



Driver & Vehicle
Standards
Agency

Building Respect and the Confident Manager Training

Invitation for Expressions of Interest

Reference – K280020984

1. Instructions for potential Suppliers

1.1 Introduction

The Driver and Vehicle Standards Agency (DVSA) wishes to appoint a supplier to deliver its Building Respect and the Confident Manager awareness sessions to its staff.

Findings from 2017's staff survey revealed that DVSA needed to address both bullying and discriminatory behaviour across its workforce. Awareness sessions for all staff began in 2018.

The supplier we appoint will be required to deliver the awareness sessions to all new staff joining DVSA.

This Invitation for Expressions of Interest (IEOI) is intended to notify the market of the requirement, and to establish potential interest in advance of DVSA publishing a future tender exercise.

On receipt of responses to the IEOI, DVSA intends to finalise tender documentation and publish a tender via both Contracts Finder and the Department for Transport's (DfT) sourcing portal, Jaggaer.

1.2 Instructions

Please read the Specification section within this IEOI.

To express interest, search for the opportunity 'Building Respect and the Confident Manager Training' on DfT's Sourcing Portal <https://dft.app.jaggaer.com> by **16:00hrs on 13 November 2020**.

This will appear as a Pre-Qualification Questionnaire (PQQ). To respond, you will be required to answer a single question.

Note that you will require a DUNS number (Dun and Bradstreet) to register.

If you do not know your number, search for it via the following link:

<https://www.dnb.co.uk/duns-number/lookup.html>

If a DUNS number is not found, follow the guidance on how to acquire one.

If you have any technical issues registering, contact Jaggaer's helpdesk:

0800 069 8630
help_uk@jaggaer.com

2. Specification

2.1 Core service

The supplier shall deliver DVSA's Building Respect and the Confident Manager awareness sessions to all new staff. The Confident Manager session is an additional one for new staff with line management responsibilities.

The supplier will also monitor, gather, and share all evaluation data ensuring it is handled in compliance with all current data protection guidelines.

The aim of both sessions is to:

- raise attendees' awareness of the law as it relates to equality and diversity
- give attendees a clear understanding of what is inappropriate behaviour, the effects it has on those involved and the possible consequences of negative individual actions - including effects on corporate reputation
- ensure that attendees not only understand the law as it relates to equality and diversity but also appreciate the business and other benefits of having a diverse workforce
- give attendees the tools, techniques, and confidence to address inappropriate behaviours in the workplace
- give attendees a safe, comfortable, and confidential environment in which they can discuss issues of relevance and share opinions candidly
- reinforce the message that, regardless of grade, everyone has a responsibility to challenge unacceptable behaviours and to report them where appropriate

2.2 Booking Procedure

Sessions will be booked by DVSA's Training Solutions Admin team.

DVSA will aim to give the supplier 4-weeks' notice in advance of planned delivery dates. DVSA will manage the waiting list for delegates and notify the supplier accordingly.

The supplier will be responsible for sending out invitations to attendees and will also provide DVSA's Training Solutions Admin team with the delegate attendance figures, names, dates, and locations (if the latter is applicable). Where staff fail to attend, the supplier will manage the associated re-bookings.

2.3 Cancellations

If the supplier cancels an agreed session for any reason, they shall meet all claims for costs incurred by DVSA or its delegates in the cancelling and rebooking of an alternative session.

DVSA may cancel agreed session dates with the supplier up to and including seven working days prior to that date without incurring costs. Any costs incurred by the supplier due to a cancellation by DVSA within seven working days of a session date will be paid in full by DVSA.

2.4 Training Course Delivery

The supplier will propose the course duration.

Due to COVID 19, it is expected that the supplier will deliver most of the training virtually. However, they may also be required to deliver some of the training face to face so must be flexible in their approach.

For virtual delivery, the supplier will need to ensure that any software proposed is compatible with DVSA systems. The Microsoft Office suite of products, including Teams, is acceptable.

DVSA also has a Learning Management System platform supplied by a third-party provider where SCORM 1.2 material, videos and so on can be uploaded by DVSA's training team for all DVSA staff to use. The supplier will need confirmation from DVSA if they are to use a system that is not part of the Microsoft suite.

In the event the training takes place face to face, the supplier will need to ensure safety procedures are in place in relation to COVID-19.

Where face to face training requires DVSA staff to stay away in hotels the cost will be covered by DVSA directly. If the supplier's personnel use DVSA sites for the delivery of the training and they are required to travel and stay in a hotel, DVSA's travel and subsistence policies and reimbursement rates will apply.

Group numbers will be appropriate for the technology platform used to deliver the sessions. It is expected that no more than 10 staff at any one time will attend each individual session. However, if technology allows delivery to larger numbers, the supplier and DVSA will consider this accordingly.

Training materials must support both attendees and attendees' line managers so that conversations can be ongoing, post training. The materials will provide managers with both a grounding in the training materials and a foundation for them to engage in meaningful discussions with their staff members.

2.5 Content of Training

The content must be contextualised and relevant to roles within DVSA – particularly those of administrative and operational staff. The supplier will provide an evaluation methodology that clearly measures return on investment, attendee feedback and learning. This must be provided in a format that is easily accessible by both supplier and DVSA.

The supplier will be expected to undertake consultative work with key DVSA stakeholders, including the HR and Equality and Diversity Business Partners, TUS, staff network groups, representative administrative and operational managers and the Learning and Development manager in order to understand course objectives in detail.

2.6 Contact Period

It is anticipated the contract will commence in January 2021.

The initial period will be three (3) years from the commencement date with the option to extend for a further one (1) year.

The total duration of the contract, therefore, shall be four (4) years.

2.7 Procurement Timetable

This timetable is provisional and subject to change.

Description	Date
ITT Issued	23 November 2020
Deadline for clarifications to be issued to the Department	07 December 2020 at 16:00hrs
Deadline for the Department to respond to clarifications	08 December 2020 at 16:00hrs
Deadline for receipt of Tender submissions	18 December 2020 at 16:00hrs
Evaluation Period	01 January 2021 to 18 January 2021
Award Recommendation and DVSA approvals	By 22 January 2021
Contract Award	22 January 2021
Contract Commencement	22 January 2021
Mobilisation Period	TBC
Service Commencement Date	TBC
Initial Contract End Date	21 January 2024