

## DVLA Contract Let Procurement Programme Engagement Partner (Tranche 2) Supplier Event

18 July 2013 at RLDC Swansea

### Questions & Answers

**Q1: How will the roles within DVLA change in relation to assurance and controls. What future roles and skills require development?**

Answer: DVLA is in the process of undertaking a detailed Skills and Capacity Review. There will be a need to re-skill and up-skill resource to deliver new requirements and to move from “assurance” to “control”. This will be a significant change for DVLA and will require a new Operating Model. This information will be shared with the successful Engagement Partner (Tranche 2) (EPT2) supplier as part of the EPT2 remit which will underpin support in the Implementation phase.

**Q2: Whoever wins EPT2 will they be able to bid for other service towers e.g. SIAM?**

Answer: The Agency’s preference is that the successful EPT2 supplier will remain independent from the both the SIAM and Service Tower delivery model.

**Q3: Given the requirements of EPT2 do you see the scope as Small and Medium Size Enterprise (SME) friendly?**

Answer: There is opportunity for SMEs to form alliances or groupings to tender for this procurement. Other future procurements may be required (e.g. niche or third party providers) which may support the SME agenda for example through Cloudstore or ConsultancyONE framework. The work could potentially be divided into Lots; however, the management overhead may negate the advantages of an integrated programme team and consistency between specific milestones and deliverables.

**Q4: Will TUPE form part of this requirement (internal or external)?**

Answer: Whilst the Agency desires to build in-house ICT capability (such as Application Development and Maintenance, MI and BI functionality and In-house telephony management) we do not currently believe that internal TUPE will apply to this procurement opportunity.

**Q5: Is there a plan to outsource non ICT services to Third Parties (i.e. BPO)**

Answer: There are no current plans to outsource other business services – only plans to consider what DVLA may look like in five years. In respect of SIAM, the Agency has a desire for external SIAM scope to decrease and DVLA functionality to increase over time.

**Q6: How will the DVLA business change over the next few years and associated ICT? How might DVLA shape these changes?**

Answer: Refer to previous answers. DVLA may be looking at what savings could be delivered as a consequence of CLPP becoming an enabler for change and what capability CLPP may procure to support 'UK PLC' services in 5 years time. These will look different to the services that are currently provided as we move to digital by default.

**Q7: How could SME joint working and special purpose vehicles (SPVs) be appropriate to engage with DVLA for this requirement?**

Answer: If suppliers intend to join up the Agency would prefer to have one organisation as a single point of contact in the consortia. DVLA would also need a clear indication of specialism and mix of capabilities between SMEs and confidence in the capability to deliver the requirements.

**Q8: What collateral of EPT1 can be shared with EPT2 suppliers wishing to bid for this procurement opportunity?**

Answer: As part of the Invitation to Tender DVLA will be describing the Phase One milestone deliverables but not detailing specific products. Much collateral has been produced that will be made available to EPT2

**Q9: Why are you having this procurement?**

Answer: This is a planned procurement opportunity. The EPT1 scope, period and value were established to support the CLPP to OBC stage. The EPT2 appointment will be more delivery focussed and over a longer period using different scope and skill sets to that of the Tranche 1 requirement.

**Q10: How will the EPT2 help in obtaining the Agency Objective?**

Answer: A key objective of the Agency is to deliver “digital by default” services to its customers. The EPT2 will help support CLPP and consequently DVLA as the IT is transitioned and transformed to a New Operating Landscape (Greenfield) to deliver future digital services.

**Q11. What is the current DVLA capability within the CLPP team and future SIAM role?**

Answer: A capability assessment is currently being undertaken and if appropriate any indicative resource figures will be issued to the market to assist in the tender opportunity. The EPT2 will be required to work as part of an integrated team with DVLA and others to deliver the requirement using a milestone delivery model. In respect of SIAM the aim is to increase DVLA capability over the period of the SIAM contract.

**Q12: How will the EPT2 integrate with the Governance arrangements?**

Answer:.. The proposed governance arrangements are likely to include:

- Weekly Steering Group meetings (EPT2 attendance as required)
- Monthly contract review meetings
- Monthly Programme Board Meetings (EPT2 attendance as required)
- Quarterly Senior Governance review meetings