

Call-Off Schedule 20 (Call-Off Specification)

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyers under this Call-Off Contract

THE REQUIREMENT

This contract will be for a period of two years with the option to extend annually for a further two years (2+1+1).

The scope of this requirement extends to the following:

Office Supplies including but not limited to stationery.

Electronic office supplies including but not limited to shredders and laminators.

Electronic office appliances including but not limited to kettles and fridges.

Removal and disposal of existing electrical office appliances where a replacement is delivered.

Ordering system that has the potential for approximately 3,000 Authority personal log ins.

Delivery of products to an Authority site or employee home address; and

Customer Service Support via telephone and email for any issues relating to this contract, including ordering and delivery issues.

Products

For a full list of the Authority's core requirements, please see Call-Off Schedule 5 – Pricing Details.

The Authority may add or remove products from the catalogue throughout the contract term.

All electronic products must include a standard manufacturer's warranty for use in a commercial environment.

The Authority require a range of electronic office appliances to be supplied as part of this contract. All electronic office appliances must be a minimum of A rated. Where the Authority orders an electrical office appliance there may be a requirement to remove and dispose of an existing appliance that is no longer fit for purpose. The Supplier will be required to carry out this service and must ensure that appliance is disposed of responsibly and sustainably.

As part of this procurement there is a requirement for a shredder to destroy driving licence cards. The Authority require a shredder that can destroy driving licence cards to the required standard. The shredder must ensure particles are no longer than 2 x 15mm and must shred in accordance with Customer Proprietary Network Information (CPNI) standards. The HSM Securio B32 1,9x15mm is identified as a shredder that can destroy licence cards to the required standard. The HSM Securio B32 1,9x15mm specification is commercially sensitive therefore we are unable to share this with potential providers. We will accept an alternative shredder that destroy particles 2 x 15mm or less and in accordance with CPNI standards. The Authority will accept alternative products to the HSM Securio B32 if the Supplier provides evidence that the alternative product can meet the specification.

The Authority requires the supply of DVSA branded embossers as part of the new theory test project. The Supplier must ensure that the embossers are stored securely to ensure that they cannot be tampered with or stolen. The new theory tests are expected to commence in September 2021 and the embossers will be required in readiness for the roll out. The delivery of the embossers will be required UK wide and Northern Ireland. Approximate volumes are 250 units for the UK and 7 units for Northern Ireland and will likely be raised as one order.

Ordering

DVSA requires its staff to use a secure web-based online ordering and fulfilment system that provides access to individuals placing orders, accessing catalogues, 'receipting' and delivery functions. As well as ordering, the system must be able to account for delivery with the ability of users to 'receipt' orders. The system must be compatible with desk and hand-held device browsers and be available for use between 07:00 and 22:00 seven days per week.

The system must be able to respond to predicted/normal traffic, but also deal well with spikes in activity caused by, for example, deadlines to order, or availability of new items.

The system needs to be simple to use and administration flexible such that user additions/deletions, catalogues, role allocation and DVSA site changes can be made.

Supplier must provide manuals, user guides and catalogues in pdf format, so that DVSA can distribute to the user community as appropriate.

The Supplier will provide the DVSA personal log ins for employees to complete their order and select their delivery locations. The ordering system must have the capability for employees to enter their own home addresses as a delivery location. Currently, employees send requests to the Authority's central ordering team, Frontline Logistics, who place the orders via the ordering system. However, this may change over time so that all employees have the permissions to place their own orders. As a result, potential providers must ensure that their proposed ordering system has the capability to allow for

approximately 3,000 personal log ins. The ordering system must also allow for spend control measures to be implemented, for example only certain accounts will have the ability to order electronic appliances. Potential suppliers must detail this within their technical response.

Where there is an issue with supply shortage, supply risk or a product has been discontinued the Supplier must notify the Authority as soon as possible and identify a possible solution to overcome the issue.

Employees may place order for 'Stationery Packs' to be delivered to their home addresses. Three packs will be available to order: two new entrant pack and a Vehicle Standards Assessor (VSA) pack. These packs will consist of the following products:

New Entrant Pack (1)

Pilot case (Pilots Case PVC Black Wheelie 2179)

Clip board (A4/Foolsap Black Clipboard VSTCBOB2)

Red pens (Rubber Grip Gel Ink Red Pen, pack of 10)

Black pens (Rubber Grip Gel Ink Black Pen, pack of 10)

Ruler (300mm/30cm Clear Ruler)

Pencils (Eraser Tip Office HB Pencil, pack of 12)

Sharpener (Metal Single Hole Pencil Sharpener)

Stapler (plastic half strip stapler black)

Staples (24/6 box of 5000)

Leaver Arch File (Over Board 70mm Blue A4 Lever Arch File)

A4 lined paper (A4 Ruled Feint Margin Refill, pack 2-hole punched head bound, pack of 10)

New Entrant Pack (2)

Ink Stamp (Rubber stamp 55 x 35mm)

Ink Pad (Ink pad)

Box of Paper (Steinbeis Classic White Paper, 5 x reams)

Black ink cartridge C2P05AE x 2

Colour ink cartridge C2P07AE x 1

VSA Pack

Box of paper (5 x reams)

Black pens (pack of 10)

Black ink cartridge C2P05AE x 4

Colour ink cartridge C2P07AE x 2

Delivery

The Authority require all deliveries to be completed between the 'window' of 8am-4pm Monday – Friday (excluding bank holidays). Delivery may be made to a nominated DVSA site or an employee's home address. This will be stipulated as part of the ordering process.

Prior to delivery, the Supplier must send notification of an estimated date and time for delivery to the Authority's contact raising the order. This will help ensure that the Authority's contact will be available to accept the delivery or reschedule.

Where there is an issue with delivery, the Supplier must make the Authority aware of this as soon as possible.

The Supplier must ensure that they take proactive measures to minimise the environmental damage made throughout the delivery process. This includes, but is not limited to, minimise the amount of packaging required for safe transportation and delivery of Deliverables and sustainable delivery practices that aim to reduce carbon footprint. Potential providers must detail this within their technical response.

The Supplier must ensure that orders are successfully delivered in line with the delivery timescale stipulated at the time of order. There will be no delivery charge for weekly orders over £30, whether they be delivered to a DVSA site or home address. Potential providers should include their delivery fee for twice weekly and next day deliveries within Attachment 3 – Price Schedule.

Support

An element of customer service support is required as part of this contract to assist with any queries that may arise regarding ordering or delivery. Support should be available via email and telephone between the hours of 8:00am and 5:00pm Monday to Friday (excluding bank holidays).

KEY MILESTONES AND DELIVERABLES

The following Contract milestones/deliverables shall apply:

Milestone/ Deliverable	Description	Timeframe or Delivery Date
1	Contract Start Meeting with the Agency	Within week 1 of Contract Award

2	Full Implementation plan to be submitted to the Agency	Within week 2 of Contract Award
3	Security Management Plan to be submitted to the Agency (to include details on Security Management Policy)	Within 20 working days of Contract Award
4	Supplier to provide monthly and cumulative reporting to the Agency	5 th of every month.

MANAGEMENT INFORMATION/REPORTING AND DOCUMENTATION

The Supplier shall provide a complete MI function, enabling data and trend analysis from corporate level down to the individual.

The Supplier shall provide monthly and cumulative statistics, narrative, and analysis to DVSA, reporting on achievement of the agreed KPIs, by 5th of the month.

The Supplier's narrative analysis shall cover ordering trends, delivery timescales, quality, and review.

The Authority may request ad hoc reports for internal spend reviews. The Supplier must work with the Authority to prepare these reports.

VOLUMES

Volumes for this requirement are not guaranteed.

CONTINUOUS IMPROVEMENT

The Supplier shall continually improve the way in which the required Services are to be delivered throughout the Contract duration.

The Supplier shall present new ways of working to the Agency during Contract review meetings at the schedule detailed within section 16 of this Statement of Requirements.

Changes to the way in which the Services are to be delivered must be brought to the DVSA's attention and agreed prior to any changes being implemented.

SUSTAINABILITY AND SOCIAL VALUE

DVSA have identified the following social value priorities for this procurement.

Delivering a Diverse Supply Chain

DVSA wants to ensure a diverse base of suppliers and resilient supply chains. We require the supplier the support to deliver this through activities such as:

Enabling Accessibility through promotion of supply chain opportunities with SMEs and Social Enterprises. We expect our Suppliers to support and build supply chain diversity through:

Supply chain processes that enable the participation of Micro, Small to Medium Sized Enterprises (SMEs) and Social Enterprises (SEs).

Cascading prompt payment throughout Supplier supply chains as per CCS Framework Agreement RM6059.

Growth and Development through provision of advice and support to SMEs and SEs to develop resilient local supply chains, for example:

Providing funded training opportunities, for example health & safety, marketing, digital skills, and other professional development opportunities.

Mentoring and Business to Business (B2B) learning and networking opportunities.

Providing facilities/equipment to enable sectors to expand and grow, for example, meeting/training venues.

Sub-Contracting to Small and Medium Enterprises (SMEs)

Department for Transport 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 DVSA's website for further information).

To help the DVSA measure the volume of business they do with SMEs, their Form of Tender document asks about the size of the Potential Supplier's own organisation and those in their supply chain.

If the Supplier tells the DVSA that they are likely to sub-contract to SMEs, and are awarded this contract, the DVSA will send the Supplier a short questionnaire asking for further information. This data will help the DVSA contribute towards Government targets on the use of SMEs. The DVSA may also publish success stories and examples of good practice on their website.

Fair, Inclusive and Ethical Employment Practices and Skills Development

DVSA consider the delivery of high-quality public services to be critically dependent on a workforce that is inclusive, well-motivated, well-led and has appropriate opportunities for training and skills development.

By law, all organisations with 250 or more employees must publish and report specific figures about their gender pay gap, and we expect Suppliers to progress towards equalising this.

Additionally, we expect Suppliers and their Supply Chains to support and encourage employment and skills development opportunities through the performance of this Call-Off Contract, with a specific focus on opportunities for priority groups, including (but not limited to):

People with disabilities.

Ex-offenders.

Black, Asian and minority ethnic.

Long-term unemployed.

This support may be through various activities such as, for example:

Apprenticeship and work experience placements.

Part-time and full-time employment and flexible working opportunities.

Providing stable employment and hours of work, and avoiding exploitative employment practices including, for example, no inappropriate use of zero-hour contracts or other forms of demand driven contracts.

Supporting individuals to fulfil their potential with further education, employment, or training, for example, coaching, mentoring, CV and interview skills.

Providing funded training and professional development opportunities for existing employees.

Providing funded training opportunities (for individuals not employed by Supplier).

Fair and equal pay policy.

Offering a range of employee assistance schemes.

Taxpayers expect that government's Suppliers will behave ethically and DVSA expect the highest standards of business ethics from Suppliers and their Agents in the supply of goods and services funded by the public purse.

DVSA expect Suppliers to be explicit about the standards they demand of executives, employees, partners, and subcontractors and to have the governance and audit processes to monitor and enforce these standards.

Safe and Secure Supply Chains: Addressing Modern Slavery and Exploitation in our Supply Chain.

It is the role of DVSA to ensure the Suppliers with whom we do business understand the risks of modern slavery in supply chains and take appropriate action to identify and address those risks, with particular focus on supporting victims of modern slavery.

We require the Supplier to comply with the provisions of the Supplier Code of



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Conduct which can be viewed: Attachment 7 - Suppli

We have identified specific risks of slavery in the sector as follows:

Modern slavery, labour standards abuses (including breaches of health and safety, environmental and tax law) in vehicle valeting, as documented in the House of Commons Environmental Audit Committee Hand car washes Tenth Report of Session 2017–19 Report, together with formal minutes relating to the report Ordered by the House of Commons to be printed 6 November 2018.

DVSA expect that Suppliers will address these known risks within the supply chain.

The Supplier shall:

not use, nor allow its Subcontractors to use forced, bonded or involuntary prison labour.

not require any Supplier Staff or Subcontractor Staff to lodge deposits or identify papers with the Employer and shall be free to leave their employer after reasonable notice.

warrants and represents that it has not been convicted of any slavery or human trafficking offences anywhere around the world.

warrants that to the best of its knowledge it is not currently under investigation, inquiry, or enforcement proceedings in relation to any allegation of slavery or human trafficking offenses anywhere around the world.

make reasonable enquires to ensure that its officers, employees, and Subcontractors have not been convicted of slavery or human trafficking offenses anywhere around the world.

have and maintain throughout the term of the Call-Off Contract its own policies and procedures to ensure its compliance with the Modern Slavery Act and include in its contracts with its Subcontractors anti-slavery and human trafficking provisions.

implement due diligence procedures to ensure that there is no slavery or human trafficking in any part of its supply chain performing obligations under a Contract.

prepare and deliver to DVSA, an annual slavery and human trafficking report setting out the steps it has taken to ensure that slavery and human trafficking is not taking place in any of its supply chains or in any part of its business.

not use, nor allow its employees or Subcontractors to use, physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation of its employees or Subcontractors.

not use or allow child or slave labour to be used by its Subcontractors.

report the discovery or suspicion of any slavery or trafficking by it or its Subcontractors to DVSA and Modern Slavery Helpline. The mechanism for reporting suspicion, seeking help or advice and information on the subject of modern slavery is available online at <https://www.modernslaveryhelpline.org/report> or by telephone on 08000 121 700.

Environmental Sustainability: Promoting Sustainable Production and Consumption and an Improvement in Environmental Quality in Support of the 25 Year Environment Plan.

The 25 Year Environment Plan sets out what the Government intends do to improve the environment, within a generation. This is available to view at <https://www.gov.uk/government/publications/25-year-environment-plan>.

The Government Buying Standards for Transport set out the product specifications that Public Sector buyers must use.

This is available to view at <https://www.gov.uk/government/publications/sustainable-procurement-the-gbs-for-transport-vehicles/government-buying-standards-for-transport-2017>.

Ethical Standards of Production

Potential Suppliers must ensure that their supply chain has established standards of production and logistics, where:

Working conditions are safe.

Good health is promoted.

Employment is freely chosen.

Working hours are not excessive.

Wages meet at least national legal standards.

Training is provided.

No discrimination is practised.

Diversity and good workforce practices are encouraged.

Child labour is eliminated; and

No inhumane treatment is allowed.

STAFF AND CUSTOMER SERVICE

The Supplier shall provide a sufficient level of resource throughout the duration of the Contract to consistently deliver a quality service.

The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.

The Supplier shall ensure that staff understand the agency's vision and objectives and will provide excellent customer service to the agency throughout the duration of the Contract.

MANAGEMENT AND CONTRACT ADMINISTRATION

The DVSA Contract Manager will set in place contract review meetings at a frequency appropriate to the length, value, and complexity of the contract. The Contract Manager will agree with the supplier at the contract implementation meeting what will be reviewed and measured at these meetings, and define the format data should be provided in.

The contract will be measures against the following KPIs and the following service credits will apply:

Service Levels				Service Credit for each Service Period
Service Level Performance Criterion	Key Indicator	Service Level Performance Measure	Service Level Threshold	
Accurate and timely billing of Buyer	Accuracy /Timelines	at least 99% at all times	Invoices to be provided in an accurate and timely manner. Each invoice submitted includes, but is not limited to: Account number, supplier order number, customer's order reference, product information including description, amount ordered, unit and total price (excluding and including VAT), delivery address and contact name.	0.5% Service Credit gained for each percentage under the specified Service Level Performance Measure
Access to Ordering System	Availability	at least 99% at all times	The online ordering system will be available between the hours of 07:00 and 22:00 seven days per week.	0.5% Service Credit gained for each percentage under the specified Service Level Performance Measure
Planned Downtime	Availability	at least 99% at all times	Order system downtime schedule published/provided to the Buyer on a monthly basis.	0.5% Service Credit gained for each percentage under the specified Service Level Performance Measure

Access to Buyer support	Availability	at least 99% at all times	Helpdesk queries answered within 4 working hours - Availability of support during required hours Monday to Friday 8:00 am – 17:00 pm.	0.5% Service Credit gained for each percentage under the specified Service Level Performance Measure
Delivery of Goods, Orders and Replacement Products	Accuracy /Timeliness	at least 99% at all times	Each Order acknowledged within 24 hours of being placed. Ordered and replacement goods delivered within the agreed delivery time and order complete at first attempt.	0.5% Service Credit gained for each percentage under the specified Service Level Performance Measure
Complaints Handling & Issue Escalation	Availability /Timeliness	At least 100% at all times	Acknowledgement of complaint within 24 hours of receipt. Resolution or mitigating action advised within 48 hours of receipt of complaint.	0.5% Service Credit gained for each percentage under the specified Service Level Performance Measure
Returns and Refunds	Quality/ Accuracy	At least 100% at all times	Ordered Goods returned due to failure to conform to quality standards. Returns or refunds due to Supplier picking incorrect goods.	0.5% Service Credit gained for each percentage under the specified Service Level Performance Measure

The Service Credits shall be calculated based on the following formula:

Formula: $x\%$ (Service Level Performance Measure) - $x\%$ (actual Service Level performance)	=	$x\%$ of the Charges payable to the Buyer as Service Credits to be deducted from the next Invoice payable by the Buyer
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Worked example: 98% (e.g. Service Level Performance Measure requirement for accurate and timely billing Service Level) - 75% (e.g. actual performance achieved against this Service Level in a Service Period)	=	23% of the Charges payable to the Buyer as Service Credits to be deducted from the next Invoice payable by the Buyer
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SECURITY AND CONFIDENTIALITY REQUIREMENTS

The Supplier must ensure confidentiality of commercial information and prevent theft of DVSA property.

A Security Management plan must be submitted 20 working days after award of the Contract.

PAYMENT AND INVOICING

Payment can only be made following satisfactory completion of order delivery.

Consolidated monthly invoicing is required as part of this contract, including a detailed breakdown of the monthly orders.

Before payment can be considered, each invoice must include a detailed breakdown. The Supplier shall ensure that each invoice submitted includes, but is not limited to:

Purchase Order number

Account number

Supplier order number

Customer's order reference

Product information including description (description to include product category, for example office equipment, electronic/computer equipment, electronic office appliances)

Amount ordered

Unit and total price (excluding and including VAT)

Delivery address

Contact name

Credit notes should be raised, as necessary.

Suppliers must email their invoices as PDF to DVSA's Finance Shared Services with a valid Purchase Order (PO) number: ssa.invoice@sharedservicesarvato.co.uk

Upon receipt, Shared Services completes a 3-way match of the supplier's invoice as follows:

Valid purchase order, with PO number.

Goods receipt confirmation – completed on receipt of goods/services; and

Correct invoice – matches PO and goods receipt confirmation.

When matched, the supplier's invoice will be paid by BACS within 5 working days.

CONTRACT MANAGEMENT

Regular Contract Management meetings will be held during the life of the contract: monthly, as necessary at the inception of the contract, but then quarterly as the contract matures. It is expected that meetings will be held at DVSA's premises, or elsewhere, by agreement of DVSA.

Contract Management meetings are for both parties to discuss contract performance against KPIs, any issues arising from delivery of the contract and to review progress on any developments. The Supplier will meet the cost of its travel to any DVSA premises. DVSA's Head Office: Berkeley House, Croydon St, Bristol BS5 0DA.

When necessary, the Supplier must bring to the attention of DVSA any issues arising with the delivery of the contract, in line with KPIs, and to propose a communication/escalation process/path, which will be agreed by both parties, on award of contract.

DVSA will reference and maintain a Contract Management Plan, to ensure that terms of the contract are delivered.

Terms of Reference and Agenda for meetings will be agreed between DVSA and the Supplier and, as standard, the Agenda will include minutes and actions of the previous meeting, performance against the KPIs and continuous improvements. An Action log will be kept, to track progress. Minutes of meetings will be completed by a DVSA attendee and agreed with the Supplier. DVSA anticipates that other ad-hoc meetings will be required to support the contract, usually by phone, but averaging weekly, to discuss, for example, the planning

or status of projects, service management, catalogue changes and product innovation.

The Supplier is expected to make themselves available with reasonable notice for any additional ad-hoc meetings that may be requested by DVSA, such as product demonstrations/roadshows, up to twice a year.

Attendance at Contract Review meetings shall be at the Supplier's own expense.

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 (EU) 2016/680), and all applicable Law about the processing of personal data and privacy.

Personal Data means any information relating to an identified or identifiable living individual, e.g. a staff member, member of the public, customer, etc. This includes but is not limited to an individual's name, address, phone number, date of birth, place of work, dietary preferences, opinions, trade union membership, political beliefs, ethnicity, religion, sexuality and email address or job title (if they can be identified from it). Processing includes storage.

Further information on GDPR is available from the Information Commissioner's Office:
<https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/>

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