



Specification

PS/25/95 – Supply of EUC Hardware, Peripherals, Consumables & Accessories

Contract Reference: PS/25/95

**Framework Title & Reference: Technology Products & Associated Services 2 (Lot
2: Hardware – RM6098)**

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1. Introduction	3
2. Background to the Requirement	3
3. The Requirement.....	4
4. Procurement Timetable	5
5. Scope	5
6. Implementation and Deliverables	6
7. Specifying Goods	7
8. Other Requirements	7
9. Response Evaluation.....	12
10. Points of Contact	15
11. Appendices.....	15

1. Introduction

In accordance with the terms and conditions of Technology Products & Associated Services 2 RM6098 - Lot 2: Hardware, the Driver and Vehicle Licensing Agency (DVLA) invites proposals for the following PS/25/95 – Supply of EUC Hardware, Peripherals, Consumables & Accessories.

2. Background to the Requirement

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.

DVLA play a key role, working with the police and other organisations, to keep road users safe by:

- maintaining over 44 million current driver records and 36 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; and
- Supporting the Police and intelligence authorities in dealing with crime.

DVLA 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; and
- contributes to the Government Sustainable Development agenda by reducing carbon emissions, energy use and waste.

3. The Requirement

DVLA requires a call-off contract to be put in place to satisfy the requirements for any required refresh of hardware, peripherals, consumables and accessories that may be required by an individual/s.

The contract will be for 3 years allowing DVLA to replenish stock as required up to the value of £4m excluding VAT.

Initially, we require the items described and with the volumes in the table below.

Item Description	QTY
Microsoft Surface Laptop Copilot+ PC for Business 7th Edition 13.8" Intel Core Ultra 5 236V 16 GB RAM 512 GB SSD	100
Microsoft Extended Hardware Service Plan extended service agreement 3 years	100
Dell P2725HE LED monitor Full HD (1080p) 27" - Dell P2725HE - LED monitor 27" - 1920 x 1080 Full HD (1080p) @ 100 Hz - IPS - 300 cd/m ² - 1500:1 - 5 ms HDMI, DisplayPort, USB-C - BTO – 3 years Limited Hardware Warranty with Advanced Exchange Service and Premium Panel Exchange.	20
Wireless Keyboard and Mouse Set, Full Size Wireless Keyboard Ergonomic Design & Quiet USB Cordless Mouse Combo UK Layout, 12 Multimedia Shortcuts for Windows Computer PC Laptop Desktop, Black.	20
Smart Docking Station - 2 x DP, HDMI - 1GbE, 2.5GbE	20
Poly Blackwire 3220 Wired Headset - Noise-Canceling Mic – Stereo Design - Connect to PC/Mac via USB-C or USB-A - Works w/Teams, Zoom.	20
Kensington SmartFit Easy Riser - Notebook cooling pad - 17" – black	20

It is preferred that the above kit will need to be delivered within two weeks of DVLA sharing the Purchase Order following Contract Award, except when a product shortage is identified, the DVLA must be informed.

Please see attached BOM which includes, but is not limited to, kit that will be required throughout the duration of the contract:



BOM.xlsx

All units to have identical chipsets

Devices to be registered against the DVLA Store for business (MS) – Auto Pilot

Pass Through Mac Labels required

MAC address labels to be specified on the boxes and machines

SM Bios labels to be specified on the boxes and machines

3 Year Data Protection for Keep your hard drive

Dell Hardware Pro support for PCs (which includes 3 years manufacturer's warranty)

Microsoft 3-year Extended Hardware Service plan

We are product/manufacture agnostic.

4. Procurement Timetable

The timetable for this procurement is set out in the table below. The timetable may be changed at any time but any changes to the dates will be made in accordance with the Regulations (where applicable).

Suppliers will be informed if changes to the timetable are necessary.

Event	Date
Upload of ITT to Framework	25/11/2025
Clarification questions open	25/11/2025
Clarification questions closed	01/12/2025 @12:00pm
Closure of tender (bid submission deadline)	12/12/2025 @ 12:00pm
Evaluation of bids	15/12/2025
Notification of Contract Award in Jaggaer	By 21/12/2025
Call-Off content to be agreed and signed	ASAP – aspiration no more than 2 days

DVLA reserves the right to amend the Timetable. Any changes to the Timetable shall be notified to all suppliers as soon as practicable.

5. Scope

The contract is for the supply of EUC hardware, peripherals, consumables and accessories detailed in section 3.

6. Implementation and Deliverables

The duration of the contract is 3 years.

Service	Description	SLA Target
Account Management	Suppliers to provide a response to purchase queries.	Up to 24 hrs (Working days)
Account Management	Supplier to provide quotes.	Within 3 working days
Account Management	Supplier to advise on unavailability of stock and provide alternatives.	Within 3 working days
Account Management	Supplier to provide special logistic and delivery arrangements where necessary to meet delivery requirements for urgent orders.	Up to 48 hrs (Working Days)
Returns Policy	Returns of not fit for purpose and unused stock items.	30 calendar days' notice policy
Damaged items	Collection on faulty returns equipment.	30 calendar days' notice policy
Deliveries	Supplier to provide DVLA stores 48hrs notice of delivery via email.	48 hrs notice (Working Days)
Deliveries	Supplier to provide Purchase order details on all delivery items.	100%
Invoices	Invoices must have breakdown of stock being delivered.	100%
Deliveries	Deliveries must be planned between 7am and 3pm.	48 hrs notice (Working days)
Credits/Refunds	All invoice queries to be resolved over 30 calendar day period.	Within 30 calendar days
Deliveries Packing	Palletised delivery must be on 4 way single deck non-returnable pallets with a base size of 1200mm x 1000mm. Maximum weight (including pallet) 1000 kilogrammes, maximum height (including pallet) 1060mm. Cartons when stacked must not overlap the pallet.	1

6.1 The Supplier shall provide the Services so as to meet or exceed the Service Levels set out in this Schedule.

6.2 Quotes provided are to be valid for 30 days.

6.3 Meeting or exceeding a Service Level indicates that the Supplier is meeting some (but not necessarily all) of its contractual commitments to the Customer with respect to levels of performance.

6.4 Service Levels may be added, deleted, or modified and agreed by both parties at any time during the Term, in accordance with the change control procedure in the call-off agreement. For the avoidance of doubt, the Supplier shall not withhold or delay its

consent to any requested changes to the Service Levels that are required to achieve a fair, accurate and consistent measurement of the Supplier's performance in delivering the Services.

6.5 The Supplier shall use appropriate tools in order to measure and report the levels of performance of the Services that are subject to the Service Levels. Such measurement shall permit reporting that is detailed enough to verify compliance with the Service Levels which can be reviewed in monthly meetings.

7. Specifying Goods

A Call-Off Contract is required for the goods specified in section 3.

8. Other Requirements

Information Assurance- Removable Media (Mandatory)

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 (Mandatory) 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.

Sustainability (Mandatory)

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](#) The Supplier shall comply with this policy.

Where appropriate, the Supplier shall assist the DVLA in achieving its [Greening Government Commitments](#) i.e. Reduce CO₂ emissions through energy consumption and travel, reduce water consumption and waste produced.

If requested, the Supplier shall be able to provide data on carbon emissions related to the products being supplied to aid with Scope 3 Emission calculation.

If requested, the Supplier shall be able to provide data on the carbon emissions for the transportation of goods to the DVLA site.

The Supplier shall provide the specified goods without the use of single use plastic, in line with Government commitments.

The Supplier shall ensure that any activities conform to overarching principles in the [Greening Government ICT and digital services strategy 2020-2025](#). Namely the Government's vision to be a global leader in sustainable ICT. The Supplier must confirm their understanding and acceptance of the strategy.

The Supplier shall be able to meet and provide evidence, if requested, of conforming to the relevant [Government Buying Standards](#).

Health and Safety

The DVLA requires contractors to fully comply with DVLA's Health and Safety Policy **Appendix A** and follow all applicable UK and EU Health and Safety Legislation, Acts, Orders, Regulations and Approved Codes of Practices at all times.

Diversity and Inclusion

DVLA requires contractors to fully comply with DVLA's Diversity and Inclusion Policy as detailed in **Appendix B**.

Procurement Fraud

The DVLA adopts a zero-tolerance approach to procurement fraud/bribery. Please see the DVLA Procurement Counter Fraud/Bribery statement in **Appendix C**.

Armed Forces Covenant

The Armed Forces Covenant is a public sector pledge from Government, businesses, charities and organisations to demonstrate their support for the armed forces community and is shown in **Appendix D**.

Business Continuity

The supplier shall have robust business continuity and disaster recovery plans which align to a code of practise such as ISO22301. The supplier must supply the contents of these plans to the Agency. The supplier shall notify the Agency within 24 hours of any activation of the business continuity plan in relation to the service it provides DVLA.

The supplier shall confirm how often business continuity arrangements are tested and provide the Agency with information on such tests when requested in writing.

Delivery Instructions – Goods Inward

Advance Delivery Booking Process

All deliveries **must** be pre-booked and confirmed **48 hours** in advance. Please contact the Logistic and Storage Team Leads, **Xxxxx redacted under FOI Section 40** or email **Xxxxx redacted under FOI 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 **Xxxxx redacted under FOI Section 40** immediately to provide information updates on progress and a revised estimated time of arrival.

NOTE: 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.

Delivery Address/Locations

Delivery is to the address below: -

D – Basement Morriston FAO Xxxxx redacted under FOI Section 40
D-Block Stores, DVLA, Longview Road, Morriston, Swansea SA6 7JL (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.

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.

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).

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.

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.

Exceptional Circumstances

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

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 \(PPN 06/20\) \(Taking Account of Social Value in the Award of Central Government Contracts\)](#) applies to this procurement.

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

The social value theme(s) for this requirement is set out below, which requires Tenderers to demonstrate how, in the delivery of this contract, they can assist the Buyer in delivering the policy outcome shown:

Outcome	Model award criteria	Model sub criteria
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<p>4. Sustainable procurement practices: reducing carbon footprints, minimising waste, and promoting the use of clean energy and green technologies.</p>	<p>4a Deliver additional environmental benefits in the performance of the contract, including working towards net zero greenhouse gas emissions and use of clean energy and green technologies</p>	<p>Activities that demonstrate and describe the supplier's existing or planned:</p> <ul style="list-style-type: none"> ● Understanding of opportunities for additional environmental benefits delivery in the performance of the contract, including working towards net zero carbon emissions and use of clean energy and green technologies ● Illustrative examples include: <ul style="list-style-type: none"> o conducting pre-contract engagement activities with a diverse range of organisations in the market to support the delivery of additional environmental benefits in the performance of the contract ● Collaborative ways of working with the supply chain to deliver additional environmental benefits in the performance of the contract, including working towards net zero carbon emissions and use of clean energy and green technologies ● Delivery of additional environmental benefits through the performance of the contract, including working towards net zero carbon emissions and use of clean energy and green technologies ● Illustrative examples include: <ul style="list-style-type: none"> o enhancing the natural environment such as habitat creation, increasing biodiversity such as increased numbers of pollinators o green space creation in and around buildings in towns and cities, e.g. green walls, utilising roof tops for plants and pollinators o improving air quality o use of clean energy o use of green technologies
	<p>4b Influence staff, suppliers, customers and communities through the delivery of the contract to support climate and nature protection and improvement</p>	<p>Activities that demonstrate and describe the supplier's existing or planned:</p> <ul style="list-style-type: none"> ● Understanding of how to influence staff, suppliers, customers, communities and/or any other appropriate stakeholders through the delivery of the contract to support climate and nature protection and improvement ● Activities to reconnect people with the environment and increase awareness of ways to protect and enhance it ● Illustrative examples:

		<ul style="list-style-type: none"> o Engagement to raise awareness of the benefits of the environmental opportunities identified o Co-design/creation. Working collaboratively to devise and deliver solutions to support environmental objectives. o Training and education. Influencing behaviour to reduce waste and use resources more efficiently in the performance of the contract o Partnering/collaborating in engaging with the community in relation to the performance of the contract, to support environmental objectives o Volunteering opportunities for the contract workforce, e.g. undertaking activities that encourage direct positive impact
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An overview of the evaluation process is provided below as well as the required social value criteria.

9. Response Evaluation

The evaluation will comprise of the following elements:

- 1) There is a mandatory requirement to confirm understanding and acceptance of the [Greening Government ICT and Digital Services Strategy](#) which is applicable to this procurement.
- 2) an evaluation of the response based on the social value criteria.
- 3) an evaluation of the prices submitted.

Your response will be evaluated using the weightings **and** criteria weightings set out in this section.

Selection will be based on the evaluation criteria, which demonstrates a high degree of overall value for money, competence, credibility, and ability to deliver.

Your response will be evaluated using the following weightings **and** the criteria weightings set out below, to obtain the optimal balance of social value (10%) and cost (90%).

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

$$\frac{\text{(Allocated Score)}}{\text{Maximum Score}} \times \text{Weighting}$$

For example, “Social Value 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 $(60/100 \times 10) = 6\%$. The scores for each element will then be added together to calculate the overall social value 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 Social Value Evaluation Panel. This is to ensure fairness and avoid any subconscious influence of a lower price on the social value 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 quoted price will be awarded the maximum score available. Each subsequent responses will be baselined to this score and will be awarded a percentage of the maximum score available. The calculation used is as follows:

$$\frac{\text{(Lowest Quoted Price)}}{\text{Price Quoted per Supplier}} \times \text{Maximum Score Available (i.e. Weighting)}$$

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 = $100k/100k \times 40 = 40\%$
Supplier B = $100k/180k \times 40 = 22.22\%$

Overall Weighting Allocation

Evaluation Criteria	Weighting
Social Value Criteria	10%
Financial / Price Criteria	90%

Total	100%
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In our Pricing Schedule we are asking that you insert the cost for the initial order only and these costs will then be evaluated accordingly. Our Pricing Schedule allows for a delivery cost: Please note that your quoted costs will be evaluated as an overall total so, adding a delivery cost where others do not, may mean that you are not successful once evaluated.

Calculation of Overall Score:

The allocated score for the Social Value criteria 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.

Your tender will be evaluated on the initial order volumes as specified in section 3 including any applicable delivery costs and if your tender achieves the highest overall score once combined with your Social Value score, then you will be awarded a contract with an up to value of £4m excluding VAT. To be clear we will only be committed to the value of the initial order.

Evaluation Criteria

Scored Social Value Criteria

Primary Scored Criteria	Primary Scored Criteria Weighting (%)
Describe your organisation’s contributions to support environmental protection and improvement. This may include net zero greenhouse gas emissions, energy efficiency, waste management etc.	10%
	Total = 100%

Financial/Pricing Criteria

Primary Financial/Pricing Criteria	Financial/Pricing Weighting (%)	Description
Pricing Requirements	90%	Refer to the Pricing Schedule
	Total = 100%	

10. Points of Contact

Procurement Contact	Name	Xxxxx redacted under FOI Section 40
	Tel	Use email below
	e-mail	XXXXX redacted under FOI Section 40@dvla.gov.uk
	Address	DVLA, Longview Road, Swansea, SA6 7JL.
Contract Owner	Name	Xxxxx redacted under FOI Section 40
	Tel	Use email below
	e-mail	Xxxxx redacted under FOI Section 40@dvla.gov.uk

11. Appendices



Appendix A.pdf



Appendix B.pdf



Appendix C.pdf



Appendix D Armed Forces Covenant.docx