

# Driving Licence Verification System Framework Agreement

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## User Guide

Ref No: 792





## About YPO

YPO provides procurement solutions for public sector organisations to set up or renew contracts for a wide range of services. Established in 1974 by a group of 13 local authorities, we're the UK's largest public sector buying organisation and we're still 100% publicly-owned today. We work closely with our suppliers and collaborate with other public sector buying organisations to achieve efficiencies and value for money, returning all our profits back into the heart of the public sector. Our team of qualified procurement professionals can offer advice, guidance and expertise on procurement, as well as regular engagement and communication to make sure your objectives are achieved.

### Helping you navigate the world of your procurement

The world of procurement is complex, with competing demands and increasing pressures. Through collaboration, we provide products and services to meet your needs as individuals and collectives, through our wide range of procurement categories and frameworks. Navigating the world of procurement needs to be easy, quick and effective for both buyers and suppliers, and needs to help you make sure that every penny counts. We believe that through our procurement activity there's an opportunity to make an impact and a real difference, by delivering social value and outcomes in the communities we serve.

## Overview

<b>Start date:</b>	27 March 2018
<b>Expiry date:</b>	26 March 2022
<b>Extension(s) (if applicable)</b>	None
<b>Contracting authority (CA) call-off period:</b>	CAs can specify a contract period, based on the term that will best suit their requirements. YPO generally recommend a call-off period of no longer than 5 years
<b>Contract notice ref. no:</b>	2018/S 018-037235
<b>Corrigendum (if applicable):</b>	Not applicable
<b>Potential maximum value:</b>	£2,000,000.00
<b>Geographical location(s):</b>	National

## Specification, overview and lot structure

LOT	DESCRIPTION	METHOD OF CALL-OFF
1	Driving Licence Verification System	Direct award

### 1. Introduction and background

- 1.1. The key driver for the provision of driving licence verification services is to ensure that processes and procedures are in place to meet obligations under Health and Safety and the Corporate Manslaughter Act and Corporate Homicide Act 2007 (enacted 6 April 2008) and to assist in the management of occupational road risk.
- 1.2. All fire and rescue services and police services operate on a 24/7/365 basis.
- 1.3. The services are responsible for the health, safety and welfare of their employees and any other person affected by its activities.
- 1.4. As well as drivers on operational duties, who hold LGV licences, a large number of employees drive on business during the course of their duties to carry out home fire safety visits, attend meetings at sites other than their home base and attend courses and conferences around the country.

### 2. Aims and objectives of the proposed provision

- 2.1. The driving licence verification services should cover:
  - The option for collection of mandates from individual drivers, authorising the contractor to access DVLA records
  - Recording of yearly mandates for individual drivers
  - Verifying licence details with DVLA
  - Recording licence details once verified by DVLA
  - Reporting licence details once verified by DVLA to the service
  - Assigning levels of risk according to licence driving category, frequency, mileage, and penalty points
  - Re-checking licence details periodically as agreed with the authority and customer
  - The ability for checking and recording of details of privately owned vehicles used in the course of duties including MOTs and private insurance and foreign driving licences
- 2.2. It has been identified that a secure, hosted, web-based record system (“the System”) will support the needs of the services and will allow the services to meet legal requirements under health and safety legislation.
- 2.3. The record system will be accessed by a limited number of authorised and nominated personnel, who will be named by each call off customer. These personnel will be authorised by the customer to have administration rights to the system.
- 2.4. The contractor will work closely with the supervising officers of the lead authority and with each service individually.



### 3. Product definition

- 3.1. Driving licence verification services is one part of managing the overall corporate responsibility relating to health and safety, duty of care requirements and meeting the Corporate Manslaughter Act and Corporate Homicide Act 2007 (enacted 6 April 2008).
- 3.2. With regards to personnel driving in the course of their duties this requires employers to consider the risk attached to the activity including, amongst other things, the vehicle, driver and journey and to ensure that procedures and policies address the identified risks.
- 3.3. Each service will determine which personnel will need to have licences verified and this might include; any personnel (permanent and temporary) who might drive in the course of business, operational and non-operational (including use of own car to attend meetings etc.) as well as other named drivers, e.g. benevolent fund personnel provided with access to service vehicles and family members who might drive lease vehicles.

### 4. Provision of service

- 4.1. The service shall notify the contractor of individual drivers to be checked, with an indication of the level, frequency of driving undertaken and average mileage driven per year.
- 4.2. Either by the service or the contractor, as agreed with the individual customer, shall obtain three-year mandates from individuals, authorising the contractor to access DVLA records.
- 4.3. The contractor shall keep a record of each individual driver which shall include:
  - Details of three-year mandates, with commencement and expiry dates
  - Name
  - Home address
  - Categories of vehicles which can be driven by the individual
  - Driving history
  - Penalty points recorded as current on the licence
  - Validity of licence
  - Dates for LGV medicals
- 4.4. The contractor shall verify the licence details with DVLA on an annual or other agreed frequency and ensure that the individual record is updated, as necessary.
- 4.5. The contractor shall notify the services of any discrepancy between the information provided by the individual and the information provided by DVLA.
- 4.6. The contractor shall assign levels of risk to the individual based on a profile of; category of vehicles which can be driven, frequency of driving duties, annual mileage and penalty points.
- 4.7. The contractor shall re-check licence details periodically (annual, bi-annual or quarterly) as agreed with the individual service.
- 4.8. The contractor must ensure that the database and management reporting system is kept secure and maintained at all times.

- 4.9. The contractor shall provide the authority's/customers nominated personnel with remote, secure access to the system. It is envisaged that this access will be restricted to a limited number of personnel who have direct responsibility for the management of the authority's fleet and the training of drivers.
- 4.10. The system must provide alerts to nominated personnel with administration rights for expiry of driving licences, five-yearly medicals for LGV drivers, expiry of mandates.
- 4.11. The system must provide a range of management information and reporting.
- 4.12. Ideally the system will also store details of the vehicle driven, either lease or own car, details of the vehicle being used if owned by the authority/customer, insurance held, MOT and tax.

## 5. System requirements

- 5.1. The system must:
  - Be a comprehensive web-based recording and management system hosted by the contractor on behalf of the services, accessible from any location with dial up or broadband
  - Be robust, reliable, and responsive
  - Be capable of supporting a multi-site organisation
  - Have a user-friendly interface and be simple to use
  - Have multiple user capability with no performance depreciation
  - Hold personnel records
  - Ensure that records are readily accessible, quick, and easy to retrieve
  - Have search and filter capabilities
  - Enable users to view historical information for each record
  - Have the option for corporate branding for end customer if required

## 6. Security of access

- 6.1. The contractor shall ensure that access to the system is subject to security controls, regardless of the connection method.
- 6.2. The system shall include a range of access permissions relevant to the roles within the organisation, which shall be configurable in agreement with the authority/customer.
- 6.3. The system must be available for users and administrators to be able to log on at all times to access reports and data.

## 7. Management information and reporting

- 7.1. The system will be capable of providing:
- 7.2. Fixed or regular reports for statutory reporting requirements
- 7.3. Reports on key items e.g. renewal dates of mandates, LGV medical dates for a future period of time, expiry of driving licences
- 7.4. Reports on basic information such as names of drivers by category and risk
- 7.5. Easily produced bespoke reports when they are required
- 7.6. Real-time reporting
- 7.7. The system shall allow management reports to be exported directly to Microsoft Excel for editing purposes and data manipulation

**8. Auditing**

- 8.1. The system must provide an auditing tool, following a structured audit plan. The results of which must be available in the form of a report.

**9. Technical support**

- 9.1. The contractor must provide technical support:
- Support engineers should be available to address technical problems with the system during office hours (i.e. from 08.30 hours to 17.30 hours, Monday to Friday)
  - The provision for help and support out of normal office hours would come at an advantage
  - The system could include online support for users, to address frequently asked questions and provide basic help and guidance
  - The contractor must work to resolve any issues or technical faults with the minimum of delay
- 9.2. The contractor must have an established customer service and complaints procedure

**10. Training**

- 10.1. The contractor shall provide training relative to the access and use of the system. Initially, the training should be provided as part of the set-up costs. This should be provided to a maximum of 10 users so that they are able to use the system efficiently, while being able to provide others with training if necessary.
- 10.2. This training shall include:
- User manuals and other documentation in hard copy and electronic form
  - Training of the service personnel in the features and use of the system
  - Adaptations where necessarily to meet the E&D requirements and policies of the individual services
- 10.3. Training will take place at the service premises and/or other sites as required. Training is to be conducted solely by competent persons. Travelling will be the responsibility of the contractor and shall not be met by the supplier.

**11. Data security and back-up**

- 11.1. The contractor must ensure the security of the data and access to the system, in compliance with the Data Protection Act 1998. Inclusive of:
- Secure back up of database
  - The system needs to have in place security measures to prevent unauthorised access and/or loss of information
  - A secure unique identifier (username and password) to gain access to the system
  - A record of all activities on the system against the individual identifier
  - Permission levels which allow each individual user to only view and edit records at an appropriate level in connection with their role in the service
- 11.2. The system must comply with government e.GIF and XML standards for data and data transfer.

- 11.3. The system shall allow backup of the data using standard backup procedures and then copying these backups to a central store.
- 11.4. The system must allow normal access to all facilities during the course of the backup procedure.
- 11.5. The contractor must have robust procedures and processes to ensure the security of personal sensitive data between the service and the contractor and between the contractor and the DVLA.

## 12. Quality control

- 12.1. The contractor shall be required to operate quality assurance procedures, wherever applicable. This should also apply to all of their suppliers. The contract and subsequent implementation should follow an approved project methodology to ensure a timely and quality delivery.

## 13. Service level agreements and key performance indicators

- 13.1. As part of the implementation process the contractor will be required to define and set Service Level Agreements (SLA) and Key Performance Indicators (KPI), including response times for verification of licences.
- 13.2. Tenderers will be required to provide examples of customer focused KPI's and SLA's in place or suitable for the size of services detailed in the ITT. This must include minimum turnaround times for checks carried out, availability of the hosted software, ability to provide equality and diversity monitoring information and response to and resolution of complaints made.

## 14. Performance monitoring

- 14.1. The contractor must monitor the provision of the service on a daily basis. Ensuring that there is compliance with the contractual documentation of SLA. There must be a written record of all deficiencies kept, with key performance events and force majeure events.
- 14.2. A log of complaints must be kept detailing:
  - Time and date of receipt of complaint and sufficient details to allow the services supervising officer to determine to nature of the complaint, location and person who has raised the complaint
  - Time at which the complaint was resolved
  - Results of investigations
  - Actions taken (if any) to remedy the defects
  - Responses to the person raising the complaint, including time at which response given to complainant
- 14.3. The authority may monitor the performance of the contract by any means which are practical and reasonable.
- 14.4. The contractor will provide a quarterly report to the authority, this report must consist of, monitoring results, any deficiencies and key performance events.

- 14.5. A schedule of performance review meetings will be instigated on an annual, biannual, or quarterly basis. This is to be determined by the individual service. The contractor must provide a report, one week prior to the meeting. This report must consist of; all results from the previous quarter, all complaints received and any actions that have been carried out to remedy an issue.
- 14.6. The contractor must nominate a manager who is of sufficient experience and seniority. (i.e. a supervisor). This person must attend the performance review.

## 15. ICT information and requirements

- 15.1. The system must be compatible with the individual services, platform and networks. A satisfactory level of performance to each service shall be provided. The tenderer should state clearly in the technical section any problems encountered on platforms and networks.
- The system must be compatible with internet browser's so that access to the database can be made through a browser or the use of thin client technology
  - Most F&RS use desktop PC's using Intel Processors; these are mostly Pentium 4 processors
  - All PC's must be connected to the network backbone using a minimum 100Mb/s switched connection. Wide Area Connection is a minimum of 512Kb/s
  - In addition, some F&RS and police service use the thin-client infrastructure based on Citrix Metaframe
  - Most F&RS run a minimum of Microsoft SQL 2005, which may be upgraded to SQL 2008 in the future
  - Most F&RS run Microsoft Server 2003, which may be looking to be upgraded to server 2008 in the future
  - The system must be compatible with a minimum of Microsoft Office 2010
- 15.2. The tenderer will detail the minimum server hardware and workstation specification requirements of the system.
- 15.3. There must be an ongoing development of the product with a guarantee for future upgrades to be incorporated into the SLA agreed upon, to adhere to future changes to the legislation and reporting requirements.
- 15.4. The system must include the following features:
- Compatibility with SQL
  - Capability of running reports without affecting the performance of the system for other users
  - Ability to print records and full reports from individual screens to any printer that is accessible by Windows
  - A means of flagging deadline dates for actions by officers
  - Data export to other data base systems that are defined by the user
  - Capability of recognising individual users, retaining personal details on the user. (i.e. name, location, role, contact details)
  - Allows users to change their passwords
  - Password expiration after 90 days



Specification, overview  
and lot structure

YPO’s framework agreements are established to allow customers to purchase goods, works or services from suppliers/providers via either direct award or further competition.

Benefits of using the framework agreement:

- Reduced timescales – customers do not need to run a full OJEU procurement if procuring via the framework agreement
- Assured supplier standards – suppliers/providers are ‘pre-qualified’ as to their general suitability
- Aggregation of spend - customers will receive the benefits of the aggregated spend volume and increased leverage in the market
- Pre-defined terms and conditions – when awarding contracts customers have the option to use YPO’s standard framework agreement terms and conditions as established or use their own terms and conditions

Supplier/provider	SUPPLIER/ PROVIDER	CONTACT	ADDRESS
	Drivetech (UK) Ltd	<p><b>Neil Brown</b> Internal Accounts Manager</p> <p>Tel: 01256 610826 Email: neil.brown@drivetech.co.uk</p> <p><b>Bookings and data support:</b> Tel: 01256 495731 Email: fleetsafe@drivetech.co.uk</p> <p><b>Customer support and enquiries:</b> Tel: 01256 495731 Email: fleet.customersupport@drivetech.co.uk</p>	PO Box 6956 Fanum House Basing View Basingstoke Hampshire RG21 4EA

How to award/call-off from the framework

To access the framework agreement, customers should complete and return the Non-Disclosure and Customer Access Agreement.

**Direct award**  
Customers will form a call-off contract between themselves and the supplier/provider.

The selection/award criteria used to establish the framework agreement was:

CRITERION	PERCENTAGE/WEIGHTINGS
Cost	35%
Quality	40%
Delivery and customer service	20%
Sustainability and CRS	5%

The weightings for cost, quality, delivery, customer service and added value can be re-opened for evaluation within the further competition. Customers can also set any appropriate KPI's and/or service levels within the quality award criteria.

Terms and conditions

Suppliers/providers awarded to the framework agreement have agreed to and signed YPO's standard Terms and Conditions. These can be amended by the CA and supplier/provider by mutual agreement to include additional terms to supplement the standard Terms and Conditions. A variation form is included in the standard Terms and Conditions document to allow customers and suppliers/providers to amend any terms if required.

Contact information

For further information or to discuss individual requirements, please use the contact details below:

**Sarah Earl**  
Category Buyer | Emergency Services and Blue Light  
Tel: 07976 873034 | Email: sarah.earl@ypo.co.uk

**Laura Megson**  
Assistant Category Buyer | Emergency Services and Blue Light  
Tel: 07552 320097 | Email: laura.megson@ypo.co.uk

**STAGE 1**Initial Customer  
Enquiry

- Customer contacts YPO for information
- YPO will send customer a copy of the User Guide, NDA and Access Agreement
- Customer completes and returns NDA and Access Agreement

**STAGE 2**NDA/Access  
Agreement Returned  
to YPO

- Following receipt of signed NDA/Access Agreement YPO may send the customer a Further Competition Template, Bank of Optional Questions, and Framework Agreement Scope
- YPO may provide the customer with a unique reference code for the further competition, which will be referenced on all documentation
- Customer completes the documents and sends to YPO
- If the customer decides to undertake their own further competition YPO must be informed via e-mail

**STAGE 3**

Further Competition

- YPO can issue further competition documents to all suppliers/providers on the framework agreement if required by the customer
- YPO will manage any clarifications that are received from potential suppliers/providers (customers will need to provide clarification responses)
- At the submission closing date YPO will provide customers with access to all submissions
- Customers can then evaluate (offline) the submissions and prepare acceptance and rejection letters

**STAGE 4**

Contract Award

- YPO will issue the award decision documentation (acceptance and rejection letters) via YPO's e-portal
- Optional 10-day standstill period: customers are advised to implement a voluntary standstill period of 10 days
- A Contract Award Notice following any award via the framework agreement must be published within 30 days (YPO are able to do this on behalf of the customer if required)