Specification

Provision of Support and Maintenance of DVLA Mail Opening Desk Machines

Input Services Group, OCSD, DVLA

**Contract Reference: PS/20/181**

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**Version: Final**

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## 1. Introduction

The Department for Transport (DfT) invites proposals for the following services. This contract will be subject to the DfT Standard Conditions of Contract.

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

The business objective of this procurement is for the support and maintenance (to include parts) of existing mail opening machine desks at DVLA, Swansea to enable the Contracting Authority to continue to process incoming mail efficiently and accurately.

**The Contracting Authority**

The DVLA (the “Contracting Authority”) is based in Swansea. The Contracting Authority plays a key role, working with the Police and other organisations, to keep road users safe by:

* Maintaining over 49 million current driver records and 40 million current vehicle records, handling around 200 million customer interactions each year;
* Collecting nearly £6 billion a year in Vehicle Excise Duty (road tax);
* Limiting tax that has not been collected because of non-compliance to no more than 1 per cent;
* Supporting the police and intelligence authorities in dealing with crime.

The Contracting Authority also:

* Leads the way in Government in providing electronic service channels to its customers, drawing on public sector best practice to make such transactions easier and more secure;
* Seeks out opportunities to work in partnership with industry representatives;
* Contributes to the Government Sustainable Development (SD) agenda by reducing carbon emissions, energy use and waste.

## 3. Procurement Timetable

|  |  |
| --- | --- |
| **Description** | **Date** |
| Publication of Invitation to Tender | Thursday 28 January 2021 |
| Submission of Supplier Questions Deadline | 14:00 Thursday 11 February 2021 |
| Response to Supplier Questions Deadline | Tuesday 16 February 2021 |
| **Submission of Tender Deadline** | **14:00 Monday 22 February 2021** |
| Evaluation Period | Tuesday 23 - Friday 26 February 2021 |
| Publication of Intention to award Notice | Wednesday 3 March 2021 |
| Contract Award Notice | Monday 15 March 2021 |
| Start of Contract | Tuesday 23 March 2021 |

## 4. Scope

The Contracting Authority currently has 10 Neopost IM75 Mail Opening Desks at the main site in Morriston, Swansea. The machines are used to open up to 6 million mail items per annum from the public.

The daily throughput via the Mail Opening Desk machines is approximately 28,000 items with daily peaks sometimes exceeding 30,000 items. During working days peak hourly throughput is approximately 3,500 items per hour across all 10 machines.

The Contracting Authority’s Mail Receipt Section (MRS) has internal Service Levels to open all the mail and send into the operational areas for processing within one hour of receipt.

## 5. Implementation and Deliverables

The commencement date of this contract is 23 March 2021 and the contract term will be for a period of 12 months with an option to extend for up to a further 6-month period.

The criteria by which Supplier proposals will be evaluated are detailed in Section 13 – Evaluation Criteria.

## 6. Specifying Goods and / or Services

The successful supplier will provide an on-site response within 1 working day (0700 – 1700 hrs Monday to Friday excluding Bank Holidays) of a fault being reported (please note faults will be reported during the standard support hours of 0900 – 1730).

Suppliers are required to provide details of their fault reporting process. The supplier will provide the following service during the contracted hours:

* Provide telephone advice & guidance on the use of the Hardware, confined to aspects that may reasonably be discussed in a telephone conversation.

* Provide Incident and Problem resolution by the provision of a known repair, the generation of a repair to solve a new Problem or Incident, or instruction on how to circumvent the problem.
* An emergency call-out basis.

Due to the volumes of mail being processed and the need for machine availability, the DVLA require the machinery to be serviced on a quarterly basis. Please detail a servicing schedule either as a standalone service or combines with fault resolution. The Supplier is required to provide a proposed schedule for preventative maintenance / servicing of the machines for the duration of the contract. The Supplier must also detail any routine maintenance functions that are required.

The Supplier must identify spare parts (if any) that will be kept on site for both advanced operator repair and / or engineer repair. The supplier will be responsible for sourcing parts not held on site which will be brought by the engineer when attending site to service or repair the machines.

Additionally, the Supplier must provide details of delivery lead times for any parts not kept on site and detail how they will supply these parts with minimum delay (i.e. courier overnight delivery, 12hr guarantee etc).

The Supplier shall confirm that all parts needed for repairs and servicing are covered in the contract with support and maintenance charges they have quoted. If there are any exclusions these must be explicitly stated in Appendix A Table 3

DVLA will allocate the following Service Levels to the contract.

The service credits detailed in the table below will be calculated on the basis of a percentage of the total monthly service charges for all of the machines detailed in section 4 of this specification.

| **Service Levels** | | | | **Service Credit for each Service Period** |
| --- | --- | --- | --- | --- |
| **Service Level Performance Criterion** | **Key Indicator** | **Service Level Performance Measure** | **Service Level Threshold** |
| Accurate billing of Customer (i.e. the correct Purchase Order number is quoted, and the invoice total is correct). | Accuracy | 100% at all times | 100% | 2% Service Credit gained for each incorrect / inaccurate invoice presented. |
| Timely billing of Customer (i.e.at the appropriate time. Invoice not received in advance). | Timelines | 100% at all times | 100% | 1% Service Credit gained for each occasion this service level is not met |
| Access to Customer support:  Service request logs should be placed with the helpdesk by email or telephone.  Telephone support will be provided as a minimum between the normal office hours listed:  Telephone Support Monday - Friday  09:00 – 17:30 | Availability | at least 98% at all times | 98% | 1% Service Credit gained for each percentage under the specified Service Level Performance Measure |
| Complaints Handling:  a). Acknowledgement of complaint within 24 hours of receipt,  b). Resolution of mitigating action advised within 48 hours of receipt of complaint. | Availability/Timelines | At least 98% at all times | 98% | 1% Service Credit gained for each percentage under the specified Service Level Performance Measure |
| Accurate and timely management information | Accuracy /Timelines | at least 98% at all times | 98% | 1% Service Credit gained for each percentage under the specified Service Level Performance Measure |
| Engineer Maintenance Support:  Engineer support will be available as a minimum of 10 working hours between the normal service hours listed:  Engineers Support Monday - Friday  Standard  07:00 – 17:00 | Monitored by the Supplier and the Customer | Engineer not in attendance next working day | 100% | 2% Service Credit gained for each working day in excess of the specified Service Level Performance Measure |
| Where parts cannot be provided at the time of the site visit, on time delivery and installation of spare parts within 48 hours of engineer fault diagnosis | Measured by timely and accurate delivery | 100% of order delivered and installed within 2 working days of engineer fault diagnosis | 100% | 5% Service Credit gained for each working day in excess of the 2 working days (the specified Service Level Performance Measure) |

Where an issue cannot be rectified within 1 working day due to availability of parts, agreement can be sought with the Authority.

The Service Credits shall be calculated on the basis of the following formula:

Example:

|  |  |  |
| --- | --- | --- |
| Formula: x% (Service Level Performance Measure) - x% (actual Service Level performance) | = | x% of the Call Off Contract Charges payable to the Customer as Service Credits to be deducted from the next Valid Invoice payable by the Customer |
| Worked example: 98% (e.g. 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% of the Call Off Contract Charges payable to the Customer as Service Credits to be deducted from the next Valid Invoice payable by the Customer] |

## 7. Quality Assurance Requirements

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### The supplier shall maintain quality throughout the contract period in accordance with their quality management system such as ISO 9001 or equivalent.

## 8. Other Requirements

The Successful Supplier shall remove any (as per UK Waste regulations) redundant parts created during maintenance activities. The supplier will look to utilise part(s) from redundant machinery for recycling / further use on the other machines covered under the contract.

The supplier must collect any un-repairable machines at no extra cost during the term of the contract; the supplier must also remove any equipment provided, during the term of the contract upon expiry, whilst complying with current and future UK and/or EU regulations,

**Information Assurance**

|  |
| --- |
| **Removable Media**  Tenderers should note that removable media is not permitted in the delivery of this Contract.  Where there is a requirement for 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**  **Level 1**  Tenders are required to acknowledge in their tender response that any Contractors’ 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 tender response that any Contractor’s 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 Contractor’s Staff clearance in their tender response.  **Processing Personal Data**  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), Data Protection Act 2018 and all applicable Law about the processing of personal data and privacy).  **Offshoring of Government Data**  Any request to offshore must receive clearance and approval from DVLA prior to the commencement of any data processing activity.  The Supplier shall not, and shall ensure that none of its Sub-contractors shall not, transfer DVLA Data outside the EEA without the prior written consent of the DVLA and the Supplier shall not change where it or any of its Sub-contractors’ process DVLA Data without the DVLA's prior written consent which may be subject to conditions.  **Redundant Equipment**  Any redundant equipment that will have captured any DVLA sourced data must be disposed of securely on the DVLA Site. |

**Sustainability**

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

### The supplier shall maintain environmental best practice throughout the contract period in accordance with their environmental management system such as ISO 14001 or equivalent.

The Supplier shall confirm their understanding and acceptance of each point below and supply information if it has been requested.

* The supplier shall comply with the DVLA’s Environmental Policy. Please refer to Appendix B within the ITT (https://www.gov.uk/government/publications/dvlas-environmental-policy);
* Where appropriate, the supplier shall assist the DVLA in achieving its Greening Government Commitments as detailed at <https://www.gov.uk/government/publications/greening-government-commitments-2016-to-2020> i.e. Reduce CO₂ emissions through energy consumption and travel, reduce water consumption and waste produced;
* The supplier shall 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.
* The supplier shall provide the specified goods/services without the use of single use plastic in line with government commitments.
* The supplier shall continually aim to travel sustainably whilst conducting DVLA business.
* The supplier shall provide details upon request of the country of origin of any equipment / parts / operating consumables used.

**Health and Safety and Estates Management Group**

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. Please refer to Appendix C on the ITT Pack.

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 including, but not limited to, manual handling training, working with electricity, etc 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.
* Ensure that any equipment brought to DVLA sites has been appropriately tested and inspected. Records to be made available on request.
* Provide a COVID-19 Risk Assessment
* Adhere to DVLA’s health and safety policy
* Have Safe systems of work in place

**Diversity and Inclusion**

Please refer to Appendix D in the ITT Pack.

**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).

**Procurement Fraud**

Please refer to Appendix E in the ITT Pack.

**Modern Slavery Act 2015: Requirements under Modern Slavery Act 2015**

Please complete / respond to the following table:

|  |  |
| --- | --- |
| Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc.") of the Modern Slavery Act 2015 ("the Act")? | Yes ☐  N/A ☐ |
| If you have answered yes to question 1 are you compliant with the annual reporting requirements contained within Section 54 of the Act 2015? | Yes ☐  Please provide the relevant url …  No ☐  Please provide an explanation |

**Company DUNS and Company Registration Number**

Please provide your Company D-U-N-S Number

Please provide your Company Registration number.

## 9. Management and Contract Administration

The Supplier is requested to identify the Key Personnel they propose for the Account Team and their roles and responsibilities. The Supplier is also requested to detail the support the Account Team may obtain from the wider organisation and how this will be accessed.

In terms of Account Management the DVLA will require the Supplier to provide the following services as a minimum:

* Quarterly / bi-annual Service Review Meetings in Swansea or via teleconference whereby DVLA will minute the meeting for sign off by both parties.
* Ad-hoc meetings to cover issues / initiatives as they may arise.
* Non-compliance reporting and escalation.
* Invoicing queries
* Weekly and Monthly Reports

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 Appendix H in the ITT Pack.**

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.

## 10. Training / Skills / Knowledge Transfer

The supplier will be expected to identify, discuss and offer DVLA training sessions and/or conduct knowledge transfer sessions in line with the future needs of the business and DVLA’s emerging strategic needs.

For the avoidance of doubt this requirement will be linked to the current machinery, any machinery purchased/leased during the term of this contract, enhancements to the software and/or and any modules which become available during the term of the contract.

## 11. Documentation

The supplier must provide a facility to share up to date literature on its products and services as it becomes available. This can be in the form of hard copy documentation or by means of an online repository.

## 12. Arrangement for End of Contract

The Successful Supplier 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

**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% |
| Total Price – Value for Money | 40% |

**Award Stage**

The Award Stage will comprise of two elements:

an evaluation of the Supplier based on Quality Factors;

and an evaluation of the prices tendered.

**Quality Factors Scoring Methodology**

Suppliers should provide evidence to demonstrate their ability to meet the Quality criteria in their response.

The weightings associated with the Quality requirements are summarised below:

| **Primary Criteria** | **Primary Criteria Weighting (%)** | **Sub-criteria weighting and description** | **Individual Sub -Criteria Weighting (%)** |
| --- | --- | --- | --- |
| **Service Delivery** | **40%** | Please outline how you will ensure that the Services provided under this contract meet the minimum criteria as outlined within Section 6.  Responses should address how this will be achieved in line with the Key Performance Indicators detailed within Section 6. | **20%** |
| Please outline how you will achieve successful preventative and corrective maintenance and support to resolve any issues, defects as outlined within section 6  Responses should address the skills and experience of your proposed engineers who will be responsible for the successful delivery of any resultant contract. | **20%** |
| **Account Management** | **20%** | Please outline your organisations account management structure, escalation path and complaints resolution procedure to minimise the amount of unresolved complaints throughout the contract term.  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.  Responses should address the skills and experience of your proposed account management team who will be responsible for the successful delivery of any resultant contract. | **20%** |
|  | **Total = 60%** |  |  |

Supplier Responses to these Quality Requirements will be scored on the following basis:

|  |  |
| --- | --- |
| Points: | |
| Does not meet the requirement, not addressed, or no evidence provided | **0 points** |
| Major concerns / issues that the requirement can be met | **1 point** |
| Minor concerns / issues that the requirement can be met | **2 points** |
| The Supplier demonstrates fully that they can meet  the requirement as detailed in the Specification | **3 points** |

In the table above:

0 points - i.e. 0% of available marks for sub criterion

1 point - i.e. 33% of available marks for sub criterion

2 points - i.e. 66% of available marks for sub criterion

3 points - i.e. 100% of available marks for sub criterion

**Financial / Price Factors Scoring Methodology:**

**Costs**

Please complete the pricing schedule at Appendix A – Pricing Schedule where all costs will be evaluated against the stated weighting.

**Any additional costs / exclusions from the quoted costs in** Appendix A – Pricing Schedule must be clearly indicated in your response.

**Evaluation will be based solely on the costs quoted in Appendix A – Pricing Schedule.**

Other than the costs quoted in Appendix A no further costs or expenses (such as reimbursable expenses) will be payable by the DVLA.

**Percentage Scoring Methodology**

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

Firstly, 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

Tender Price Submitted per Supplier

## 14. Points of Contact

|  |  |  |
| --- | --- | --- |
| **Procurement Contact** | Name | **xxxxxxxxxxxx** |
|  | e-mail | **xxxxxxxxxxxx** |
| Name | **xxxxxxxxxxxx** |
| e-mail | **xxxxxxxxxxxx** |