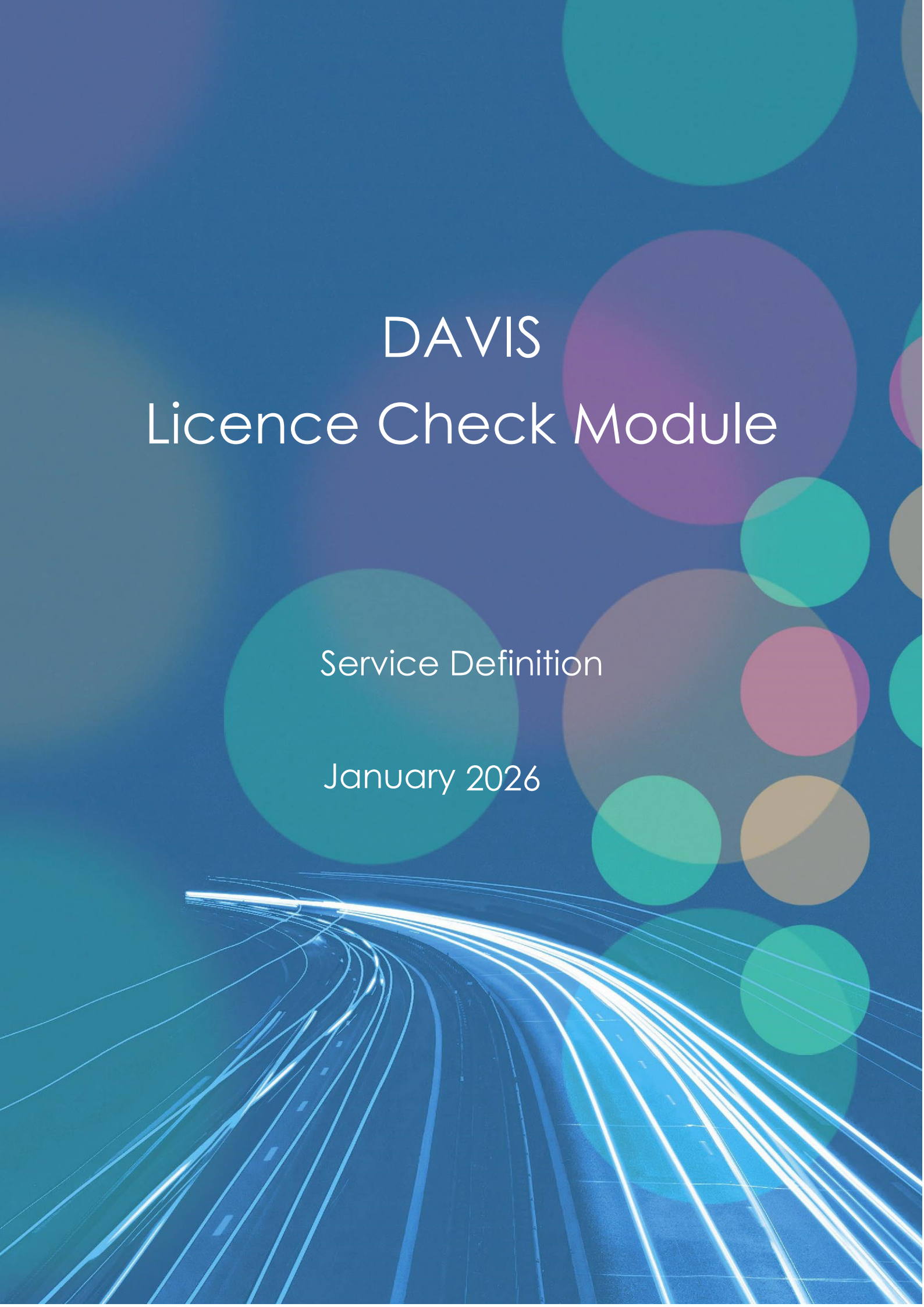




DAVIS Licence Check Module

Service Definition

January 2026



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DAVIS Licence Check G-Cloud Service Description

Section 1 - SERVICE DEFINITION

ABOUT

DAVIS is an acronym which stands for Driver & Vehicle Information Solution.

The original Licence Check platform was first developed in 2008 and since then has evolved to ensure it remains an industry leading solution. The DAVIS Licence Check solution uses the DVLA Access to Driver Data (ADD) service.

Driver Licence checking is an essential service for any organisation that allows employees to drive on company business. It is a vital tool for Fleet Managers, Line Managers, HR Departments, Company Directors and Board Members who have direct responsibility for managing work related road risk associated with driving and wider responsibilities for health, safety and the corporate duty of care.

SERVICE DESCRIPTION

DAVIS Licence Check uses live data from the Driver and Vehicle Licensing Agency (DVLA) ADD database to verify GB driving licence information. The DVLA driver record is the only official source of data against which to check an individual driver's licence and entitlement to drive.

DAVIS Licence Check provide a safe, secure and reliable cloud solution which records, stores and verifies driving licence data. This allows a real-time licence checking capability on a 24/7/365 basis. It also provides integrated API tools and services.

SERVICE OVERVIEW

Features

- Uses DVLA ADD source data (includes driver record, tachograph and CPC data- if applicable)
- Supports 6 different methods of obtaining driver permission
- Dynamic monitoring of 'high risk' drivers
- Automatic recheck facility
- Email prompts and reminders
- Fully functional reporting database
- API development version available for seamless integration
- Secure hosted service with ISO 27001:2013 and Cyber Essentials Plus certification
- Customer has ability to archive and delete data according to their own data retention and destruction policy
- Links to Coaching module (where implemented by customer)

Benefits

- Takes data from DVLA ADD service



- Results available in seconds
- 3-year effective permission period
- Automatically schedules driving licence rechecks based upon risk or policy
- Comprehensive notifications and immediate warnings
- Extensive suite of standard reports to meet management needs
- Multiple user permission methods

DRIVER MANDATING

In order to check a driver's licence record with the DVLA, the permission of the licence holder is required. This is managed within DAVIS. Options include: -

- Paper mandate
- E-approval using email
- E-approval using SMS
- Onsite where manager and driver are face-to-face
- DAVIS 'Quick Check' using mobile API device
- DAVIS Card Data Reader and signature pad
- Client intranet web page

Evidence of driver permission will be retained for 2 years under the terms of our contract with the DVLA. Original or facsimile copies of paper mandate forms will be scanned and then cross cut shredded before disposal for recycling. Electronic images and logs are stored in Microsoft Azure and will be securely deleted after this period.

ONLINE DRIVING LICENCE VERIFICATION

DAVIS Licence Check provides the following details from the DVLA within the portal. Data provided includes:

- Endorsements and penalty points (unspent) and dates
- CPC card effective dates
- Tacho Card reference number and effective dates
- Disqualifications, including DR10's
- Status and expiration dates
- Provisional Licenses
- Expired, due to expire and revoked Licences
- Category entitlement (and expirations)
- Restriction codes
- Full reporting and quick access to historic information
- Confirmation of entitlement against driver/vehicle type

In addition, the Licence Check service provides: -

- A facility to record CPC course information and training dates
- Record MiDAS, ADR entitlements and dates



The results of a search request to the DVLA driver records database will be returned in less than 6 seconds after the request has been submitted and will immediately be available in the DAVIS solution for reference and reporting purposes.

Organisations are able to group drivers by location and department to reflect their structure. This can include separate Contractors. Users also have the following control: -

- One-touch archive
- Move drivers from branch to branch
- Remove user access
- Restrict user access to view only
- Update address details
- Automated re-checking of a driver
- Permanently delete leaver records manually or automatically after selected period of time
- One-click instant recheck when required

TAILORED CHECK FREQUENCY

DAVIS Licence Check allows organisations to categorise their driving licence checks based on risk profiles. This risk is determined by the number of penalty points and types of endorsement accrued to date and the solution presents results using Red, Amber and Green colour coding for immediate visual impact.

DAVIS Licence Check can automatically recheck the driving licence on a user determined frequency based upon risk that can be customised to suit the organisation's own policies:

BUSINESS HOURS

DAVIS' normal business hours are 8:30am to 5:30pm Monday to Thursday, 8:30am to 5:00 Friday, excluding UK public holidays.

Section 2 - IMPLEMENTATION

ONBOARDING

Licence Check Limited has a standard onboarding process for new customers to co-ordinate the transition from procurement to 'Business as Usual' live operation as a series of logical managed steps. As part of this Licence Check Limited will provide a nominated contact for the onboarding process. It is anticipated that the customer will also nominate a point of contact to manage the process from their end. Licence Check Limited will facilitate the procurement, installation and configuration of the necessary hosted hardware and third-party specific software for the delivery of the solution.

Stage	Description	Week
Order Placed	Signed Purchase Order received, DAVIS Licence Check Contact assigned.	1
Define Scope	Meeting arranged to define requirements including permission process, existing driver data, site definition and cost centre set up	1 – 2
System Set-up / Configuration	System set-up and configured according requirements specified	1 – 2
Review	Review and feedback changes required	1 - 2
Training	Training of nominated staff	2
Go Live	Sign-off, Go Live	2

Note: average timescales are 2 weeks, however it will depend on the customer availability and therefore their ability to meet the milestones for each stage. DAVIS Customer Service will support the customer throughout the implementation process. The service can be implemented in a few days if this is required.

OFFBOARDING

Unless specific alternative arrangements are agreed, upon termination of the service provision Licence Check Limited will;

- Advise the customer how to permanently delete driver records
- Remove access to the live environment for customer(s) drivers
- Block / Disable any data connections from customer's environment
- Switch the customer database instance offline
- Remove the customer database instance from the backup schedule

A copy of the customer's records can be provided in an XML structured format or CSV format file at no additional cost.

All the above tasks will be carried out within 5 working days of receiving the termination notice.

DATA IMPORT

Licence Check Limited will provide the customer's nominated administrative contact(s) with the specification requirements for any data to be imported into the solution(s). This data can include full names, driving licence numbers, dates of birth and email addresses of the driver pool as well as locational and departmental information. Licence Check Limited will quality check the initial data import files and action any initial data uploads.



TRAINING

Licence Check Limited will provide appropriate technical and non-technical training for nominated customer staff as part of the onboarding plan. Additional training will be provided where necessary to ensure successful implementation of any new features or capabilities made available by way of updates to the solution. Training is normally provided on-line. Additional training resources in the form of videos and quick start guides is available in the DAVIS knowledge base – accessible to those logged into the service.

Licence Check Limited's approach to training is to 'train the trainer', so that skills can be propagated as required into the wider organisation. However additional training can be provided by Licence Check Limited (if required) as a separately chargeable service.

Section 3 – OPERATIONS

ACCOUNT MANAGEMENT

Licence Check Limited will assign an Account Manager to any new accounts. They will have the responsibility for working with the customer to review and maintain customer satisfaction with the day-to-day operation of DAVIS Licence Check solution and to review any future or strategic plans.

The Account Manager will act as a point of escalation in the support process.

SUPPORT

Introduction

Licence Check Limited provides customer support contacts and other nominated customer employees with the training necessary to work effectively with the solution. Where these trained customer staff cannot resolve an issue, or address a query with regard to the solution, Licence Check Limited will provide support and any resolution of a problem via one of the following channels:

- Online Support Service and Telephone Support Service by way of Helpdesk to nominated customer support contacts, and/or
- Remote terminal sharing using secure software links and/or • Email correspondence to the support services account.

Definitions

The Support section uses the following definitions:

Incident – an unplanned interruption to service availability of the solution or a fault or reduction in the quality of service provision

Issue – an underlying problem with the solution that may be a root cause of one or more Incidents



Query – a request for technical or non-technical guidance or assistance with regard to an aspect of the solution

DAVIS Knowledgebase

This will be available 24hrs, 7 days per week except during periods of planned maintenance or software upgrade: such periods of unavailability will be notified in advance to the customer's support contact(s) giving at least 24 hours' notice.

The service will provide customer support contact(s) with access to online support materials including FAQ's and responses to provide resolution to a number of commonly reported issues.

Telephone Support Service

The Telephone Support service will be available during Normal Business Hours to deal with the different levels of Priority Incidents (see below) and to facilitate incident escalation. It will also be available as a point of contact for an Incident or Query if the Online Support Service is unavailable. Access details for the Telephone Support Service will be provided to Customer Support Contact(s).

Response Times

Calls and emails to the Helpdesk are managed using Freshdesk. This logs the report, allocates an incident number and manages the support ticket thereafter. Queries are responded to in line with the Prioritisation and Escalation criteria defined below:

	First Response	Target Response
Priority 1	2 hours	4 hours
Priority 2	4 hours	16 hours
Priority 3	8 hours	40 hours
Priority 4	16 hours	No Target

Note: all Response Times relate to elapsed Normal Business Hours since an Incident was registered, and it is assumed the Customer is available to co-operate in the resolution process as required.

Priority Definitions

Priority	Definition
Priority 1	Service unavailable to significant number of users

	Complete failure of business critical functions with no workaround offered, and immediate and substantial operational impact, leading to reputational damage
Priority 2	- Business critical functions unavailable with only a limited workaround available - Service is severely degraded for a significant number of users
Priority 3	Aspects of functionality not operating in line with its specification. Has limited operational impact and / or a reasonable interim workaround available
Priority 4	New or duplicate Request for service enhancement
	Service Query / Known Issue

Escalation

Unless otherwise agreed all communication relating to an Incident or Query will be through the customer support contact(s). Incidents can be escalated by customer support contact(s) and will be automatically escalated if Response Times are breached.

Escalation is as follows:

Level 1 – DAVIS – Helpdesk/Account Manager

Level 2 – DAVIS – Chief Operations Officer/Development

Closure

Incidents and Queries will be closed by agreement between Licence Check Limited support staff and the customer support contact(s). Where appropriate Incidents or Queries may as part of the closure process transition in to one of the following items:

- Request for Enhancement
- Known Defect
- Known Issue

Actions for progressing / resolving these items will depend on the individual characteristics of the request or incident as well as any business impact and benefits and will be reviewed with the customer at the point of closure.



Section 4 - SERVICE DEVELOPMENT

SOLUTION DEVELOPMENT

Licence Check Limited will continue to develop and update the solution throughout the lifetime of the contract based on a wide-ranging set of requirements, including Customer's requests for enhancements to the service, internal development requests and planned roadmap developments. Newly developed features will be made available to the Customer(s) as part of the ongoing delivery of the solution to the wider user community. Where features are developed, which are deemed additional to or external to the solution or are requested on a bespoke basis, they will be made available as a separately chargeable service.

MAINTENANCE AND UPDATES

Licence Check Limited will manage the delivery, installation and configuration of all necessary updates to third party and solution specific software components. Where possible updates will be applied outside normal business hours.

Section 5 - SERVICE LEVELS

SERVICE AVAILABILITY

The DAVIS Licence Check solution will be available to the customer 24 hours per day 7 days per week other than during periods set aside for planned maintenance or system updates. Such periods of unavailability will be notified in advance to the nominated customer contact(s) as per the periods notified earlier but generally providing a minimum of 48 hours' advance notice.

SERVICE LEVEL EXCLUSIONS

Service Level targets, including solution availability do not apply when the service is impaired by the following;

- Issues relating to the behaviour or performance of third-party hardware and networking systems or services that form part of the customer's IT estate or are part of the internet
- Issues relating to the behaviour or performance of the customer's users when using the service outside the terms and conditions set out in the End User Contract Agreement

Section 6 – GOVERNANCE

INFORMATION ASSURANCE

Licence Check Limited acts as a data processor on behalf of the customer, and is ISO 27001 and Cyber Essentials Plus accredited.



DATA PROTECTION

Licence Check Limited is a registered data controller with the Information Commissioners Office. The ICO registration is Z1734781.

Licence Check Limited as a member for the Association for Driving Licence Verification also completes an annual vulnerability check against live services, performed by an independent external auditor to protect against brute force and denial of service attacks.

BUSINESS CONTINUITY

Licence Check Limited as part of its ISO 27001 accreditation has a Business Continuity Plan. The plan is internally tested and updated every 12 months as part of Licence Check Limited's own internal governance processes.

Section 7 - CUSTOMER

RESPONSIBILITIES

It is the responsibility of the customer to ensure that their users:

- Have access to suitable software and IT infrastructure to exploit the features of the service. Use of a compliant web browser and access to a suitable network as defined in the 'Support web browsers' and 'Networks and connectivity' sections of the G-Cloud service description for this item.
- Have been trained correctly in how to use the service, through DAVIS Licence Check online learning materials or through a train the trainer programme sponsored by the customer
- To ensure that all contacts information used in the service is correct and up to date and that the contact has given permission to be contacted by the customer

Section 8 – SERVICE COSTS

PRICING

For comprehensive pricing information, including unit prices, discounts and day rates please see the G-Cloud Pricing document.

CHARGEABLE SERVICES

Bespoke and repeat services can be provided by Licence Check Limited as required by the customer. These will be delivered as Chargeable Services; examples could include:

- Bespoke or repeat Training
- Bespoke Management Reports
- Bespoke integration with 3rd party software



- Bespoke branding

Chargeable Services can be purchased on demand at the standard DAVIS Licence Check day rates as detailed in the Pricing Document for this G-Cloud item.

ORDERING AND INVOICING

For details regarding Charges and Payment please see the DAVIS Licence Check G-Cloud Terms and Conditions. To discuss any other matter relating to ordering and invoicing please contact accounts@licencecheck.co.uk.