

adam

FAQs Document

Surrey County Council

Passenger Transport Services

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Question no.	Question	Answer
1	How many more times in the future will we have to be accredited by Surrey County Council when we have been providing services for years?	Like any contracts, they expire and will need reassessment and replacing. Surrey County Council have been on the current DPS for 5 years which was due to expire and we need to move on. We are not sure what the future may hold and will reassess the situation again in 4 or 6 years at the end of this <i>adam</i> contract.
2	TCC Authorised. What is the process involved?	Getting approved onto DPS - You need to complete the Accreditation & Enrolment (within SProc.Net) process to get approved on to the new DPS.
3	Do we need a separate ID for <i>adam</i> or old blue badges will work?	TCC Authorised Identification Badge (previously referred to as blue badges) will remain as Surrey County Council clearance and vetting process.
4	We're licenced with 2 different boroughs, do I need 2 different SProc accounts for DPS?	You will only need one SProc Account. However, you need to do 2 Accreditations for the 2 different councils as they are set up on the system with their own unique requirements that are bespoke to them For example if you are working with East Sussex and want to work with Surrey, you will need to complete 2 different onboarding criteria's for the 2 different councils.

5	Did <i>adam</i> work with taxi industry before?	<i>adam</i> have worked with multiple clients as you've already seen and have worked with other taxi industries such as those in East Sussex, Sutton, Kingston, Portsmouth etc but not just taxi companies but also health care and social care sector too.
6	When bidding on the new <i>adam</i> platform, we can only bid 3 times per tender?	Yes that is correct, suppliers will have three changes to revise their bid on a tender.
7	Is there going to be a separate application for Wheelchair accessible vehicles similar to the SE shared services portal?	The routes that are applicable for wheelchair accessible vehicles will be tendered through the SProc.Net system but will be targeted to those suppliers who have stipulated that they can provide this service. Within each tender it will clearly identify what is required on the route so you know what will be expected and whether you have the resources/ experience to deliver the service.
8	What is the time from providing the service, to invoicing to receiving payment?	If you're providing services, the system will provide electronic receipts which you can do on a weekly basis and payments will be subject to the terms that will be outlined in the supplier agreement and contract held by yourself and the council when payment will be received. Payments hoping to be received by 30 days, hoping less but commitment is 30 days.

9	What if you already registered and using <i>adam</i> system, what will I need to do on the 7th May in terms of registering?	You won't need to do anything in terms of registering to the system, when you get a communication from us to let you know when the DPS has established then you will be able to do start to complete the Accreditation and Enrolment for Surrey council.
10	Is there a list of requirements that can be sent out prior to the 7th May so we prep better to make sure we pass the accreditation?	You will have plenty of time to complete the Accreditation, after the 7th May but we cannot send it out before this date, due to regulations. Please don't worry that you need to complete this process on the 7 th May, you will have plenty of time to complete the onboarding process before the first tender is sent out and the <i>adam</i> team are here to provide you with plenty of support too. You will be sent application guides with a lot of information of what documents to upload and what questions will be asked etc within the notification that the portal is open.
11	How many new suppliers are you taking onboard?	We are not sure, open for all transport operators. It is for organisations to decide whether they can provide the service to the Council and want to come onboard or not.

12	How many attempts do you have to be accepted into the new DPS system? For example if one of your policies needs adjusting.	The DPS is an open platform. Suppliers are requested not to view it as an exam, whether a pass or fail. View it as a dialogue, the Council wants to support you to get you through this process. Hence if a policy needs adjusting and you fail in one of the quality criteria, the Council will offer you a written debrief on your submission and you will have two more chances to resubmit your submission. If after the three submissions you fail to meet the award criteria then you will have an opportunity to reapply in 6 months time. The six months gives you time to grow and develop your service.
13	Will providers be categorised i.e. Lot 1 & Lot 2?	Please note that this DPS is not structured in lots. You can highlight the service category you want to work with, including what areas and boroughs you want to work in.
14	How long is the onboard register and accreditation open for?	Until the contract ends, as it is a DPS it will be open for as long as possible so it's essentially not going to close while you still are on.

15	How soon will we know that our existing long term contracts are to continue. This is important to know as it stops any tendering on new business.	New system due to go live early June. Wanted it signed off before late July. Not sure due to covid-19 when schools will be reopen. Will hopefully know more by end of June.
16	Can you have multiple users with one login?	We don't recommend it but you can have multiple users set up and the <i>adam</i> support team can help you get that set up ready for Go-Live.
17	With social distancing potentially here for the foreseeable future will you be limiting the amount of children per bus or coach.	It is Difficult to say at the moment, need to work within the Government guidelines, PPE equipment driven by availability. In every sector of life - this pandemic will change things but it's just not clear what they will be but will follow any national guidance.
18	Will there be pass or fail to get onto the new system, if yes do we get a second or third chance to apply again if we fail?	Accreditation and Enrolment – you can be failed but you will be able to amend this to become approved. We can help you to answer these questions i.e. correct docs needed, and correct info needed. We want all existing suppliers to be on the system. You will receive a notification whether it is been failed or passed. Also see question number 12.

19	Are all home to school routes up for renewal this year seeing as contracts are for 4 years or just a limited amount of routes available to tender for this year?	There is currently a lot of work being done and this is being looked into it, lockdown has impacted this. All routes change every year, all academic year etc due to changes and students going into school. Large number of routes change every year and we are looking at how many routes do we want to change. Just depends on how long lockdown will continue for and looking at moving all routes onto the new <i>adam</i> system and a lot of routes will be changing over the summer
20	We are waiting for our results for DPS from SE shared services. Are we able to register with <i>adam</i>?	Yes they should register with <i>adam</i> . Surrey County Council will not be accepting any new applications on any other system.
20	Does the TCC badge cost anything?	The initial application is £75 then to renew annually there is a DBS update service fee of £13 and a £10 admin fee.
21	Would the schools potentially scrap the summer holidays given the time we have had off so far?	We don't think there is any expectation that they will be scrapped. Some of the reporting is that it might be that primary schools go back first, just hard to predict. It is likely that schools might go back before July but if not they should be open by September.

22	So will not be using South East Shared will not be used anymore?	<i>adam</i> will be replacing the South East Shared Services portal for Surrey SEND passenger Transport Service. If you've previously done routes for Surrey, East/West Sussex . - We know that East Sussex are on the <i>adam</i> system and Surrey is also going on <i>adam</i> so you can sign up with <i>adam</i> to do business with Surrey. .
23	We are a group. Do we enter each trading LTD individually or do an umbrella under the one group LTD?	If you have different locations then each location will need a different enrolment if they are all going to be bidding separately or if you are going to be bidding as one consortium group for each route you will just need the one enrolment under one group ltd.
24	When I log in on 7th May and click 'New' what will I be doing?	You will be doing a new Accreditation and Enrolment under Surrey council so if you've previously enrolled with another client you will need to do the same and answer Surreys onboarding criteria.
25	Previously tenders closed at 10am each occasion is the time going to an easier operational time, change of to 2pm as an example?	This is something we will take on board and are always looking for feedback. Previously tenders were loaded by a different team in Surrey County Council. Moving onto the new system the TCC will do this and we will have more control over the specific details and can change things so we can definitely take this onboard.

26	Will you be continuing your financial support until the schools return?	Yes. Lockdown scheduled till 7th May but we will send a letter out and amend date. There is no intention to change that.
27	When will the termination confirmations be issued for mainstream contracts?	We want to work on a similar time frame. Maybe - by June but will have to consider it and we don't expect much of a change for mainstream contracts.
28	Would the route issued have the parent contact details stored on adam?	It's something we can look into and process if that is what you want to see it should be do able. You will be able see this detail on some of the route documentation (such as route manifest) which will be held on <i>adam</i> .
29	Is <i>adam</i> mobile friendly? is there going to be an app?	There isn't an app currently but the system is cloud based so you are able to access this on your mobile phone.

30	Is the plan still for onsite audits to be undertaken, ensuring quality of service?	We don't expect to see any changes with that. There will still be audits being undertaken.
31	Are you procuring PSVAR buses and coaches only at present?	Not specifically this moment. Legislations have made us amend policies to reflect other passengers who can access these services, not only procuring psvar buses. Bus routes are not included in this contract and will still be issued by the Local Bus Team. Only TCC coordinated work will be tendered through this system – which doesn't include Mainstream Education Coach transport.
32	Is PAT's training a requirement? Or do you have your own standard?	We encourage companies to undergo as much training as possible but it is not a requirement.
33	Does safeguarding training cost anything?	Online courses are £15 and classroom training (Safeguarding and Disability Awareness) can be done in bulk and booked direct with the training provider at £25 a head. The Council also provide these training courses on an individual applicant basis at £40 a head.

34	Is there any flexibility on the payment terms as 30 days can be quite costly to finance on the councils behalf depending on the number of service agreements undertaken.	Ideally we would like to aim for quicker than 30 days but we would not go over these 30 days - almost like a guarantee it won't go over this. Once invoice has been received and service has been delivered – we will turn it around as quick as we can. There is that option within the system to receipt weekly but payments will still be managed by the council.
35	Do your drivers and passenger assistants need first aid and passenger assistant training as well as safeguarding?	All passenger assistants needs first aid training we don't specify but we do prefer drivers to have this in place. Safeguarding Training - before TCC Authorised ID badge is issued they have to do a short 15/20 minute online safeguarding course. Before the first annual renewal they will need to attend two classroom based training sessions on Safeguarding and Disability Awareness.
36	Do you work to TFL operational guidelines ref vehicle and age?	We will allow any licensed vehicle as long as it appropriately licensed for private hire, hackney carriage etc. Not specific to TFL, if licensed by a Surrey borough then it is acceptable to us.
37	What is the process for getting drivers and PA's authorised with the council?	For first application, will need to do face to face document check but that cannot take place at the moment. Monitoring when we can do this and when lockdown will be relaxed but at the moment it is difficult and we continue to assess the situation. We can continue to do renewal applications online.

38	Once registered, how long does it take to secure the work if accepted, also how long do our documents last once we submitted them? For example the documents like our account information for the business?	Portal will open on 7th May, system go live is from 17th June at that point is when Surrey will send out any tenders to market for you to submit bids on which you will be able to see start dates/information and when you need to submit your offer by to be considered for that. Any documentation, your insurances will expire on the date they are due to expire and to allow you to continue to be an approved supplier you will need to keep your documents up to date and upload them on the system. You will receive notifications from the system about when they are due to expire. Finance documents – Surrey will be running credit check processes as part of the move over which won't need to be update regularly.
39	Would it be a live bidding system, where we can see other people's quote?	It is not an e-auction. You will be able to see your own rank and where you have placed but will not actually see other quotes from the other suppliers.
40	Is Surrey excepting PCO DBS/CRB or is Surrey insisting their own DBS checks?	Drivers and passenger assistants used on this contract will require the TCC Authorised ID badges.

41	I am a supplier for Hampshire County Council. Will I need to get taxi licence for Surrey county in order to become a approved supplier?	No you do not need to get a new taxi licence.
42	Can we use the PCO drivers?	Yes, as long as you have a PCO Private Hire Operators Licence or they are PCO Hackney Carriage licensed drivers/vehicles.
43	Is it still 12/16 weeks for results of DBS check?	Little bit hit and miss. DBS still advise 2/3months (individual cases). Most applications now take around two weeks, but individual cases do vary. Maybe able to fast track apps but will look into this.
44	will <i>adam</i> be managing the day to issues i.e. if child is absent etc or will Surrey be dealing with that side of things	Company would have to report any issues to TCC. The specification will outline the procedure to follow . Other systems monitor this absence.

45	At the moment we cannot find our company name on your system as we are trying to register	You cannot register a company twice. If you can't find your company name – send an email to supplier.engagement@useadam.co.uk outlining the system query.
46	At enrolment stage on SProc.Net, will we need to upload our policies, like health and safety et	No, you will be confirming that you comply with a lot of Surrey County Council policies.
47	Will there be a bidding time and an extended time?	Yes, the Requirement (tender opening) will have a set time period that Surrey County Council will set and once the end time comes up the bidding will close. Putting an additional offer in will not extend the time. The deadlines are final even if you are mid way through a bid it will not be accepted if you submit after the time has passed.
48	Will we receive emails alerting us to new tendering opportunities by each route like we do now?	Yes – you can select which Service Categories you want to supply, and you will receive emails notifications for any Requirements that are sent out for these Categories.

49	Will quality be considered in the ranking for a tender bid or will it be 100% price driven.	Yes. 95% price 5% quality.
50	When are we going to see those routes on bid, are covering by a specific company for years but never seen on bidding. We were told you eventually take all contracts back from the big operators and put them on tender to save more.	Would not target any specific company's regarding size or anything. All routes eventually reach their expiry date and will be retendered. Routes that are re-tendered will be transparent to everyone. Will have a look at the tender once the tender expires.
51	I am a sole trader -how does this work for me?	SProc.Net allows for registration for any legally registered entity. Same process as any other business.

52	I have one year left on a 3-year contract will this continue with the new system	All contracts are being reviewed by the council at present, if the council decides that your route is to be re-tendered they will provide you with the relevant notice. If the contract is remaining with the Supplier until the end of its contracted term it will be transferred onto SProc.Net
53	We have Minibus restricted licence can we apply for 16-seater routes?	No.
54	What about children going into year 12, sixth form some schools have this facility? Will they remain getting a service home to school?	This will be decided on case by case. The council still has the option to offer transport on a discretionary basis.
55	I attended the <i>East Sussex adam</i> engagement exercise in February and found that there will be quite a change to how suppliers get paid. Can you go through the new process for submitting invoices and getting paid please?	There will be training sessions available - we will demonstrate the in-depth process.

56	Invoicing - is the <i>adam</i> invoicing system compatible with other account software i.e. sage?	All the invoicing is done on the system – can generate receipts. All invoices will have to be done on the system. You can export any recipes you need.
57	As currently surrey council does the Audit every year. Will there be any changes to that?	No planned changes to our current audit programme.
58	<i>adam</i> website states £4 m savings for local authorities with reducing spend on home to school by 10% where are these savings coming from?	Surrey County Council have introduced a new transport policy which will help address some of these savings. There is a variety of different ways these savings can be made.
59	I'm only one driver but I don't have safety certificates, what will be happened?	As long as you are an appropriately licenced operator/driver/vehicle it is not an issue.

60	Is this DPS just for Home to School Transport or will it be for Bus Services as well?	Not for Bus services, only Home to School Transport.
61	For the mainstream schools, is this DPS for open door services or just E routes?	Mainstream school coach contracts are included that are managed by the Transportation Coordination Centre. Bus services are not included.
62	Due to the current situation with all staff furloughed would Surrey Conty Council be prepared to push this back to allow staff to return to work?	You can join the DPS at anytime. New routes will have start dates for the new education year (September). The system will go-live in June. Currently the council is working to prepare for September and will provide as much time as possible for you to onboard and have the opportunity to bid for new work.
63	Will there be more access to the required safeguarding and disability awareness training? Sessions have been very limited and has made badge renewal very tricky at times.	All training will be the same. The requirements aren't changing - these sessions can be booked online. If you are having issues please discuss with your contract manager so we can better understand and resolve the situation.

	Will this training be linked in anyway with the new <i>adam</i> system?	
64	Do you do a Safeguarding training course?	Yes, there are sessions available.
65	For existing contracts that go beyond this year do they remain in place or are all contracts up for tender as a result of the new system?	All contracts are being reviewed by the council at present, if the council decides that your route is to be re-tendered they will provide you with the relevant notice. If the contract is remaining with the Supplier until the end of its contracted term it will be transferred onto SProc.Net
67	To obtain a TCC ID badge has increased in price with additional training and yearly renewal. Will this now be fixed over the term of the contract?	The price to obtain the TCC badge and the renewal price is currently a set price however we cannot guarantee that the price of these will not go up or down during the length of this contract.