Specification

ITS Recruitment Exercise

Information Technology Services

**Contract Reference: PS/21/145**

**Date: 5th October 2021**

**Version: 1.0**

**Contents**

[1. Introduction 3](#_Toc84500897)

[2. Background to the Requirement 4](#_Toc84500898)

[3. Procurement Timetable 4](#_Toc84500899)

[4. Scope 5](#_Toc84500900)

[5. Implementation and Deliverables 6](#_Toc84500901)

[6. Specifying Goods and / or Services 6](#_Toc84500902)

[7. Quality Assurance Requirements 7](#_Toc84500903)

[8. Other Requirements 8](#_Toc84500904)

[9. Management and Contract Administration 10](#_Toc84500905)

[10. Training / Skills / Knowledge Transfer 10](#_Toc84500906)

[11. Documentation 10](#_Toc84500907)

[12. Arrangement for End of Contract 11](#_Toc84500908)

[13. Evaluation Criteria 11](#_Toc84500909)

[14. Points of Contact 13](#_Toc84500910)

[15. Annexes: 14](#_Toc84500911)

## Introduction

The Department for Transport (DfT) invites proposals for the following services for General Recruitment - Digital, Data and Technology (DDaT) various roles within the Information Technology Services Directorate at DVLA.

In accordance with the terms and conditions of **Permanent Recruitment Solutions – RM6002.** The Department for Transport (DfT) invites proposals for the following roles:

**Immediate roles to fill:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Grade** | **Role** | **Vacancy Type** | **Number of Vacancies** |
| G7 | Senior Cloud Engineer | Permanent | 1 |
| SEO | Wintel Engineer | Permanent | 1 |
| SEO | Cloud Engineer | Permanent | 1 |
| HEO | Platform Shift Engineer | Permanent | 3 |
| G7 | Lead Business Analyst | Permanent | 1 |
| HEO | Business Analyst | Permanent | 2 |

**2nd Phase roles subject to confirmation:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Grade** | **Role** | **Vacancy Type** | **Number of Vacancies** |
| G6 | Technical Architect - Vehicles Domain Architect | Permanent | 1 |
| G7 | Lead Telecoms Engineer | Permanent | 1 |
| G7 | Technical Product Manager | Permanent | 1 |
| G7 | Agile Delivery Manager | Permanent | 3 |
| SEO | Senior Telecoms Engineer Software/Hardware | Permanent | 2 |
| SEO | Senior Cyber Security Consultant | Permanent | 1 |
| SEO | Senior Software Engineer | Permanent | 3 |
| SEO | Software Development Engineer in Test | Permanent | 2 |
| HEO | Software Engineer | Permanent | 6 |
| SEO | Engineer - Enablement [BRES] | Permanent | 3 |
| HEO | BI Data Engineer | Permanent | 1 |

## 2. Background to the Requirement

The Driver and Vehicle Licensing Agency (DVLA)is an Executive Agency of DfT, based in Swansea. The Agency’s primary aims are to facilitate road safety and general law enforcement by maintaining accurate registers of drivers and vehicle keepers and to collect Vehicle Excise Duty (VED).

To provide a recruitment service to include, sourcing suitable candidates to fill the following roles within the Information Technology Services Directorate at DVLA.

Candidates will need to have relevant skills and experience for the role(s) aligned to the job profile and person specification.

The key roles that we anticipate or have already had trouble in recruiting are outlined below:

* Software Engineers
* Cloud Engineers
* Infrastructure Engineers [Web Ops, Network Ops, Wintel Ops, Telecoms and UNIX Ops]
* Solution Architects
* Cyber Security Experts
* Technical Architects
* Agile Delivery Managers
* Technical Product Managers
* Business Analysts

## 3. Procurement Timetable

The timetable for this Procurement is set out in Invitation to Tender (ITT). This timetable

may be changed at any time but any changes to the dates will be made in accordance

with the Regulations (where applicable).

Potential tenderers will be informed if changes to this timetable are necessary.

|  |  |
| --- | --- |
| **Description** | **Date** |
| Tender goes live | 7th October 2021 |
| Clarification questions period closes | 15:00 on 21stOctober 2021 |
| Tender submission date | 15:00 on 28th October 2021 |
| Evaluation | 29th October and 2nd November 2021 |
| Award | 3rd November 2021 |
| Engagement Exercise Begins | 4th November 2021 |

\*These dates are subject to change\*

## 4. Scope

The immediate requirement is for approximately 9 permanent civil servant roles in IT service delivery to be recruited no later than 30th November 2021.

As indicated in section 1, there is a possibility of further roles will be added to the requirement. These may change in volumes and types from what is described.

This recruitment needs to support both the capability of the DVLA but also reinforce the organisation's brand values and help build its reputation. A professional, commercial feel to the recruitment will be essential to build brand value. In addition, this recruitment is key in bringing in high calibre individuals who will themselves strengthen the culture and reputation of the IT organisation.

We require a supplier who is flexible in how they provide the solution and can demonstrate a degree of innovation across the requirement. The supplier is encouraged to consider how they will support DVLA in fulfilling the requirements.

The key roles that we anticipate or have already had trouble in recruiting are outlined below:

* Software Engineers
* Cloud Engineers
* Infrastructure Engineers [Web Ops, Network Ops, Wintel Ops, Telecoms and UNIX Ops]
* Solution Architects
* Cyber Security Experts
* Technical Architects
* Agile Delivery Managers
* Technical Product Managers
* Business Analysts

## 5. Implementation and Deliverables

We will work with the supplier to agree appropriate dates for the direct sourcing of candidates once awarded based on the requirements provide:

* Provision of quality and appropriately skilled candidates quickly and efficiently
* Reduce administrative burden and management overheads for DVLA
* Maximise opportunities for early matching of people to roles

## 6. Specifying Goods and / or Services

The supplier will be required to:

* Reach out to perspective candidates with an aspiration that this opportunity reaches a diverse pool of candidates.
* Collate all candidate application forms
* Conduct an initial sift of applications based on the essential criteria for the role, as indicated by the DVLA
* Present pre-sifted candidates to DVLA IT Recruitment Team
* Liaise with the DVLA IT recruitment team to agree sift/interview dates
* Communicate the sift results to the candidates
* Invite successful at sift candidates to interview
* Inform the candidates of the interview results and salary offer
* Provide the Vacancy Holder with the successful candidate details so that the Manual Recruitment Process can be started with Government Recruitment Services [GRS]
* Provide DVLA HR with all Diversity Data on candidates (anonymised)
* Provide market insight by role type where appropriate.

DVLA is flexible in its approach, and if there are reasonable recommendations to alter how this is done, they can be discussed following award. This also applies for timescales.

As indicated above, DVLA will be conducting the interviews and would expect that this is reflected in the Pricing Schedule.

**6.1 Social Value Considerations**

DVLA is committed to adding to Social Value and mandates a 10% of each procurement exercise to make sure that its contracts help deliver this.

Please see below embedded document which includes a link to the Social Value Model, and also the criteria and question that is being asked for this procurement.

## 7. Quality Assurance Requirements

The following metrics are what DVLA will use to monitor performance during the lifetime of the contract:

* Quality and quantity of applications received
* Quality of a diverse range of candidates
* Quality of initial sift by suppliers
* Quality and timeliness of sift results to candidates
* Quality and timeliness of interview invites to candidates
* Quality and timeliness of interview results to candidates
* Quality and timeliness of successful candidates being sent to vacancy holder to enable them to start the manual recruitment process
* Quality and handling of MI data and diversity data, providing market insight by role type where appropriate, including:
  + No of applications received
  + Number of applications passing sift
  + Number of candidates invited to interview
  + Number of candidates interviewed
  + Number of candidates passing interview
  + Number of candidates offered role

DVLA would expect a solution to be provided by the winning supplier (eliminating the need for another procurement), in the event that the candidate is either not suitable following a trial period (to be agreed) or if the candidate leaves the agency within a specified timeframe (to be agreed).

## 8. Other Requirements

**Information Assurance**

|  |
| --- |
| **Removable Media**  Tenderers should note that removable media is not permitted in the delivery of this Contract. Where there is a requirement for Contractor’s Staff to take data off site in electronic format, the DVLA will consider if it is appropriate to supply an encrypted hard drive.  **Security Clearance**  **Level 1**  Tenders are required to acknowledge in their tender response that any Contractors’ Staff that will have access to the DVLA site for meetings and similar (but have no access to the DVLA systems), must be supervised at all times by DVLA staff.  **Information Supply Chain**  Tenderers are required to confirm how DVLA Data will be securely managed at each stage of the Information Supply Chain. This applies to both Contractors and Sub-Contractors. Retention schedules will need to be defined and agreed prior to award of contract.  **Processing Personal Data**  Please note that the successful tenderer as part of the contract agrees to comply with all applicable requirements of the Data Protection legislation (including the General Data Protection Regulation ((EU) 2016/679), the Law Enforcement Directive (Directive (EU) 2016/680), and all applicable Law about the processing of personal data and privacy).  Following the award of the contract the supplier will need to work with the customer to ensure the completion of Annex 2 (Schedule of Processing Personal Data & Data Subjects – initial draft included for guidance only) |

**Health and Safety**

Please be aware of DVLA’s Health and Safety policy, which must be adhered to whilst on DVLA premises.

Attached with Invitation to tender.

**Business Continuity**

Suppliers shall provide a statement regarding the scope of their Business Continuity and Disaster Recovery Plans to protect the Agency from the consequences of business interruptions.

## 9. Management and Contract Administration

DVLA will ask for progress reviews on an ad-hoc basis to ensure timescales are achievable. Following award of this contract, we expect a quick turnaround with engagement occurring as soon as possible post award, with a view to achieving as early as possible a start date for the successful candidate.

## 10. Training / Skills / Knowledge Transfer

Not applicable.

## 11. Documentation

Any report will be required in electronic format, and should outline the approach that was taken, and why the supplier believes the successful candidate is appropriate for the role.

In addition the following information will be required post-award :

* Completion of Annex 2 (Schedule of Processing Personal Data & Data Subjects – initial draft included for guidance only)
* An eligibility check for the candidates right to work in the UK
* Information will be needed for the successful candidate as part of the Pre Employment Checks process.
* The successful supplier will also be provided with an electronic Diversity Questionnaire that all candidates will need to complete as part of the recruitment process. This will be provided to the supplier during initial engagement.

## 12. Arrangement for End of Contract

Not applicable.

## 13. Evaluation Criteria

**Quality Factors:**

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

This tender will be evaluated using [the following weightings/the weightings set out at Annex 1] to obtain the optimal balance of quality and cost.

**Quality Criteria Scoring Methodology:**

The scoring methodology used to assess and allocate scores to each criteria are included in the table below

|  |  |
| --- | --- |
| **Points awarded** | **Description** |
| 100 | Fully meets/evidence provided that demonstrates the requirement can be met |
| 60 | Minor concerns/issues that the requirement can be met |
| 30 | Major concerns/issues that the requirement can be met |
| 0 | Does not meet the requirement, not addressed or no evidence provided |

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

(Allocated Score

X Weighting

Maximum Score)

For example, “Quality Element 1” can be allocated a score between 0 and 100 but carries a weighting of 10%. Supplier A is given a score of 60 for this element so receives a score of (60/100 x 10) = 6%. The scores for each element will then be added together to calculate the overall Quality Criteria score.

**Financial / Price Criteria**

Evaluation of the prices submitted will be performed separately by a Commercial Finance Accountant and details will not be made available to the Quality Evaluation Panel. This is to ensure fairness and avoid any subconscious influence of a lower price on the quality scoring. The overall percentage weighting allocated for the Financial/Price Criteria is outlined in the Table “Overall Weighting Allocation”.

**Financial / Price Criteria Scoring Methodology:**

A Percentage Scoring Methodology will be used to evaluate all proposals for this requirement. This methodology is based on the following principles:

The lowest tendered price will be awarded the maximum score available. Each subsequent bid will be baselined to this score and will be awarded a percentage of the maximum score available. The calculation used is as follows:

(Lowest Tendered Price

X Maximum Score Available (i.e. Weighting)

Tender Price Submitted per Supplier)

For example, if the Financial/Price weighting allocation is 40%, the maximum score available is 40. Supplier A submits the lowest price of £100,000 and Supplier B submits a price of £180,000. Based on the above calculation Supplier A and B will receive the scores shown below:

Supplier A = 100k/100k x 40 = 40%

Supplier B = 100k/180k x 40 = 22.22%

**Overall Weighting Allocation**

|  |  |
| --- | --- |
| **Evaluation Criteria** | **Weighting** |
| **Quality Criteria and Social Value Criteria (if applicable)** | 60% |
| **Financial / Price Criteria** | 40% |
| **Total** | 100% |

**Calculation of Overall Score:**

The allocated score for the Quality and Social Value Criteria (where applicable) will be added to the Financial/Price Factor score to calculate the overall score for each tender (out of a max available 100%). The tender with the highest overall score will be deemed as successful. The cost of the contract is dictated by the CCS Rate Card for RM6002 – Lot 2, but the Pricing Schedule offers the opportunity to allow the supplier to include a discount, based on the fact that DVLA itself, will conduct the interviews. This discount is optional. The net price, following discount will be used to give the Price score for the bid.

## 14. Points of Contact

|  |  |  |
| --- | --- | --- |
| **Commercial Advisor** | Name | Xxxxx redacted under FOI Section 40 |
|  | Tel | Xxxxx redacted under FOI Section 40 |
| e-mail | Xxxxx redacted under FOI Section 40 |
| Address | n/a |
| **Project Lead/Business Area Contact – ITS Directorate** | Name | Xxxxx redacted under FOI Section 40 |
| Tel | Xxxxx redacted under FOI Section 40 |
| e-mail | Xxxxx redacted under FOI Section 40 |

**All queries/questions should be sent to the Commercial Advisor**

## 15. Annexes:

**Annex 1 – Evaluation Criteria:**

**Scored Quality Criteria:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Primary Scored Criteria** | **Primary Scored Criteria Weighting (%)** | **Scored Sub-criteria Description** | **Individual Scored Sub -Criteria Weighting (%)** |
| Evidence of supporting an IT organisation of the scale (size, nature and scope scale) of DVLA. | 60% | Outline experience of, including providing examples of recruiting Digital, Data and Technology (DDaT) roles within the Information Technology environment | 30% |
| Outline of the methods used | 10% |
| Outcomes – including any data held on how long recruited candidates have stayed in the appointed roles. | 10% |
| Any testimonials/feedback from similar organisations. | 5% |
| Any added value / innovation which may benefit a positive outcome. | 5% |
| Back Office Systems and Management Information / Candidate Management | 15% | Outline the candidate journey, and how you manage the candidate from start to finish of the process. | 10% |
| Outline the use of any systems used to help manage the process including any Management Information this produces. | 5% |
| Implementation Plan / Transfer of Staff | 15% | Outline the timescales expected to recruit suitable candidates with key milestones. | 10% |
| Outline factors that could cause potential delays and how this could be mitigated. | 5% |
| Social Value Questions | 10% | Theme 2: Tackling economic inequality  Policy Outcome: Create new businesses, new jobs and new skills  Please see section 6.1 for the Question relating to this which should be answered as described. | 5% |
| Theme 4 : Equal Opportunity  Policy Outcome: Tackle workforce inequality  Please see section 6.1 for the Question relating to this which should be answered as described. | 5% |
|  | **Total = 100% (60 marks)** |  |  |

**Financial/Pricing Criteria**

| **Primary Financial/Pricing Criteria** | **Financial/Pricing Weighting (%)** | **Description** |
| --- | --- | --- |
| **Pricing Requirements** | **100%** | **The total cost as completed in the embedded pricing schedule (Annex 2)** |
|  | **Total = 100% (40 marks)** |  |

**Annex 2 – Pricing Schedule**

Please complete and return the embedded Pricing Schedule Spreadsheet below:

**Annex 3 – Health and Safety Policy (for information)**

**Annex 4 – Procurement Fraud Statement (for information)**

**Annex 5 - Diversity and Inclusion Policy (for information**)

**Annex 6 – Invoicing Procedures (for information)**

**Annex 7 – Armed Forces (for information)**