Nov+

Statement of Requirements document for:

**Fuel Cards and Associated Services**

**(CCS Framework RM6000)**

Contract: K280020881

Driver & Vehicle Standards Agency

Berkeley House

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Bristol

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**1 INTRODUCTION**

The Driver and Vehicle Standards Agency (DVSA) is an executive agency, sponsored by the Department for Transport (DfT). 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.

DVSA operates nationwide across Great Britain, employing around 4,600 staff in a variety of operational and administrative roles.

Its headquarters are located in Bristol, supported by administration offices in Newcastle, Nottingham, Swansea and Cardington (Bedfordshire). Operational staff are located across Great Britain in c.400 local site offices to meet local demand for our services.

DVSA is responsible for:

* improving driver competency
* developing and publishing driving and riding standards
* developing and publishing driving and riding training standards
* driving and riding tests and assessments
* remedial programmes e.g. drink driving rehabilitation
* maintaining the statutory register of approved driving and riding instructors
* maintaining the statutory register for the Driver Certificate of Professional Competence (CPC)
* vehicle testing standards
* vehicle testing services
* commercial operator, driver and vehicle roadworthiness standards
* commercial operator, driver and vehicle road safety regulations
* providing information, advice and education on roadworthiness standards
* providing information, advice and education on road safety regulations
* taking enforcement action against candidates, instructors, trainers, operators, garages, MOT testers and commercial drivers who are non-compliant with standards and regulations

Further details of the Agency’s activities can be found at www.gov.uk/dvsa.

**2 OBJECTIVE AND SCOPE OF THE CONTRACT**

DVSA wishes to invite selected Suppliers on Crown Commercial Service (CCS) framework RM6000 “Fuel Cards and Associated Services” the opportunity to tender to become a single provider awarded a Call-Off Contract for the provision of DVSA’s Fuel Cards and Associated Services requirements, by means of a further competition.

DVSA intends to award a contract to the most economically advantageous tender (MEAT); in accordance with the criteria and weightings in Section 7 (Evaluation Criteria) of this document. However, DVSA is not bound to accept the lowest tender, or any tender received, and reserves the right to call for new tenders should it consider this desirable.

The right is further reserved by DVSA to accept or reject any part of the services offered through this process.

DVSA will in no case be responsible or liable for any costs incurred by tenderers in the preparation, clarification or negotiation of their tenders regardless of the outcome of the tendering process.

**3 CONTRACT DURATION**

The proposed agreement period for DVSA will initially run from point of contract award for 12 months with optional 12-month extension if required.

The Call-Off Contract will be formed of an initial period followed by optional extension period.

Therefore, the duration will be constructed as follows:

* Initial period Contract award to 31 January 2023
* Optional extension 12 Month optional extension

Any decision on an extension will be communicated to the awarded Supplier in-line with the Terms and Conditions of the CCS Framework Agreement RM6000.

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**4 BACKGROUND**

DVSA currently operates a diverse fleet of vehicles nationally throughout Great Britain, which facilitate training for and front-line delivery of statutory testing for drivers, riders and vehicles.

Other vehicles are provided to staff based upon employment terms and conditions depending on their job role.

DVSA currently operates the 4th largest central UK government fleet and has been a member of the Fleet 200 Executive Club since 2017

DVSA has a versatile fleet made up of:

* 196 motorcycles - all petrol
* 857 passenger cars – with a mix of diesel and petrol-hybrid vehicles which is increasing.
* 75 commercial vehicles - all diesel

DVSA currently operates a variety of vehicles across all areas of its business;

* Company cars

Private user scheme – predominately not issued with fuel cards.

* Pool cars

Based at DVSA offices with vehicle fuel card for multi-users.

* Enforcement vehicles (motorcycles, cars and vans)

Some operate on a 24/7 basis so therefore require fuel purchases all times of day and night.

* Testing motorcycles

DVSA conducts statutory motorcycle riding tests for candidates wanting to obtain entitlement on their driving licence. Vehicle fuel card.

* Training vehicles

HGV’s, buses, motorcycles and dual-control cars. Vehicle fuel card, however, the is also a requirement to have non-specific driver/vehicle fuel cards, “Bearer Cards”, to allow employees (with appropriate ID) purchase fuel for short-term hired vehicles.

Detailed in the table below is a summary of number of cards and fuel purchases made by DVSA using its current fuel card provider during April-March 2019/20

|  |  |
| --- | --- |
|  | **2019/20** |
| No. of cards | 601 |
| No. of fuel transactions | 17272 |
| Diesel transactions | 8942 |
| Petrol transactions | 8329 |
| Diesel litres | 359,613.28 |
| Petrol litres | 136,127.46 |

In addition to fuel purchases, DVSA also made the following purchases using its current fuel card provider during April-March 20119/20:

|  |  |
| --- | --- |
|  | **2019/20** |
| No. of fluids (AdBlue, oil) transactions | 53  |
| No. of toll transactions |  193  |
| No. of vehicle wash transactions |  586  |

**5 REQUIREMENT**

The requirement centres on the need for drivers and riders of DVSA vehicles to be able to fill up at a filling station and present a card for payment, including the purchase of electricity to charge electric and hybrid vehicles.

In addition to fuel purchases, DVSA also require the ability to purchase the following items using the card:

* AdBlue
* Oil
* Lubricants
* Vehicle wash
* Screen wash
* Air
* Consumables
* Tolls

DVSA require nationwide coverage for fuel card usage throughout Great Britain and expect a minimum of 95% fuel card coverage for vehicle fleet operations in each of the regional areas of Great Britain (listed in the Pricing Schedule) filling station forecourts. DVSA require the Supplier to provide details of the coverage it can provide within Great Britain, by postcode region and the number of sales outlets within each postcode region.

It is preferable to DVSA to have cards with the ability to select purchase categories for each individual card or cards allocated to vehicle type groups.

DVSA also require the Supplier to submit a monthly consolidated invoice showing full details of each transaction.

Detailed management information is to be provided to assist the DVSA Fleet Management team in controlling their fleet fuel spend and aid with administrative tasks, such as carbon emission reports.

DVSA has a contracted Fleet Management Service provider who will be responsible on behalf of DVSA for:

* issuing of cards to End Users
* settlement of invoices

DVSA’s contracted Fleet Management Service provider will also require access to any management information and data portals and Customer Service Help Desk.

Cards will be required to be sent to any postal address in Great Britain.

**6 SERVICES (UNDER CCS FRAMEWORK AGREEMENT RM6000)**

This section details the mandatory and optional requirements that the successful Supplier shall be expected to fulfil in their entirety in order to meet the service requirements of CCS Framework Agreement RM6000.

All items below will be reference to CCS Framework Agreement RM6000 Customer Needs – Specification, Section 2 (available from CCS) and their reference number will be shown in brackets.

**6.1 CCS FRAMEWORK MANDATORY REQUIREMENTS**

**6.1.1 Fuel Card Functionality (2.3.1)**

6.1.1.1 The Supplier shall provide fuel cards that allow for the purchase of the following products when available at sales outlets:

* Leaded, unleaded and super unleaded petrol;
* Ultra-Low-Sulphur and standard diesel;
* Liquefied Petroleum Gas;
* Electricity to charge electric vehicles, and;
* Hydrogen for hydrogen powered vehicles.

6.1.1.2 The Supplier shall:

* issue DVSA with fuel cards with either employee name or vehicle registration;
* issue DVSA with fuel cards that have no employee name or vehicle registration, “Bearer Cards”. DVSA only use a limited number of these types of card, currently 4;
* provide fuel cards on a covert basis.

**6.1.2 Fraud Prevention (2.3.2)**

6.1.2.1 The Supplier shall implement a lost and stolen fuel card hotline facility for DVSA which must be available 24 hours a day, 7 days a week, and 365 days a year excluding Bank Holidays. This should be an internet facility.

The Supplier’s facility shall, as a minimum, be able to report the following:

* lost or stolen fuel cards;
* security breaches; and
* suspected fraud, theft, misuse or unauthorised use.

6.1.2.2 The Supplier shall investigate and take appropriate action immediately when a security breach or suspected fraud is reported. This includes deactivating an End User’s account and confirming to DVSA that deactivation has taken place.

6.1.2.3 The Supplier shall ensure that all written communications (including email) between the Supplier and DVSA and its contracted Fleet Management Service provider are secure.

6.1.2.4 The Supplier shall implement anti-fraud measures to ensure the safe delivery of fuel cards.

**6.1.3 Security (2.3.3)**

6.1.3.1 The Supplier shall ensure that DVSA’s information is kept secure and shall ensure that ISO27001, along with Cyber Essentials, which covers the security of data and processes for fuel cards is maintained throughout the lifetime of this Call-Off Contract.

6.1.3.2 The Supplier shall protect and maintain personal and transactional data ensuring confidentiality, integrity and availability, including data from card transactions as well as DVSA and End User data such as names, addresses and statement information.

6.1.3.3 The Supplier shall provide DVSA, prior to the execution of the Call-Off Contract, a valid ISO27001 Certificate.

6.1.3.4 The Supplier shall provide DVSA evidence of renewal of a valid ISO27001 on each anniversary of the first applicable certificate obtained by the Supplier.

**6.1.4 Customer Service and Account Management (2.3.4)**

6.1.4.1 The Supplier shall provide a named contact for the management of DVSA’s account. This person may be required to attend contract meetings with DVSA’s contracted Fleet Management Service provider.

6.1.4.2 The Supplier shall provide a Customer Service Help Desk, Monday to Friday 08:00 hours to 18:00 hours for DVSA to cover, but not limited to:

* responding to queries made in relation to a fuel card; and
* at the request of an authorised official, resetting credit and usage limits and making amendments to card controls for DVSA.

As a minimum this must be telephone, but can be supplemented with an online system.

**6.1.5 Transition and Implementation (2.3.5)**

6.1.5.1 The Supplier shall develop a plan to transition DVSA onto the Call-Off Contract. The Supplier shall work in collaboration with the incumbent Supplier and DVSA’s contracted Fleet Management Service provider to effect transitional/exit arrangements.

6.1.5.2 The Supplier shall provide an Implementation Plan. This shall demonstrate how the Call-Off Contract will be implemented and must include, as a minimum standard, the following elements:

* a project plan including timescales;
* Implementation Team structure including a named Implementation Manager and named technical experts;
* a testing and acceptance plan, which must include:
	+ - undertaking user training;
		- physical fuel card and any associated PIN dispatch, delivery and returns process.

6.1.5.3 The Supplier shall carry out a site mapping exercise to map its own network of sales outlets that accept their fuel cards, including for car wash.

6.1.5.4 The Supplier shall provide familiarisation training regarding the use of the fuel card and how to access online management tools. This is expected to be delivered either face-to-face or online interactively to ensure queries can be addressed in a ‘live’ environment.

6.1.5.5 The Supplier shall work in conjunction with DVSA’s contracted Fleet Management Service provider to provide a formal launch of the fuel cards under which the Supplier shall be proactive in undertaking marketing of the services on behalf of DVSA.

6.1.5.6 The Supplier shall provide Business Continuity, Contingency and Disaster Recovery Plans detailing the necessary steps to achieve a successful delivery of this Call-Off Contract, including service transition, expected transition timescales and service outages. The Plan(s) should include details of who will be responsible for each stage of the process and details of how the plan will be managed.

6.1.5.7 The Supplier shall have all Plans required in this section approved by DVSA within one month from contract award.

**6.1.6 Continuous Improvement: Delivery Efficiencies and Increasing Performance (2.3.6)**

**6.1.6.1 Performance Monitoring, Service Levels and Service Credits**

6.1.6.1.1The Supplier shall comply with any performance monitoring and review requirements as set out in the CCS Framework Agreement RM6000 and this Call-Off Contract.

6.1.6.1.2Contract Performance will be managed through the Contract Review Meetings and reported to the DVSA Contract Manager on a quarterly basis. Where performance falls below the required standard, DVSA will work with the supplier to rectify the service failure. Where this process has been exhausted and fails to provide a solution, service credits shall apply.

DVSA Contract Manager has the authority to make changes to the operational outputs of the contract within the scope of the original tendered specification, or any formal variations accepted since.

Contract performance will be managed by a set of Service Level Agreements (SLAs) as outlined below.

**KPIs appear in red text and indicate that service credits apply to these criteria.**

| **SLA Ref.** | **Performance****Criteria** | **Service Level****Agreement** | **Measurement****Methodology***(how we measure)* | **Measurement***(what we measure)* |
| --- | --- | --- | --- | --- |
| **Management Information Systems and Reporting** |
| **1** | Agreed **reports** provided on time, accurate and distributed correctly | 100% | Reports received by email to DVSA Fleet Admin | Annually;Received on 5th working day of the month following the end of the period being reported |
| **2** | **Freedom of Information Requests** responded to in timely manner, accurate and distributed correctly | 100% | Reports received by email to DVSA Fleet Admin | Monthly;Received within ten working days of request from DVSA |
| **3** | **Consolidated Invoice** is provided on time with full data support | 98% | Invoice received by email to DVSA Fleet Admin | Monthly;Received on 5th working day of the month following the end of the period being reported |
| **Fuel Card Ordering and Delivery** |
| **4** | Provide timely **Delivery** of new and replacement cards from the point of order | 95% | Reports received by email to DVSA Fleet Admin | Monthly;Cards issued within two working days of request from DVSA and reported within monthly Management Information pack |
| **Fraud Prevention** |
| **5** | Report and stop all lost/stolen cards, **Security Breaches** and suspected fraud, theft, misuse or unauthorised use | 98% | Reports received by email to DVSA Fleet Admin | Monthly;Cards stopped and within two working hours of reported incident and reported within monthly Management Information pack |

| **SLA Ref.** | **Performance****Criteria** | **Service Level****Agreement** | **Measurement****Methodology***(how we measure)* | **Measurement***(what we measure)* |
| --- | --- | --- | --- | --- |
| **Issue Resolution and Customer Satisfaction** |
| **6** | Resolve **Card Complaints and Issues** | 90% | Reports received by email to DVSA Fleet Admin | Monthly;Resolution provided to cardholder or agreed action plan in place within 5 working days of complaint receipt |

**Please note these SLAs and KPIs are subject to review and amendment throughout the life of the contract.**

Contract success will partly be defined by the Supplier successfully meeting all SLA measures on a consistent basis; therefore, SLAs will form the basis of a contract dashboard report, which will be developed by the Supplier during the first year of the contract.

6.1.6.1.3DVSA Contract Manager and Deputy Contract Manager will be responsible for ensuring that that performance is delivered to the required standards. Within the timescales defined within this document, the Supplier will provide a performance monitoring report to DVSA containing details of the actual performance achieved over the period in accordance with the contract performance monitoring system with a summary of any issues identified by such monitoring, including any occurrences of service failures having the effect of taking the service levels below the required level, and the actions taken to address those failures.

Where performance falls below the required standard, service credits shall apply.

| **Service Levels** | **Service Credits** |
| --- | --- |
| **SLA ref.** | **Key Indicator** | **Specification** | **Target**  | **Service Credit for each Service Period** |
| 1 | Management Information | The Supplier is to submit timely, full, and accurate MI reports each month.  | **100% of reports received by DVSA Fleet Admin by 5th working day of the month following the end of the period being reported.****Measured annually** | **0.5% Service Credit gained for each percentage point under the specified Service Level Performance Measure** |
| 3 | Invoicing | The Supplier is to submit timely, full and accurate invoices each month. | **98% of invoiced lines to accurately reflect MI reports, and to be received by DVSA Fleet Admin by 5th working day of the month following the end of the period being reported.****Measured monthly** | **0.5% Service Credit gained for each percentage point under the specified Service Level Performance Measure** |
| 4 | Card Delivery | The Supplier is to issue new and replacement cards within 2 working days of order | **95% of new and replacement cards issued within two working days and included in monthly reports.****Measured monthly** | **0.5% Service Credit gained for each percentage point under the specified Service Level Performance Measure** |
| 6 | Card Complaints and Issues Resolution | The Supplier will provide a copy of their complaints log monthly, detailing the nature of the complaints and the actions taken to resolve the complaints, including timescales taken to resolve them. | **90% of complaints to be resolved or have an agreed action plan in place within 10 working days.****Measured monthly** | **0.5% Service Credit gained for each percentage point under the specified Service Level Performance Measure** |

The Service Credits shall be calculated individually for each agency on the basis of the following formula:

| **Formula Step** | **Worked Example** |
| --- | --- |
| x% (Service Level Performance Measure) - y% (actual Service Level performance) = z percentage points deficit from the expected Service Level Performance Measure.  | 98% (Service Level Performance Measure requirement for Service Level Performance Criterion of accurate and timely billing to Customer) - 75% (e.g. actual performance achieved against this Service Level Performance Criterion in a Service Period) = 23 percentage points deficit.  |
| z percentage points applied at the rate of the ‘Service Credit for each Service Period’ criteria as specified in the table above = A% Service Credit Gained.  | 23 percentage points applied at the rate of 0.5% Service Credit gained for each percentage point under the specified Service Credit for each Service Period (i.e. Service Level Performance Measure requirement for Service Level Performance Criterion of accurate and timely billing to Customer) = 11.5% Service Credit Gained.  |
| Call-Off Contract Charges payable x A% = Service Credits to be deducted from the next valid invoice payable by the Customer.  | Call-Off Contract Charges payable (e.g. £100,000) x 11.5% Service Credit Gained = £11,500 Service Credits to be deducted from the next valid invoice payable by the Customer.  |

The value of service credits applied to an invoice pertaining to a previous Service Period shall not be deducted from the reckonable value of an invoice for which service credits are being applied for the current Service Period.

Where poor Supplier performance exists, DVSA will arrange meetings at which the Supplier’s presence is mandatory to discuss at risk work areas and work out key steps to improve the service. Poor performance entails a failure to meet one or more of the targets laid out in the table in section 6.7(ii) in consecutive months.

**6.1.7 Invoicing and Payment (2.3.7)**

6.1.7.1 The Supplier shall provide electronic invoicing with a single consolidated invoice on a monthly basis for all services provided to DVSA’s contracted Fleet Management Service provider.

6.1.7.2 The invoice may also require further splitting to account for the VAT treatment of different chargeable items.

6.1.7.3 Where charges relating to items that attract service credits do not appear on the correct invoice (e.g. where sub-contracted costs have not been passed through to the contractor in time to meet the correct billing period), DVSA shall be liable to claim the appropriate proportion of credit from those charges when they are invoiced.

6.1.7.4 The invoice must be reconcilable against Management Information reports (paragraph 6.1.9) and received electronically by DVSA’s contracted Fleet Management Service provider by the fifth working day of the month following the month in which the card transactions were made.

6.1.7.5 All invoices shall contain the correct information, or they will be returned. Sufficient data must be included on every invoice to assist with reconciliation against Management Information reports. This could include, but is not limited to:

* DVSA’s account number;
* Vehicle Registration Mark and odometer reading;
* Fuel card number, type and cost centre;
* Product(s)/service(s) purchased and brand/merchant name;
* Quantities and prices;
* Total cost of each transaction, including VAT rate and value;
* Transaction date, time and location;
* Merchant identification and postcode.

6.1.7.6 In instances of dispute, DVSA or its contracted Fleet Management Service provider may contact the Supplier to confirm and resolve queries. Unresolved queries should be escalated to the DVSA Contract Manager.

6.1.7.7 If any errors are identified and agreed with the DVSA Contract Manager, the Supplier shall raise a full credit as part of the following month’s invoice.

6.1.7.8 Payment will be made by DVSA’s contracted Fleet Management Service provider no later than 30 days after receipt of a valid invoice.

**6.1.8 Online Management Tool (2.3.8)**

From the Call-Off Contract commencement date, the Supplier shall provide a secure Online Management tool which, as a minimum standard, meets the requirements listed below:

* compatible with Internet Explorer, Chrome, Edge and Safari;
* password protected;
* has https and ssl encryption;
* does not need any additional software and/or hardware;
* able to download data in Excel or csv format;
* is fully auditable and data is available for up to six years;
* has a defined hierarchical account structure that enables reporting across DVSA;
* allows DVSA administrators the ability to produce bespoke reports from the data available;
* allows data to be backed up and held securely;
* able to identify spend on individual cards or card types/groups;
* provides online invoicing and supporting information.

Access will be granted by the Supplier to DVSA nominated staff, i.e. DVSA’s Contract and Finance teams, and their appointed Fleet Management Service provider - details will be shared with the Supplier after award.

**6.1.9 Management Information (2.3.9)**

6.1.9.1 From the Call-Off Contract commencement date, the Supplier shall provide access to a secure Online Management tool, which as a minimum standard, includes the requirements listed below:

* DVSA’s account number;
* Vehicle Registration Mark and odometer reading;
* Fuel card number, type and cost centre;
* Product(s)/service(s) purchased and brand/merchant name;
* Quantities and prices;
* Total cost of each transaction, including VAT rate and value;
* Transaction date, time and location;
* Merchant identification and postcode.

Access will be granted by the Supplier to DVSA nominated staff, i.e. DVSA’s Contract and Finance teams, and their appointed Fleet Management Service provider - details will be shared with the Supplier after award.

6.1.9.2 The Supplier shall provide data in the format requested by DVSA and/or their appointed Fleet Management Service provider.

**6.1.10 Reports (2.3.10)**

6.1.10.1 The Supplier shall provide a range of management information as required, in line with the reporting schedule agreed between the contracting parties.

To include, but not limited to:

|  |  |  |  |
| --- | --- | --- | --- |
| **Frequency** | **Received by Date** | **Report Title** | **Purpose of Report** |
| Monthly | 5th working day of the month following the end of the period being reported | Monthly SLA Dashboard | To provide a summary of performance against SLAs and KPIs during the month including previous months data to show trends/patterns |
| Transaction Report | To provide a summary of total product types and quantities purchased during month |
| Card Delivery | To provide numbers of cards delivered during month and the period between order and issue |
| Card Renewal Report | To explore card renewals in the forthcoming 6-month period |
| Complaints Report | To explore trends in data to ensure a high level of customer satisfaction |

6.1.10.2 The Supplier must inform DVSA of any errors or corrections to the Management Information in the next Management Information report due immediately following discovery of the error; or as a result of DVSA querying any data contained in a Management Information report.

6.1.10.3 The Supplier shall provide DVSA with ad-hoc reports outside of routine Management Information report schedule with 5 working days or sooner.

**6.2 CCS FRAMEWORK OPTIONAL REQUIREMENTS**

6.2.1 The Supplier shall provide DVSA with the ability to produce bespoke reports from the complete data set across the full range of available data.

6.2.2 From the Call-Off Contract commencement date, the Supplier shall provide an Online Management tool, which must include, but is not limited to:

* + - ability to link fuel card numbers with DVSA cost centres;
		- ability to order new and replacement fuel cards;
		- ability to cancel fuel cards that are no longer needed;
		- ability to report CO2 in relation to fuel purchased;
		- mileage capture;
		- fuel efficiency;
		- online invoices.

6.2.3 When requested to do so by DVSA at Call-Off stage, the Supplier shall provide the following additional services within its fuel card provision:

* large fuel volume purchases by hedging or bunkering within a network. The fuel purchased should then be accessed via the proposed fuel card solution on a draw down basis;
* controls on fuel cards for purchases other than fuel so they can be configured in accordance with DVSA’s policy; and
* ability to report spend through Small Medium Enterprise sales outlets.

6.2.4 The Supplier shall work in conjunction with DVSA’s contracted Fleet Management Service provider when issuing fuel cards. Distribution of the fuel cards may be to single or multiple points of contact at the same or different addresses, within DVSA’s organisation and must be accompanied by stamped addressed envelopes, fuel card user guides and proof of delivery or receipt

6.2.5 The Supplier shall record returned proof of delivery or receipt and follow up non-responses.

6.2.6 The Supplier shall include any fuel card delivery costs into card fees.

6.2.7 The Supplier shall facilitate in conjunction with DVSA’s contracted Fleet Management Service provider an annual data cleanse and fuel card management exercise to monitor fuel card usage, update End User’s contact details and confirm that ongoing usage of certain fuel cards is still required.

6.2.8 The Supplier shall have regular interaction with DVSA’s Fleet Management team to ensure the synergies between fuel cards and DVSA’s fleet are understood and actioned, where appropriate.

**6.3 SOCIAL VALUE**

The following provides further information on how the parties to the CCS Framework Agreement RM6000; CCS, Suppliers, and Buyers, will seek to address Social Value requirements through the provision of Fuel Cards and Associated Services.

Social Value legislation and guidance[[1]](#footnote-2) places a legal requirement on all public bodies to consider the additional social, economic and environmental benefits that can be realised for individuals and communities through commissioning and procurement activity, and, in Scotland, to deliver them. These benefits are over and above the core deliverables of contracts.

The Civil Society Strategy for England defines social value as “enriched lives and a fairer society for all”. This strategy acknowledges that partnership and collaboration are essential to achieving this vision. The inclusion of social value when spending public funds is a fundamental part of securing value for money and selecting the most economically advantageous tender. Accordingly, this Call-Off Contract will take into account the social value priorities outlined below and DVSA will be actively seeking partners who share Government’s commitment to building a future that works for everyone. More information on the Civil Society Strategy can be found here: <https://www.gov.uk/government/publications/civil-society-strategy-building-a-future-that-works-for-everyone>

An introductory guide and more information on social value can be found at: <https://www.gov.uk/government/publications/social-value-act-introductory-guide>

**6.3.1 Our Social Value Priorities**

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

6.3.1.1 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 RM6000 Section F. Supplier Personnel and Supply Chain Matters – 25. Supply Chain Rights and Protection.
* 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 e.g. health & safety, marketing, digital skills and other professional development opportunities.
* Mentoring and B2B learning and networking opportunities.
* Providing facilities/equipment to enable sectors to expand and grow i.e. meeting/training venues.

6.3.1.2 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 e.g. 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.

6.3.1.3 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 Conduct](https://www.gov.uk/government/publications/supplier-code-of-conduct).

 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](https://publications.parliament.uk/pa/cm201719/cmselect/cmenvaud/981/981.pdf)

 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.

6.3.1.4 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>.

Key targets include:

* to electrify 25% of the central government car fleet by 2022,
* a default of zero or ultra-low emission at tailpipe for all vehicles
* fleet average of no more than 130 grams/kilometre of carbon dioxide (CO2) emissions aiming for no more than 95 grams/kilometre from 2020

The Office for Low Emission Vehicles ‘The Road to Zero’ strategy sets out new measures to reduce emissions from road transport and lead the world in the developing, manufacturing and using zero emission road vehicles. Further detail about this strategy can be found at <https://www.gov.uk/government/publications/reducing-emissions-from-road-transport-road-to-zero-strategy>.

Suppliers are required to provide reports on fuel transactions, including mileage, fuel type and quantity, as part of the Management Information report.

The government is committed to environmental improvement through integrating environmental protection and sustainable development into its decision-making processes in respect of both the execution of its core functions and responsibilities and the management of day-to-day operations.

The Supplier shall:

* provide information on new or improved environmentally preferable products when they become commercially available and, promote their use within DVSA. This is to allow DVSA to evaluate the systems the Supplier has in place for improving the sustainability credentials of the materials and products procured on behalf of DVSA: by ensuring all materials selected are re-useable, recyclable or recoverable i.e. eliminating materials that can only be disposed of (‘Disposal’ being the bottom level of the Waste Hierarchy i.e. landfill).
* work with DVSA to identify opportunities to introduce innovation, reduce cost and waste and ensure sustainable development is at the heart of their operations.
* ensure that they consider the relevance of sustainability at all lifecycle stages of the Services provided under this contract. This includes not only consideration of commercial needs and minimisation of negative impacts but also the maximisation of positive impacts on society and the environment.
* comply with and operate to the standard ISO14001; Eco-Management and Audit Scheme (EMAS) or a nationally recognised equivalent accredited standard for the scope of the goods and/or services, which is agreed with DVSA.
* where applicable, effectively manage the goods and/or services supplied under this contract, in order to minimise any impact on the environment.
* complete annual Corporate Social Responsibility (CSR) assessments upon request from DVSA.

6.3.1.5 Wellbeing and Community Benefits

 DVSA expect the Supplier to positively impact individual wellbeing and contribute to transforming our local communities in a real and sustainable manner through activities, such as (but not limited to):

* Ensuring that people within the community with disabilities are able to participate in public life by ensuring that the Supplier’s website and any mobile applications are accessible, i.e.:
	+ - * New websites and mobile applications designed to deliver the Services must meet WCAG 2.1 AA accessibility standard - mobile applications no later than 23 June 2021. Guidance on understanding WCAG 2.1 may be found here (<https://www.gov.uk/service-manual/helping-people-to-use-your-service/understanding-wcag>).
			* If the Supplier website or mobile application used to deliver the service will not comply with the standard, the Supplier must provide documentary evidence to support assertion that it would be a disproportionate burden to make these changes. Where the Supplier website or mobile application will not meet the standard the Supplier will be required to include details in the Supplier continuous improvement plan on how it will deliver year on year improvements in the accessibility of these existing mobile applications and websites, along with estimated date of when the website or mobile application will meet the WCAG 2.1 AA standard.
			* Where mobile applications do not meet WCAG 2.1 AA standard by 23 June 2021, the Supplier shall perform proportionate accessibility tests to highlight which user groups will be unable to use Supplier content. The Supplier will be required to actively flag to DVSA and the users of the Supplier’s mobile application that the Supplier service may not be appropriate for users with those specific requirements.

 DVSA may test the Suppliers’ proposed methods for delivering wellbeing and community benefits as part of this Call-Off Contract.

**6.3.2 Delivery of Social Value Through Call-Off Contracts**

6.3.2.1 DVSA are evaluating Supplier submissions on Social Value on a qualitative basis.

6.3.2.2 Social Value commitments made by the Supplier will form part of the contractual obligation, therefore Suppliers should only commit to deliverables that are within their capacity and capability to deliver.

6.3.2.3 Social Value will be evaluated independently of price and will form part of the quality criteria. Suppliers are therefore strongly advised not to include any additional costs related to Social Value as part of the price submission as this may negatively impact the competitiveness of Supplier tender submissions.

**6.3.3 Social Value Measurement and Reporting**

6.3.3.1 The Supplier shall develop and maintain a plan throughout the life of the Call-Off Contract detailing how they will contribute to the overall achievement of our Social Value priorities.

6.3.3.2 The Social Value commitments and targets made will form part of the contractual agreement between the Buyer and the Supplier.

6.3.3.3 The Supplier shall provide an implementation plan to DVSA detailing how the required Social Value commitments will be delivered through this Call-Off Contract.

6.3.3.4 The Supplier and DVSA will agree the relevant targets and measures to be used for delivery of Social Value.

6.3.3.5 The Supplier shall manage, measure and report on the delivery of Social Value throughout the life of the Call-Off Contract.

6.3.3.6 The Supplier shall provide an annual Social Value Delivery Statement to DVSA detailing the Social Value that has been delivered through the Call-Off Contract.

6.3.3.7 The Supplier shall provide a slavery and human trafficking report to DVSA on an annual basis.

**7 EVALUATION CRITERIA**

This Call-Off Contract will be awarded on the basis of the most economically advantageous tender (MEAT).

| **CRITERIA** | **Element Contribution Score** | **Section Contribution Score** |
| --- | --- | --- |
|  |  |  |
| **QUALITY** | **55%** |
| **Element** | **Element Description** |
| 5 and 6.1.1-3 | Fuel Cards | 30 |
| 6.1.4-6 and 6.2.4-7 | Call-Off Contract Management | 25 |
| 6.1.7-10 and 6.2.1-2 | Invoicing and Management Tools | 25 |
| 6.2.3-7 | Additional Services | 20 |
|  |  |  |
| **SOCIAL VALUE** | **10%** |
| **Element** | **Element Description** |
| 6.3 | Social Value | 100 |
|  |  |  |
| **PRICE** | **35%** |
|  |  |  |
| **OVERALL PROPOSAL** | **100%** |

1. [The Social Value Act](https://www.legislation.gov.uk/ukpga/2012/3/contents); the [Procurement Reform Scotland Act](https://www.legislation.gov.uk/asp/2014/12/contents) and the guidance in the [Welsh Community Benefits guidance](https://gov.wales/topics/improvingservices/bettervfm/publications/community-benefits-2014/?lang=en) [↑](#footnote-ref-2)