Specification

Provision of Support and Maintenance of Audio-Visual Equipment

Estates Management Group

**Contract Reference: PS/21/230**

**Framework Agreement Reference: RM6068- Technology Products & Associated Services Lot 2: Hardware and Associated Services**

**Date: 12 May 2022**

**Version: 1.0**

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## 1. Introduction

The Driver and Vehicle Licensing Agency (DVLA) is an Executive Agency of the Department for Transport (DfT). Our goal is to get the right drivers and vehicles taxed and, on the road, as simply, safely and efficiently for the public as possible.

We are responsible for maintaining over 47 million driver records, over 39 million vehicle records and collecting over £6 billion in Vehicle Excise Duty (VED).

We are also responsible for:

* Recording driver endorsements, disqualifications, and medical conditions.
* Issuing driving licences.
* Issuing vehicle registration certificates to vehicle keepers.
* Taking enforcement action against vehicle tax evaders.
* Registering and issuing tachograph cards.
* Selling DVLA personalised registrations.
* Helping the police and intelligence authorities deal with crime.
* Reduce VED that has not been collected because of non-compliance to no more than 1%; and
* Providing anonymised data to those who have the right to use the service.

The Authority also:

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

Further information about DVLA’s main objectives, activities and culture can be found in DVLA’s Strategic Plan 2021 – 2024 at [DVLA Strategic Plan 2021 to 2024 - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/dvla-strategic-plan-2021-to-2024)

The Secretary of State for Transport acting through (the “DVLA” or “the Authority”) is seeking to award contract(s) to provide services to assist the Authority in fulfilling its statutory function of operating a national scheme to enforce against Vehicle Excise Duty (VED) evasion throughout the United Kingdom.

This specification sets out the intended scope of the Services to be provided by the Supplier and to provide a description of what each service entails.

## 2. Background to the Requirement

In accordance with the terms and conditions of Technology Products & Associated Services (RM6068) the Department for Transport (DfT) invites proposals for the procurement of a support and maintenance service of the Audio-Visual equipment within our training buildings and some meeting rooms at DVLA.

The proposed agreement period will run for 2+1+1 from 21/06/2022

Any decision on an extension will be communicated to the awarded supplier in line with the Terms and Conditions of the Framework Agreement.

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).

## 3. Procurement Timetable

|  |  |
| --- | --- |
| **DATE** | **ACTIVITY** |
| 12/05/22 | Release of the ITQ to all potential tenderers |
| 25/05/22 | Clarification period closes (“Tender Clarifications Deadline”) |
| 27/05/22 | Deadline for the publication of responses to Tender Clarification questions |
| 01/06/22 @3pm | Deadline for submission of Tenders to Jaggaer E-sourcing tool (“Tender Submission Deadline”) |
| 6th – 17th June 2022 | Evaluation Period |
| 20/06/22 | Contract Award |
| To be agreed post contract award | Implementation |

The timetable for this Procurement is set out in Invitation to Tender (ITT). This timetable

may be changed at any time but any changes to the dates will be made in accordance

with the Regulations (where applicable).

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

## 4. Scope

The Agency has several Buildings across Swansea including our main site located in Longview Road, we have a campus at Swansea Vale which incorporates the main training facility for DVLA.

In 2019 our main training and meeting room facilities in Swansea Vale had an Audio-Visual equipment upgrade where we moved from an analogue to a digital system. The upgrade included new projectors, plasma screens, speakers, microphones, input points and controls. The Audio-Visual upgrade included a planned and reactive maintenance service with the supplier.

This procurement exercise will include the maintenance of the current AV equipment in a planned and reactive service. We aim to future proof our systems and meeting spaces by adopting better ways of working.

DVLA can support any visits/tours needed to the areas identified in Section 6 to support the bids.

The provider needs to ensure any product meets our needs and is compatible with existing kit installed and allows attendees to interface with our existing technology and support infrastructure.

## 5. Implementation and Deliverables

The Supplier is requested to provide an implementation plan which can be used to schedule relevant activities. The plan should include project management including risk assessments and method statements to be presented and approved by the Authority before delivery of any services.

## 6. Specifying Goods and / or Services

### 6.1 Planned and Reactive Maintenance of current Audio-Visual Equipment

The Audio-Visual Equipment is located across 3 buildings on two sites at the DVLA within 5 miles of each other.

DVLA require a planned and reactive maintenance service to be provided to achieve best value from the current equipment, whilst any breakdowns or repairs can be fixed within a short turnaround. DVLA wish to include a planned and reactive support service per year consisting of one fixed maintenance day per quarter and four floating reactive maintenance days to be used as necessary.

In case of emergency DVLA require a call out response time of 24 hours. This is vitally important from a customer service perspective when meetings and events are held at our venues. The detail of the Audio-Visual equipment can be found in Annex’s 3&4.

The Digital Theatre holds events and meetings for customers with a capacity of 240. The Theatre has a viewing gallery to allow us to operate the Audio-Visual equipment when events are taking place. The Theatre and gallery equipment includes.

* Projector fixed at high level with access from a Genie lift owned by DVLA.
* Mechanical projector screen
* Stage and ceiling mounted lighting
* Low- and high-level mounted speakers.
* Lectern microphones
* Input points for laptops
* 2 x feeder plasma screens
* Touchscreen control in gallery that operates the sound, inputs and lighting

The Digital Theatre is housed within the Innovation Building, this building contains large team area and several smaller meeting/conference rooms. Each one of the rooms have either a 65-inch plasma TV or a Projector installed, the rooms are listed below.

* Discover – Projector and screen with input points
* Explore -Plasma
* Innovate - plasma
* Insight - Plasma
* Progress - Plasma
* Transform – Projector and screen with input points

On our main DVLA site in Morriston, Swansea we have a separate building - B Block. The accommodation is versatile and can be used as four separate meeting rooms, each equipped with new audio-visual technology. Laptops can be connected allowing presentations to be shown on 65” display screen.

In addition, removing the internal partitions allow the space to be opened into one large conference space holding up to 170 attendees. B Block equipment includes.

* Projector fixed to ceiling
* Movie frame fixed screen 240cm x 135cm, fixed to wall
* Universal ceiling mounted speakers
* Pendant loudspeakers
* Stage and ceiling mounted lighting
* Low- and high-level mounted speakers.
* Lapel and wireless microphones
* Input points for laptops
* 4 x 65-inch feeder plasma screens
* Control Panel, Processor, Receiver, Transmitter, Transformer, Amplifier

### 6.2 C3 Boardroom - MS Teams

At our main site DVLA Morriston we have recently awarded a contract for one of our larger meeting rooms to be functioned as a Microsoft Teams enabled meeting room. This room will allow users to integrate with staff and customers when in the meeting room or virtually. The project delivery is planned to be completed August 2022. The list of equipment can be found in Annex 2.

### 6.3 Reporting

As part of the solution, we require a comprehensive report of the planned and reactive maintenance activities carried out after every visit. This should be received within 1 week of the visit.

## 7. Quality Assurance Requirements

The quality assurance requirements are laid out in [RM6068 Framework Schedule 1](#_Appendices).

Please refer specifically to Sections 2 & 3.

## 8. Other Requirements

### 8.1 Information Assurance

|  |
| --- |
| **Removable Media**Tenderers should note that removable media is not permitted in the delivery of this Contract. Where there is a requirement for Supplier Staff to take data off site in electronic format, the DVLA will consider if it is appropriate to supply an encrypted hard drive.**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.**Redundant Equipment** Any redundant equipment that will have captured any DVLA sourced data must be disposed of securely on the DVLA Site. |

### 8.2 Sustainability

Suppliers must comply with the Government Buying Standards.  These can be found at [Sustainable procurement: the Government Buying Standards (GBS) - GOV.UK (www.gov.uk)](https://www.gov.uk/government/collections/sustainable-procurement-the-government-buying-standards-gbs)

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.” Suppliers must help us achieve these commitments wherever appropriate. More information can be found at:

[Greening Government Commitments 2021 to 2025 - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/greening-government-commitments-2021-to-2025/greening-government-commitments-2021-to-2025#d-procuring-sustainable-products-and-services)

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>

### 8.3 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):

 Please visit the following website for details of EED Article 6: [https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32012L0027&qid=1538574377651&from=EN%23d1e1564-1-1#d1e1564-1-](https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32012L0027&qid=1538574377651&from=EN%23d1e1564-1-1%23d1e1564-1-)1

|  |
| --- |
| 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
 |

|  |
| --- |
| 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. |

### 8.4 Diversity and Inclusion

DVLA’s business is UK wide and our Authority base represents all sections of our society. We aim to be representative of modern Britain and the needs of a diverse society. 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 accessible via the link below.

<http://dvlnet:81/diversity%20and%20equality%201>

### 8.5 Business Continuity

Suppliers shall have robust Business Continuity and Disaster Recovery Plans which align to a code of practice such as ISO 22301.  Suppliers shall supply the contents of these plans to the Authority.

The successful Supplier will test their business continuity arrangements no less than once per annum and should inform the Authority when such tests or exercises are scheduled.  Outcomes of these tests or exercises must be made available to the Agency in writing upon request.

The Supplier shall 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.

### 8.6 Procurement Fraud

The Supplier should be aware of the DVLA Fraud Procurement Statement 2022, a copy of which is provided in Annex 4.

**8.7 Use of DVLA Brands, Logos and Trademarks**

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

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

**8.8 Delivery Instructions – Goods Inward**

**8.8.1 Advance Delivery Booking Process**

All deliveries **must** be pre-booked and confirmed **48hours** in advance. Please contact the Logistic and Storage Team Leads, XXXXXX redacted under FOIA section 40 or email XXXXXX redacted under FOIA section 40 ensuring the following information is included;

1. Driver’s Name
2. Vehicle Make and Model
3. Vehicle Registration Number
4. Number/Volume of items to be delivered

You will be sent a notification email confirming the booking reference number and the time and date delivery is required.

Large volume deliveries will normally be allocated a morning delivery time. This helps ensure that the vehicle can be offloaded with minimum impact to the delivery driver and their onward transmission of additional deliveries.

If a scheduled delivery is delayed in transit (e.g. vehicle break down, significant traffic or tacho restrictions) please contact 01792 783185 immediately to provide information updates on progress and a revised estimated time of arrival.

Failure to notify a delay will result in an impact to the official acceptance of the delivery and the vehicle could be prevented from accessing the site by the DVLA Security team.

**8.8.2 Delivery Address/Locations**

DVLA has three delivery locations as follows: -

|  |  |  |
| --- | --- | --- |
| **D – Basement Morriston** | **C – Basement Morriston** | **Ty – Felin Stores & Output Areas** |
| D-Block Stores,DVLA,Longview Road,Morriston,SwanseaSA6 7JL**7am till 3pm** | C-Block Stores,DVLA,Longview Road,Morriston,SwanseaSA6 7JL**7am till 3pm** | Ty-Felin DVLA Output FacilityFelinfachSwansea West Industrial ParkFforestfachSwanseaSA54AW**7am till 3pm** |

The delivery address will be included in the formal DVLA Purchase Order. It is your responsibility to ensure that the designated delivery vehicle is dispatched to the correct location.

**8.8.3 Onsite equipment**

All three locations have a combination of reach, counterbalance, and clamp forklift trucks along with electric powered pallet trucks and hand pallet trucks. The maximum loaded weight that can be safely managed using the existing equipment is 1.6 metric tonnes.

**8.8.4 Site Etiquette**

On arrival delivery drivers must make themselves known to the DVLA Security Team at the security sentry post/gatehouse. The DVLA Security Team will request details from the driver (i.e. driver’s name, vehicle make/model, vehicle registration number etc.) to ensure a match with the information already provided to DVLA when the delivery was pre-booked. The DVLA Security team will process the vehicle and enable access to site accordingly.

On accessing the site the driver must make themselves known to the DVLA Stores and Logistics staff.

A ‘goods in’ notification bell is located at the loading bay entrances. Drivers are requested to ring the bell and await the arrival of the stores loading bay supervisor. Assistance to offload the delivery will be arranged by the stores supervisor. Drivers must not reverse onto the loading bay without expressed permission. The stores supervisor will aid the driver when backing onto the loading bay. Stores and Logistics staff safety protocols must always be observed.

Drivers must not leave any items unattended or unsigned for at any loading bay entrances. This will trigger a security breach and items being quarantined until deemed safe to accept. This will delay the goods in process.

When the delivery has been offloaded, checked and approved the Stores Supervisor will sign and provide the relevant remittance slip to the driver (usually the delivery carrier’s official delivery note).

**8.8.5 Unsafe Load or Non-Compliant Delivery**

If the loading bay supervisor deems the delivery unsafe or non-compliant the delivery will be rejected back to the Supplier to resolve and re-deliver.

**8.8.6 Consignment Labelling**

Labelling must conform to the standards outlined in the Packaging Requirements. Non-compliance will result in the delivery being rejected back to the Supplier to resolve and re-deliver.

**8.8.7 Exceptional Circumstances**

It is important that oversized or heavier goods are highlighted to DVLA in your tender so that an alternative delivery plan can be provided.

## 9. Management and Contract Administration

As part of the solution we will expect to meet with supplier quarterly for the duration of contract, or if the Authority has any concerns following the completion of planned or reactive maintenance. In case of emergency DVLA require a call out response time of 24 hours.

**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](https://www.gov.uk/government/publications/department-for-transport-actions-for-improving-business-opportunities-for-small-and-medium-enterprises) for further information).

## 10. Knowledge Transfer

DVLA would like to be updated on changes and improvements within industry best practices for Audio Visual equipment.

## 11. Documentation - N/A

## 12. Arrangement for End of Contract

The successful bidder shall fully cooperate with DVLA 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**

**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 A**, to obtain the optimal balance of quality and cost.

**Mandatory Requirements (if applicable)**

**Annex A** 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 A** 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** | 60% |
| **Financial / Price Criteria** | 40% |
| **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 |  |
| e-mail | XXXXXX redacted under FOIA section 40 |
| Address |  |
| **Project Lead/Business Area Contact[HRED]** | Name | XXXXXX redacted under FOIA section 40 |
| Tel | 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** | **Mandatory Criteria Description** | **Pass/Fail** |
| --- | --- | --- |
|  | Be able to provide support and maintenance to all listed equipment within this specification document. |  |
| Be able to provide detailed condition reports for all listed equipment within this specification document. |  |
| Be able to meet DVLA’s requirement of a call out response time of 24 hours. |  |

### Scored Quality Criteria

| **Primary Scored Criteria** | **Scored Sub-criteria Description** | **Scored Sub -Criteria Weight (%)** |
| --- | --- | --- |
| **Maintenance Requirements** | Please provide an overview of how you are going to maintain the listed equipment, detailed in Section 6.1.This should include how you will complete the above emphasising the following;* Minimise disruption to the business area of any servicing/maintenance.
* Your flexibility of approach in order to fit in with a dynamic working environment.
 | 20% |
| Please provide evidence of any condition reports delivered to previous/existing suppliers.If these are not available detail how you will be able to report on the condition of DVLA AV Equipment. | 15% |
| **Service Requirements** | Please provide an overview of how you are going to deliver customer support, detailed in Section 6.1.This should include;* Response times
* Method of communication
* Hours supported
 | 10% |
| Please detail your process of recording faults, including how these are managed. | 10% |
| **General Requirements** | Please provide evidence of working with Risk Assessment Method Statements and also your approach in being able to deliver these too agreed timescales. | 5% |
|  | **Total = 60%** |  |  |

### Financial/Pricing Criteria

| **Primary Financial/Pricing Criteria** | **Financial/Pricing Weighting (%)** | **Description** |
| --- | --- | --- |
| **Pricing Requirements** | **40%** | **Refer to the Pricing Schedule Annex 5** |
|  | **Total = 40%** |  |