration

**Subcontracting 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 subcontracts 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, 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 subcontract 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.

A Supplier representative shall be available to provide support to the DVLA on operational and financial queries during DVLA’s working hours 09:00 – 17:00 Monday – Friday (excluding Bank Holidays). The DVLA may make ad hoc requests for management information and support for Freedom of Information (FOI) requests, Parliamentary Questions or Ministerial responses, all of which shall be provided at no additional cost. The contractor shall note that such responses FOI’s, Parliamentary Questions and Ministerial responses will be required within 24 hours.

Any issues or queries raised by DVLA will be logged and resolved within two working days. Anything that cannot be resolved within this timeframe will be escalated via the Contract Governance route detailed.

The Supplier’s Contract Account Manager tasks shall include, but not be limited to:

* Acting as an escalation point for queries, advice and issues;
* Provide a clear route of escalation should an issue fail to be resolved within two working days.
* Identification of opportunities for improvements;
* Informing the Contracting Authority of new risks;
* Trend analysis;
* Preparation for Contract review meetings;
* Fulfilling requests for information from the Contracting Authority;
* Preparation of proposals;
* Information security.

The Suppliers Contract Account Manager shall also be responsible for liaison with the DVLA key Operational Management team, the Contract Manager and the Commercial Advisor. In addition, they shall attend implementation meetings, as requested by the Agency.

After Contract commencement the Supplier shall attend performance meetings at DVLA or participate remotely via teleconferences to review the progress of the agreement, to discuss the management information and to review any problems that may have arisen in the preceding period. The frequency of these meetings is to be confirmed and organised by the supplier and should be at least every **year**. These Contract performance review meetings will be conducted to an agreed agenda; the following elements are likely to be included:

* Performance analysis
* Contractual/Operational Issues
* Compliance and satisfaction levels
* Business Continuity issues and updates
* Proposals for improvements on any area of the contract
* Review of market conditions / intelligence
* Financial stability
* Review of risk assessment
* Provide updates on any new security threats identified
* Any future relevant legislation changes.

The Supplier and the DVLA are to provide each other with Notice Addresses to which formal communications will be sent.

The Supplier should note that payment of all charges will be made monthly in arrears following receipt of a valid invoice.

Please also note invoices should not be submitted before they are due. As an example, if an invoice is for the period 1 – 31 May 2021 it should not be submitted before 1 June 2021.

Details of DVLA’s Invoicing Procedures are included in Annex 2.

## 10. Training / Skills / Knowledge Transfer - N/A

## 11. Documentation - N/A

## 12. Arrangement for End of Contract

The successful Contractor shall fully cooperate with the Customer to ensure a fair and transparent re-tendering process on expiry of the 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

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| **OPEN PROCEDURE – ABOVE FTS ADVERTISING THRESHOLD**  **Tender Evaluation**  The paragraphs below set out and explain the procedure, stages and process by which tenders will be assessed. The evaluation procedure is divided into two key stages;   1. **Selection Stage**   For requirements with an estimated value above the FTS advertising threshold, DVLA will issue and assess responses to the Standard Selection Questionnaire (SSQ) in accordance with the “Selection Stage” below.   1. **Award Stage**   DVLA will assess responses to the requirement in accordance with the “Award Stage” below.  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**  Where DVLA has issued an SSQ in the Invitation to Tender pack (ITT), the tenderer should complete the questionnaire in order for DVLA to assess whether there are any grounds for exclusion.  **Mandatory Grounds for Exclusion**  If a tenderer answers “Yes” to any statement in the Grounds for **Mandatory** Exclusion, it is very likely the tender will be rejected and disqualified from further participation in this procurement.  **Discretionary Grounds for Exclusion**  DVLA is entitled to exclude a tenderer from further participation in this procurement if any of the statements in response to the Grounds for **Discretionary** Exclusion apply.  If a tenderer answers “Yes” to any 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 detailing 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.  Following the Selection Stage, any tenders that have been excluded will not proceed to the Award Stage, and the tenderer/s will be notified in writing.  **Award Stage**  The Award Stage will comprise of the following elements:   1. an evaluation of mandatory requirements, if applicable **(Mandatory Requirements)**. 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) (**Quality Criteria**) 3. an evaluation of the prices tendered (**Financial / Price Criteria**). |

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 following weightings **and** the criteria weightings set out at Annex 1, to obtain the optimal balance of quality and cost.

**Mandatory Requirements (if applicable)**

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

**Quality Criteria:**

Annex 1 provides details of the quality criteria on which tenders will be evaluated. This will list the primary criteria along with the allocated percentage weighting and a description of the specific requirement. The overall percentage allocated for the Quality Criteria is outlined in the Table “Overall Weighting Allocation” and the method used to allocate scores is outlined below.

**Quality Criteria Scoring Methodology:**

The scoring methodology used to assess and allocate scores to each criteria are included in the table below

|  |  |
| --- | --- |
| **Points awarded** | **Description** |
| 100 | Fully meets/evidence provided that demonstrates the requirement can be met |
| 60 | Minor concerns/issues that the requirement can be met |
| 30 | Major concerns/issues that the requirement can be met |
| 0 | Does not meet the requirement, not addressed or no evidence provided |

Based on the allocated score, a percentage will be calculated against each element using on the following calculation:

(Allocated Score

X Weighting

Maximum Score)

For example, “Quality Element 1” can be allocated a score between 0 and 100 but carries a weighting of 10%. Supplier A is given a score of 60 for this element so receives a score of (60/100 x 10) = 6%. The scores for each element will then be added together to calculate the overall Quality Criteria score.

**Financial / Price Criteria**

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

**Financial / Price Criteria Scoring Methodology:**

A Percentage Scoring Methodology will be used to evaluate all proposals for this requirement. This methodology is based on the following principles:

The lowest tendered price will be awarded the maximum score available. Each subsequent bid will be baselined to this score and will be awarded a percentage of the maximum score available. The calculation used is as follows:

(Lowest Tendered Price

X Maximum Score Available (i.e. Weighting)

Tender Price Submitted per Supplier)

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

Supplier A = 100k/100k x 40 = 40%

Supplier B = 100k/180k x 40 = 22.22%

**Overall Weighting Allocation**

|  |  |
| --- | --- |
| **Evaluation Criteria** | **Weighting** |
| **Quality Criteria and Social Value Criteria (if applicable)** | 70% (60% + 10%) |
| **Financial / Price Criteria** | 30% |
| **Total** | 100% |

**Calculation of Overall Score:**

The allocated score for the Quality and Social Value Criteria (where applicable) will be added to the Financial/Price Factor score to calculate the overall score for each tender (out of a max available 100%). The tender with the highest overall score will be deemed as successful.

## 14. Points of Contact

|  |  |  |
| --- | --- | --- |
| **Commercial Advisor** | Name | XXXXXX redacted under FOIA section 40 |
|  | Tel | XXXXXX redacted under FOIA section 40 |
| e-mail | XXXXXX redacted under FOIA section 40 |
| Address | DVLA, Swansea SA6 7JL |
| **Business Area Contact [Drivers Medical Group]** | Name | XXXXXX redacted under FOIA section 40 |
| e-mail | XXXXXX redacted under FOIA section 40 |

**All queries/questions should be sent to the Commercial Advisor**

## 15. Annexes:

### Annex 1 – Evaluation Criteria:

| **Mandatory Criteria** | **Mandatory Criteria Description** | **Pass/Fail** |
| --- | --- | --- |
| **Service Delivery** | Please confirm you will meet/deliver all requirements as set out in Section 4 of the Specification “Scope” (including the specific use of Microsoft teams for any virtual appraisals). |  |
| Please confirm that all appraisers utilised in this contract will meet the criteria set out in Section 6.2 of the Specification “The Appraiser” |  |
| Please confirm that you will meet the criteria set out in Section 6.4 of the Specification “Data Transmission” |  |
| Please confirm that you meet the Quality Criteria stipulated in Section 7 of the Specification “Quality Assurance” |  |

**Scored Quality Criteria**

| **Primary Scored Criteria** | **Primary Scored Criteria Weighting (%)** | **Scored Sub-criteria Description** | **Individual Scored Sub -Criteria Weighting (%)** |
| --- | --- | --- | --- |
|  | **60%** | Please provide a draft implementation plan, highlighting any key activities, demonstrating how you will meet the requirements within the timescales and the service is in place for the contract start date | 7% |
| Please evidence how you will provide the Authority with a single point of contact for the administration elements of the appraisal service, specifically when setting up appointments for the appraisal discussion and as a point of contact for progress updates. | 4% |
| Please evidence how you ensure the Appraisers are kept up to date with any changes implemented by the GMC and your proposals for communicating these to the Authority promptly and accurately. | 15% |
| Please evidence how you will meet the process set out in Section 6.3 of the Specification “The Appraisal Process” responses should include but not be limited to;   * Stage 1 - Inputs to Appraisal * Stage 2 - The confidential appraisal discussion * Stage 3 - Outputs of appraisal * A Personal Development Plan (PDP) * A Summary of the appraisal discussion * Appraiser’s statements * Timescales | 30% |
| Please detail your understanding, compliance, and approach to Section 9 | 4% |
| Social Value Outcomes | **10%** | Improve Health and Wellbeing (Annex 4) | 10% |
|  | **Total = 70%** |  |  |

**Financial/Pricing Criteria**

| **Primary Financial/Pricing Criteria** | **Financial/Pricing Weighting (%)** | **Description** |
| --- | --- | --- |
| **Pricing Requirements** | **30%** | **Refer to the Pricing Schedule (Annex 3)** |
|  | **Total = 30%** |  |