Driver & Vehicle Licensing Agency

Specification

Provision of VMware Software Support
Driver and Vehicle Licensing Agency

Contract Reference: PS/21/03
Framework Agreement Reference: RM6068 - Technology Products & Associated Services

Date: 12/02/21
Version: V1.0

1. Introduction

In accordance with the terms and conditions of Lot 3 of the Technology Products & Associated Services RM6068 the Department for Transport (DfT) invites proposals for the renewal of VMware software support as detailed in Section 6.

2. Background to the Requirement

The Driver and Vehicle Licensing Agency (DVLA) **[The Authority]** is an Executive Agency of DfT, based in Swansea. 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 (VED).

The DVLA currently have a VMware Software support contract which expires 27/03/21.

This requirement includes renewal of support and maintenance of perpetual licences and renewal of subscription licences (as detailed in Section 6).

The term of the contract will be for 12 months to cover period 28/03/21 – 27/03/22.

3. Procurement Timetable

Description	Date
Publication of Requirement via DfT Sourcing Portal	12/02/21
Clarification period starts	12/02/21
Clarification period closes (Clarification deadline)	16/02/21 @ 17:00hrs
Deadline for publication of responses to Clarification Questions	17/02/21 @ 17:00hrs
Deadline for submission of Tenders via DfT Sourcing Portal	22/02/21 @ 14:00hrs
Evaluation Period	23/02/21 – 26/02/21
Issue of "Intention to award/standstill" letter	01/03/21
Standstill period (10 days)	02/03/21 – 11/03/21
Issue Award Letter	12/03/21
Execution (signature) of Call-Off Contract	By 17/03/21
Commencement Date of Contract/Provision of service	28/03/21

4. Scope

The scope of the requirement extends to renewal of subscription licences for 12 months and 12 months support for existing perpetual licences as detailed in Section 6.

5. Implementation and Deliverables

The support contract must be in place to commence from 28/03/21.

6. Specifying Goods and / or Services

DVLA currently have both perpetual and subscription VMware Licences with support. This requirement is for the renewal of support and maintenance of the perpetual licences and renewal of the subscription licences for 12 months, as detailed in the below table:

Description of Software	Quantity	Requirement & Duration	Level of Support
VMware vCenter Server Standard for vSphere (per instance) Licence and 12 months Support	3	Renewal of subscription including support for 12 months	"Production" 24x7x365
VMware vSphere Enterprise Plus for 1 Processor (perpetual licence)	164	12 months support for perpetual licences	
VMware Workstation	12	Renewal of subscription including support for 12 months	

The support and maintenance package required for all licences is Production Level of support to include:

- 24x7x365 hours of support operation
- Unlimited number of support requests
- Online access to documentation, technical resources and knowledge base
- Product updates and upgrades

Response targets:
- Critical (Severity 1) – response 30mins or less; 24x7
- Major (Severity 2) – response 4 business hours
- Minor (Severity 3) – response 8 business hours

DVLA have an associated Account Manager at VMware who will be able to assist suppliers in pricing this requirement. His details are:
Name: **REDACTED**
Email: **REDACTED**
Telephone: **REDACTED**

7. Quality Assurance Requirements

Not Applicable

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 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

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.

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 Contractors and Sub-Contractors. 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 the Data Protection legislation (including the General Data Protection Regulation ((EU) 2016/679), the Law Enforcement Directive (Directive (EU) 2016/680), and all applicable Law about the processing of personal data and privacy).

Offshoring of Government Data

Government policy is that data it holds should be protected appropriately regardless of location.

Offshoring is defined as "Any arrangement where the performance of any part of the services or a solution under a contract may occur outside the UK for domestic (UK) consumption."

When offshoring is described, the focus is typically on the physical location where data is hosted (such as where are the data centres located). Whilst physical location of data is a critical part of the offshoring question, it is important to understand how and where data might be logically accessed. Administrators or technical support staff may be located anywhere in the world, with logical access to data.

Tenderers must indicate in their response whether any DVLA data supplied as part of the contract, would be offshored. If so, tenderers must confirm the location(s) including the location of any business continuity, disaster recovery and technical support staff.

All Central Government Departments and Agencies are required to seek approval for any proposed offshoring activity, which ensures that information held offshore is appropriately managed and that pan-government risks are identified, tracked and managed, where appropriate.

In the event that the successful tenderer proposes to offshore any DVLA Data as part of the contract, they would be required to provide details about the processing to be carried out offshore, the privacy risks and the security controls in place to protect the data. If the intention is to store the information in a cloud environment outside the UK, the successful tenderer will also need to confirm the extent to which the environment complies with the cloud security principles. This information would be used to submit the offshoring proposal for approval.
Any request to offshore must receive clearance prior to the commencement of any data processing activity.

8.2 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

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):

8.4 Business Continuity

Suppliers (including the supply chain) shall have robust Business Continuity and Disaster recovery Plans which align to a code of practice such as ISO22301. Suppliers may be asked to 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.

8.5 Procurement Fraud

The DVLA adopts a zero tolerance approach to procurement fraud and bribery. Please read the DVLA Procurement Counter Fraud and Bribery Statement in **Appendix A.**

8.6 Use of DVLA Brands, Logos and Trademarks

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

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

8.7 Financial Due Diligence

As part of our financial due diligence process, the Authority will complete an Economic Financial Standing report on the successful bidder. To facilitate the completion of said report, the Authority may conduct a Dunn and Bradstreet report on the successful bidder during the standstill period.

9. Management and Contract Administration

Invoicing Procedures

DVLA invoicing procedures are detailed in **Appendix B.**

10. Training / Skills / Knowledge Transfer

Not Applicable.

11. Documentation

Suppliers will be required to forward renewal/licence certificates to both the Commercial Advisor and Contract Owner (email addresses detailed in Section 14).

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 successful supplier 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

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.

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:

$$\frac{\text{(Lowest Tendered Price}}{\text{Tender Price Submitted per Supplier)}} \text{ X Maximum Score Available (i.e. Weighting)}$$

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
Financial / Price Criteria	100%
Total	100%

14. Points of Contact

Commercial Advisor	Name	**REDACTED**
	Tel	**REDACTED**
	e-mail	**REDACTED**
	Address	The Driver and Vehicle Licensing Agency (DVLA) Longview Road Swansea SA6 7JL
Contract Owner	Name	**REDACTED**
	e-mail	**REDACTED**

All queries/questions should be sent to the Commercial Advisor

15. Annexes:

Annex 1 – Evaluation Criteria:

Financial/Pricing Criteria

Primary Financial/Pricing Criteria	Financial/Pricing Weighting (%)	Description
Pricing Requirements	100%	Lowest priced bid receives full score.
	Total = 100%	