



Specification

Productivity Training

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1. Introduction

The Driver & Vehicle Standards Agency (DVSA), an executive agency of the Department for Transport (DfT), invites proposals for the following Productivity Training. This contract will be subject to the DfT Standard Conditions of Contract.

DVSA employs around 4,500 staff who work out of over 1,000 varied locations, including third party and remote sites. DVSA's Head Office is at Berkeley House, Croydon Street, Bristol, BS5 0DA with other administrative offices across Great Britain.

DVSA's primary aim is to improve road safety in Great Britain by setting standards for driving and motorcycling, and making sure drivers, vehicle operators and MOT garages understand and follow roadworthiness standards. DVSA also provides a range of licensing, testing, education, and enforcement services.

2. Background to the Requirement

DVSA is looking to procure the services of a supplier to deliver Productivity Training for approximately 300 delegates in year one. These delegates are in non-operational, admin roles across various grades in the Finance and Corporate Services Directorates.

DVSA wants to encourage and upskill its teams to focus on wellbeing and their lives outside of work. DVSA requires training to provide the relevant skills and tools to allow their teams to be more productive and get more time back. DVSA would like to implement this by making full use of Microsoft's suite of products in Office 365, Outlook, and its associated add-ons.

DVSA wants to equip its line managers to embed changes within their teams and look at new ways to manage their work and time more efficiently.

DVSA wants to introduce a consistent approach for using tools and for their teams to use the same language. This will benefit new starters joining DVSA as there will be a common way to communicate that everyone understands.

Using calendars and the associated tools will help DVSA's teams to achieve a better work and life balance.

- It will help staff manage their work in a more structured way
- It will allow managers to understand and monitor work outputs and progress
- It will help team members to support each other in the pursuit of work outputs and allow colleagues to proactively manage work between them.

As an organisation DVSA is not utilising the suite of offerings within Office 365 to its full potential due to limited experience. Being able to scope our work and use those tools better to manage work will have a multitude of benefits. Work will become streamlined, more visible, and easier to manage.

Customer expectations will be easier to manage by being able to accurately give deadlines and manage those that may slip for reasons outside of our control

Managers and leaders will be better placed to take that “helicopter view” of work across teams.

Stress will reduce as work plans are managed through the calendar, so that what may seem unachievable, can be mapped out, divided amongst the teams and delivered in a timely way.

3. Procurement Timetable

The following procurement timetable is indicative and may be subject to change.

Description	Date
ITT Issued	12 July 2021
Deadline for clarifications to be issued to the Department	15 July 2021 16:00 hrs
Deadline for the Department to respond to clarifications	19 July 2021 16:00 hrs
Deadline for receipt of Tender submissions	23 July 2021 12:00 hrs
Evaluation Period	From 26 July to 18 August 2021
Award Recommendation and DVSA approvals	19 August 2021
Contract Award	20 August 2021
Contract commencement	August / September 2021
Mobilisation period	To be confirmed
Service commencement date	To be confirmed (dependent on mobilisation)

4. Scope

It is anticipated the intended contract will commence in August / September 2021. The initial contract period will be three (3) years from the Commencement Date with the option to extend for a further one (1) year. DVSA shall have the right, at its sole discretion, to extend the term of this contract by giving written notice to the supplier within (one (1) month of the expiry date).

The total duration of the intended contract, including the exercise of any options periods, shall not exceed four (4) years.

The scope is to deliver Productivity Training to approximately 300 delegates from the Finance and Corporate Services Directorates in year 1. DVSA is unable to confirm exact numbers beyond year 1 however it is estimating 150 delegates in year 2 and 150 delegates in year 3. It has been recognised that staff across DVSA will benefit from this training. There will be scope in Years 2 and 3 to grow those skills across the organisation at strategic levels where the maximum benefit can be had. Any proposal should take this into consideration.

The numbers provided are estimated numbers only with no minimum or maximum guaranteed.

5. Implementation and Deliverables

DVSA envisages that the services shall be broken down into the following milestones:

Title	Deliverables
Mobilisation	The supplier to deliver a mobilisation phase before Service Commencement which will be as proposed as part of the Supplier's tender response. Date to be agreed between the Parties.
Service Commencement	The supplier to commence service delivery. Date to be agreed between the Parties.
Service Delivery	Deliverables as described in section 6 below

6. Specifying Services

The supplier should deliver Productivity training to DVSA staff to provide them with the relevant skills and tools to allow them to focus on wellbeing and achieve a better work and life balance. As outlined in section 2 the background to the requirement, DVSA requires training to provide the relevant skills and tools to allow their teams to be more productive and get more time back. DVSA would like to implement this by making full use of Microsoft's suite of products in Office 365, Outlook, and its associated add-ons.

Content of Training

The content must be contextualised to DVSA to cover the following business and learner outcomes:

Business Outcomes

- Define the expected behaviours of team leaders when leading a team working in different locations or at different times
- Recognise what team members, who work in different locations or at different times, expect and need from team leaders.
- Maintain motivation and team spirit
- Use techniques to get the best performance from the team.
- Support provision to help to embed the learning transfer

Learner Outcomes

- Being more productive and getting time back – so that we can focus on our wellbeing and balance with our lives outside of work.
- Identifying your personal priorities
- Identifying your team priorities
- Using your calendar as a tool to progress you and your team's priorities.
- How to use your email as a tool to help you plan, prepare, and triage your approach
- Action plans so that we commit to change and stick to it
- Equipping line managers to embed change in their teams.
- Optimising the use of O365 to increase efficiency.
- Consistency of approach for tools and approaches, same language
- De-prioritising and managing expectations.

Booking Procedure

The supplier will be expected to deliver the training to an optimum number of delegates per course. The supplier will work with DVSA on providing dates and DVSA will provide the invitations to delegates.

Delivery conditions

The training should be delivered as a closed course via virtual platforms with a live trainer. The duration of the course will be proposed by the supplier and the overall number of courses will be proposed by the supplier, based on the optimum number of delegates from a commercial and logistical perspective, ensuring delegates are able to gain the maximum learning benefit from the course.

The training should be available from September 2021 onwards. The expectation is to deliver training to approx. 300 delegates in year 1. These are not guaranteed figures but should be considered when creating a delivery plan. There is no need to create a delivery plan for years 2 and 3, as numbers are not yet known.

There should be a live trainer(s) to deliver and facilitate the training sessions.

The duration of the training course will be proposed by the supplier and must be a closed course with only DVSA staff attending.

As the training is delivered virtually, travel and substance will not apply to this contract.

For virtual delivery, the supplier will need to ensure that any software is compatible with DVSA systems. The use of Microsoft Office suite including Teams is acceptable. The supplier will need confirmation from DVSA if they are to use a system that is not part of the Microsoft Office suite. DVSA also has a Learning Management System platform supplied by a 3rd party provider and is compatible with AICC and SCORM Support for SAP SuccessFactors Learning. Any required training materials and videos etc can be uploaded onto the Learning Management System platform by DVSA's training team for all DVSA staff to use.

SAP SuccessFactors Learning supports the following versions for structured online learning content:

AICC

SCORM 1.2

SCORM 2004 2nd Edition

SCORM 2004 4th Edition

Cancellation

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

DVSA may cancel agreed training 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 the training date will be paid in full by DVSA.

We would reserve the right to substitute delegates at short notice if the needs of our business change.

7. Skills

Trainers should provide evidence of their relevant skills and experience.

8. Quality Assurance Requirements

The supplier will be required to have quality assurance processes in place as part of their delivery of the services.

DVSA will have the option to review the course material to quality assess before service commencement. DVSA will also have the option to conduct random quality assurance checks on the delivery of the training.

9. Management and Contract Administration

Account Management

The supplier shall within five (5) days of signing the intended contract send to DVSA's Contract Manager, the name and contact details (including email address and telephone number) of the Account Manager responsible for managing the intended contract and arrange a contract implementation meeting.

The supplier and DVSA will set in place contract review meetings and agree the frequency appropriate to the length, value and complexity of the contract. The supplier will agree with DVSA's Contract manager at the contract implementation meeting what will be reviewed and measured at these meetings, and define the format data should be provided in. No reimbursement of costs will be provided if travel is required for these meetings.

Payment and Invoicing

Unless we specify otherwise, payment will be made by BACS no later than 30 (thirty) days of receipt of a valid invoice. We will aim to pay you within 10 (ten) days. All payments will be made in arrears after works have been approved and signed off by the DVSA Contract Owner.

A Purchase Order Number for this requirement will be provided to the supplier. The supplier must quote the PO number on all invoices, and these must be submitted directly to:

SSa.invoice@sharedservicesarvato.co.uk

Invoices received without the correct PO number will be returned and will delay receipt of payment. Invoices should be copied to the DVSA Contract Owner and the Contractor should include any information required to ensure efficient and effective receipting / invoice matching. For example provision of timesheets or an annotated progress report.

Further information on invoicing and payment procedures are contained within our Instructions to Tenderers document.

Sub-contracting to Small and Medium Enterprises (SMEs)

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](#) 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.

11. Security

The supplier will ensure that all data processed in relation to the contract is held securely.

12. Data Protection

The supplier will be required to comply with all applicable requirements of the Data Protection Legislation (including the General Data Protection Regulation ((EU) 2016/679) ("GDPR"), the Law Enforcement Directive (Directive (EU) 2016/680), and all applicable Law about the processing of personal data and privacy).

Delivery of this contract will require the supplier to process Personal Data (as defined in the GDPR) on the DfT's behalf. The DfT will be the Data Controller and the supplier will act as the Data Processor. The supplier will process Personal Data only on the DfT's documented instructions, as set out in Annex 2 (Schedule of Processing, Personal Data & Data Subjects) of this Specification.

13. Documentation

The supplier shall provide any documentation required as part of the delivery of the services and include these in their overall costs.

14. Arrangement for End of Contract

The supplier shall fully cooperate with the Authority to ensure a fair and transparent re-tendering process for this contract. This may require the 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.

16. Evaluation Criteria

Proposals will be evaluated against the Evaluation Criteria detailed below that will determine the most economically advantageous tender.

Tenders will be evaluated using the following weightings to obtain the optimal balance of quality and cost.

Evaluation criteria	Score
Quality Factors	70%
Price Factors	30%

The following weightings and sub-criteria will be utilised in the Evaluation to ascertain the best value for money proposition.

The Quality Factors Score and the Pricing Factors Score for compliant tenders will be combined to identify the bidder who has the highest Final score and thus who has submitted the most economically advantageous tender.

Primary Evaluation Criteria	Primary Evaluation Criteria Weighting (%)	Evaluation Sub-criteria	Evaluation Sub-criteria Weighting (%)	Quality Factor Question	Quality Factor Question Weighting (%)
Quality 70%	100% (This will be converted into the maximum 70% quality score weighting)	Technical solution proposed and competence	70%	Approach for learning to meet requirements	40%
				Session plan overview	30%
		Resources and capabilities	30%	Delivery Plan	10%
				Flexibility of the delivery plan	10%
				Trainer credentials	10%

Quality Factors:

The Quality Factors will be assessed against the criteria specified in Annex 1.

Potential Providers must provide a response to each Quality Factor question.

Quality Factors Scoring Methodology

The following marks 1 to 5 will be allocated to each Quality Factor in accordance with the following scoring definitions:

Mark	Description	Scoring Guide
5	Excellent Confidence	Comprehensive evidence provided that supports that the Bidder meets all of the requirement, leading to the conclusion of a total level of confidence that the Bidder can meet the requirement.
4	Good Confidence	Evidence provided that supports that the Bidder meets most of the requirement leading to the conclusion of a high level of confidence that the Bidder can meet the requirement.
3	Reasonable Confidence	Evidence provided that supports that the Bidder meets some of the requirement leading to the conclusion of a mid-level of confidence that the Bidder can meet the requirement.

2	Minimal Confidence	Some evidence provided that supports that the Bidder meets few of the requirements leading to the conclusion of a low level of confidence that the Bidder can meet the requirement
1	No Confidence	Limited or No evidence provided that the Bidder meets the requirement. No confidence that the Bidder can meet the requirement.

Please note: Suppliers failing to get a mandatory mark of either 3, 4 or 5 for each question of their bid will not proceed any further in the competition and their tender will be deemed non-compliant.

Each mark will then be converted into a corresponding percentage score of the total marks available for the question (e.g. a score of 4 out of 5 is 75%).

The percentage score for each question will then be multiplied by the weighting of that question as detailed in Annex 1 to calculate the weighted score for that question.

The total Quality Factors Score for each tender is the sum of the weighted scores.

The weighted score for each question will be added together and the following calculation will be undertaken to determine the total Quality Factors Score based on the overall 70% weighting for Quality:

Total Quality Factors Score = (sum of weighted scores ÷ 100) x 70

A summary of each Quality Factor question along with; the associated minimum acceptable mark and percentage score; the maximum available mark and percentage score and; the weighting are outlined below:

Quality Factor Question	Minimum Acceptable Mark	Minimum Acceptable Percentage Score	Maximum Available Mark	Maximum Available Percentage Score	Weighting %
Approach for learning and assessment to meet requirements	3	50%	5	100%	40%
Session plan overview	3	50%	5	100%	30%
Delivery plan	3	50%	5	100%	10%
Flexibility of the delivery plan	3	50%	5	100%	10%
Trainer credentials	3	50%	5	100%	10%

The evaluation of each Quality Factor Question will be conducted, and consensus checked in accordance with the following Consensus Marking Procedure.

The Consensus Marking Procedure is a two-step process, comprising of:

Step 1 - Independent evaluation

Step 2 - Group consensus marking

During independent evaluation (step 1), each evaluator will separately (i.e. without conferring with other evaluators) scrutinise the quality of answers given by potential providers in their tender. Each evaluator will then allocate a mark for the answer in accordance with the marking scheme applicable to that question.

The Authority will review the marks allocated by the individual evaluators before facilitating a group consensus marking meeting.

During the group consensus marking meeting (step 2), evaluators will discuss their independent marks until they reach a consensus regarding the marks that should be attributed to each Potential Providers' answer to the questions.

The consensus scores for each Quality Factor Question will then be added together and the following calculation will be undertaken to determine the Total Quality Factors Score based on the overall 70% weighting for Quality:

Total Quality Factors Score = (sum of weighted scores ÷ 100) x 70

Price Factors:

The Pricing Schedule excel document is where you will detail your tendered rates for the services. If awarded the contract, the rates provided, in the yellow cells of the Pricing Template excel document, will form a schedule of rates in the contract. This will be the schedule of rates applicable for the duration of the contract.

Price Factors Scoring Methodology:

The Inverse Proportion Methodology will be used to evaluate all proposals for this requirement. This methodology is based on the following principles:

1. The Potential Provider with the lowest price shall be awarded the maximum Price Factor Weighted Score (30%).
2. Each tendered Price Factor shall then be compared to the lowest tendered Price Factor.
3. For each Price Factor, the following calculation is used:

$$\text{Bidder's Price Factor Weighted Score} = (\text{Lowest Bidders Tendered Price Factor} \div \text{Bidder's Tendered Price Factor}) \times \text{Price Factor Weighting Percentage}$$

All calculations will be rounded to 2 decimal places.

17. Points of Contact

All queries/ questions should be sent to via the Jaggaer eSourcing Portal.

Annex 1 – Evaluation Criteria: Quality Factors

Primary Criteria	Primary Criteria Weighting (%)	Sub-criteria weighting and description	Evidence Requirement	Individual Sub-Criteria Weighting (%)
Technical solution proposed and competence	70%	<p><u>Approach for learning to meet requirements</u> Supplier to evidence how they will meet the criteria outlined in this specification for Productivity training. This should include how the supplier will contextualise the training to meet both the business and learner outcomes. The supplier should also state which system will be used to deliver the training.</p>	A Statement that addresses DVSA's required characteristics. Max 3 sides of A4 (minimum font size Arial 10)	40%
		<p><u>Session plan overview</u> Supplier to provide an outline course plan detailing the course content and outline of timings including breaks.</p> <p>Supplier to provide details of the optimum number of delegates per course and the reasons why this is the optimum number.</p>	A Statement that addresses DVSA's required characteristics. Max 3 sides of A4 (minimum font size Arial 10)	30%

Resources and capabilities	30%	<u>Delivery plan</u> Supplier to provide a delivery plan for year 1	A delivery plan in Excel format	10%
		<u>Flexibility of the delivery plan</u> Supplier should explain their delivery plan, evidencing flexibility around dates	A Statement that addresses DVSA's required characteristics. Max 1 side of A4 (minimum font size Arial 10)	10%
		<u>Trainer Credentials</u> Supplier to evidence the trainer's relevant skills and experience to deliver the Productivity Training	Short CV's of team members/key personnel who will be providing the training. Max 1 side of A4 per CV Maximum <u>overall</u> page count for CV's 6 sides of A4 (minimum font size Arial 10)	10%
	Total = 100% (This will be converted into the maximum 70% quality score weighting)			

Annex 2 - Schedule of Processing, Personal Data & Data Subjects

This Schedule shall be completed by the Controller. The Controller may take account of the view of the Processor(s), however the final decision as to the content of this Schedule shall be with the Controller at its absolute discretion.

1. The contact details of the Controller's Data Protection Officer (DPO) are:
The DPO is XXXXXX redacted under FOIA section 40
2. The contact details of the Processor's Data Protection Officer are: XXXXXX redacted under FOIA section 40
3. The Processor shall comply with any further written instructions with respect to processing by the Controller.
4. Any such further instructions shall be incorporated into this Schedule.

Description	Details
Identity of the Controller and Processor	The Parties acknowledge that for the purposes of the Data Protection Legislation, the Authority is the Controller and the Contractor is the Processor in accordance with Clause E1.1.
Subject matter of the processing	In delivery of the Services, it is expected that the Supplier will require access to personal data controlled by the Authority.
Duration of the processing	As required throughout the Contract Period, 17 August 2021 – 16 August 2024, plus 1 year extension if extended.
Nature and purposes of the processing	<p>The nature of the processing is expected to include:</p> <ul style="list-style-type: none">• Collection - as part of the registration• Recording - details on Processor database• Storage – on Processor's own network• Destroyed <p>The purpose of the processing is for the training of the Controller's staff in Productivity.</p>
Type of Personal Data being Processed	Type of Personal data is expected to include; Name, phone numbers, and E-mail Address

Categories of Data Subject	Categories of Data Subject are expected to include: Staff (including volunteers, agents, and temporary workers).
<p>Plan for return and destruction of the data once the processing is complete</p> <p>UNLESS requirement under union or member state law to preserve that type of data</p>	<p>In accordance with Clause E.1.4(e) the Contractor shall – at the written direction of the Controller – delete or return all Personal Data (and any copies of it) upon Termination, evidencing electronic deletion if necessary.</p>