

adam

Application Guide
Surrey County Council
Passenger Transport Services

adam

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Surrey County Council (SCC) - Application Guide

Surrey County Council ("SCC") have partnered with *adam* to introduce a web-based system, SProc.Net, to manage the Council's Dynamic Purchasing System (DPS). The Council will use this system for the procurement of Client Assisted Passenger Transport routes across all the 11 Boroughs and Districts. This includes transport to out of borough schools and other facilities.

The DPS will be used to source the appropriate transport provision using a wide range of vehicle types from cars and minibuses to Coaches including wheelchair accessible vehicles which may require Passenger Assistants to support the passenger(s).

The Client assisted Passenger Transport Services covers the following:-

Children – Home to School - SEN

Children – Mainstream Schools

Children – Ad-hoc transport

Adults – Assisted passenger Transport

Routes will be commissioned through the following Service Categories:

- Taxi and Minicab (1-8 seats)
- Taxi and Minicab (1-8 seats) with Passenger Assistant
- Taxi and Minicab (1-8 seats) Wheelchair Accessible with Passenger Assistant
- Taxi and Minicab (1-8 seats) Wheelchair Accessible
- Minibus (9-16 seats)
- Minibus (9-16 seats) with Passenger Assistant
- Minibus (9-16 seats) Wheelchair Accessible with Passenger Assistant
- Minibus (9-16 seats) Wheelchair Accessible
- Standard Mini Coach (17-31 seats)
- Standard Mini Coach (17-31 seats), Passenger Assistant
- Accessible Mini Coach (17-31 seats)
- Accessible Mini Coach (17-31 seats) Passenger Assistant
- Standard Coach (32+ seats)
- Accessible Coach (32+ seats)
- Accessible Coach (49+ seats)
- Standard Coach (49+ seats)
- Standard Coach (70+ seats)
- Accessible Coach (70+ seats)
- Travel Buddies

The DPS Application Guide, along with the DPS Operational Guide will give you an overview of:

- What a DPS is
- The Entry Criteria you must meet to join the DPS
- The evaluation methodology the Council will use to assess your capability to deliver Passenger Transport Services to the Council
- How the Council will manage the procurement and invoicing process using SProc.Net.

What is a Dynamic Purchasing System (DPS)?

A DPS is a completely electronic system established by the Council to purchase commonly used goods, works or services. A DPS is governed by Regulation 34 of the Public Contract Regulations.

A DPS operates differently to a traditional contract/framework in that it is an 'open market' product allowing suppliers to apply to join at any time and is designed to provide the Council with access to a pool of suppliers or supply base which can be constantly refreshed. Interested suppliers will have to apply to be admitted to the DPS.

When the Council needs to procure specific Passenger Transport Services, it will publish the Requirement via the DPS and invite bids from suppliers who have been admitted to the DPS in order to award a contract (called a Service Agreement) to provide the services.

How will the Council use SProc.Net

A supplier that wishes to provide Passenger Transport Services to the Council will have to join the DPS by Registering and submitting Accreditation and Enrolment information (an Entry Submission) online via www.SProc.net.

As part of the Accreditation and Enrolment process, the Supplier will be required to indicate for which of the Service Categories it is able to provide services. You will be able to opt in and out of these Service Categories at any point if required.

The Supplier's Entry Submission will then be evaluated to establish the supplier's capability to deliver the services against a number of pre-set selection criteria, the Entry Criteria.

The Accreditation and Enrolment process will incorporate the evaluation of suppliers' capability to provide the services described in the Council's Service Specification which can be viewed at <http://demand.sproc.net>. The Entry Criteria which will be evaluated on a pass / fail basis.

All successful and unsuccessful suppliers will be notified of the outcome of the evaluation on their Entry Submissions. A supplier will either be accepted onto the DPS or rejected and provided with feedback in order to enable the supplier to improve where necessary and to re-apply at a later date should they wish to do so. The process of applying to join the DPS is explained further in a step by step manner below, under How to join the DPS.

When the Council requires specific Passenger Transport Services, it will notify suppliers who have been accepted onto the DPS of the opportunity, and will run a tender (known as a Requirement) through SProc.Net, during which interested suppliers will be able to submit Offers to provide the Services required. At the end of the Open for Offers period, the Council will normally award a contract and enter into a Service Agreement for provision of the Services. This process is more fully explained in the DPS Operational Guide.

How to join the DPS?

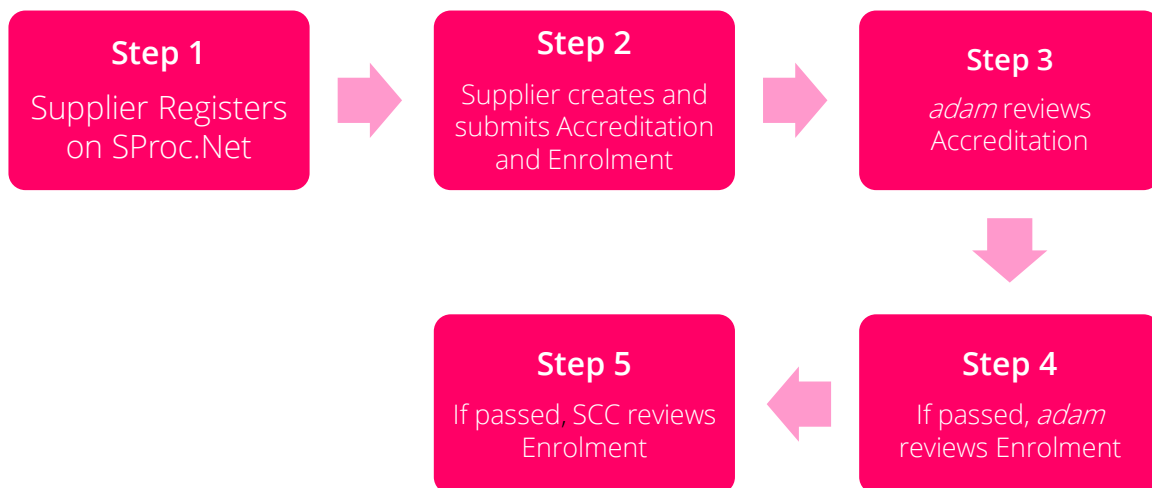
Suppliers who wish to join the Council's DPS for the supply of Passenger Transport Services will need to show that they meet the Council's Entry Criteria by applying online at www.SProc.net. It is a simple two step application process consisting firstly of Registration and secondly of Accreditation and Enrolment.

This Application Guide will cover the following:

- Registration – applicable for Providers new to SProc.Net
 - Add Users
 - Add locations
- Accreditation – information required
- Enrolment – information required
- Next Steps

How to join SProc.Net

The step by step process to be completed online is as follows:



Please note that if either the Accreditation or the Enrolment is failed, the Supplier will receive feedback from *adam* so amendments can be made. Equally, if the Enrolment is Rejected by SCC, the Supplier will receive feedback so amendments can be made. Typically, the cycle of these steps will take a maximum of 10 working days.

Registration

Register

You must register your business on the system (<https://www.sproc.net>). If your office/facility is part of a larger parent group, then head office should register on SProc.Net. The below shows what is required:

- Business name
- Registered trading name (if different from the above)
- Business tax/VAT number
- Charity registration number (charities only)
- Company registration number (companies only)
- SME status
- Registered business address (Address line 1, City, Postcode etc.)
- Telephone number
- Email address

Add a System User

Once the company details have been filled in, you will be taken to a page to create a system User for Head Office which will require the following:

- First name
- Last name
- Job title
- Email address

Once the above fields have been completed and the first User has been created, they will receive a username and temporary password. Upon logging into SProc.Net, the User will be prompted to change their password. The User will have the ability to create other Users for their organisation.

Add a Location

It is possible to add further locations once the company has been registered on SProc.Net.

To add a location, go to the Admin tab > My Company > Locations > New, and then follow the steps to fill in the details for the location. This will include:

- Location display name
- Address

For further details and support on how to complete this registration process, please visit the 'Contact us' page at <http://demand.sproc.net> or email our supplier engagement team directly at supplier.engagement@useadam.co.uk.

Accreditation & Enrolment

The Accreditation and Enrolment is the application criteria to join the DPS. The tables below show the questions which the Supplier will have to respond to. Some questions will only have to be answered depending on the response to another question.

Accreditation

To start a new Accreditation, you will need to select the following:

Client: Surrey County Council

Category: Passenger Transport Services

You will be asked to download the Declaration Statement, Supplier Agreement and Self-Bill Agreement which you will need to read and then return to the Accreditation and tick:

- I agree to the terms of the document
- I am authorised to agree the terms of the document

This table shows the questions which will need to be completed as part of your Accreditation. Please note that every question requires an answer; if the question is not applicable to your organisation you must insert N/A to submit your Accreditation.

Q	Question	Trigger / Response
Company Information		
1	Name of legal entity or sole-trader	
2	Registered office address (if applicable)	
3	Registered website address (if applicable)	
4	What is the legal entity type of your organisation	
5	If Other, please specify the legal entity type of your organisation	4 (Other)
6	Date of registration in country of origin	
7	Company registration number (if applicable)	
8	Charity registration number (if applicable)	
9	Head office DUNS number (if applicable)	
10	Registered VAT number	
11	If applicable, is your organisation registered with the appropriate professional or trade register(s) in the member state where it is established?	

12	Please provide the relevant details, including the registration number(s)	11 (Yes)
13	Is it a legal requirement in the state where you are established for you to possess a particular authorisation, or be a member of a particular organisation in order to provide the services specified in this procurement?	
14	Please provide additional details of what is required and confirmation that you have complied with this.	13 (Yes)
15	Trading name(s) that will be used if successful in this procurement	
16	Relevant classifications (state whether you fall within one of these, and if so which one) Voluntary Community Social Enterprise (VCSE) Sheltered Workshop Public service mutual N/A	
17	Are you a Small, Medium or Micro Enterprise (SME)? See EU definition of SME: https://ec.europa.eu/growth/smes/business-friendly-environment/sme-definition_en/	
18	<p>Details of Persons of Significant Control (PSC), where appropriate:</p> <ul style="list-style-type: none"> - Name - Date of birth - Nationality - Country, state or part of the UK where the PSC usually lives - Service address - The date that they became a PSC in relation to the company (for existing companies the 6 April 2016 should be used) - Which of the following conditions for being a PSC are met <ul style="list-style-type: none"> - Over 25% up to (and including) 50%, - More than 50% and less than 75%, - 75% or more. <p>(Please enter N/A if not applicable)</p> <p>UK companies, Societas Europaea (SEs) and Limited Liability Partnerships (LLPs) will be required to identify and record the people who own or control their company. Companies, SEs and LLPs will need to keep a PSC register, and must file the PSC information with the central public register at Companies House. See PSC guidance.</p>	
19	<p>Details of immediate parent company:</p> <ul style="list-style-type: none"> - Full name of the immediate parent company - Registered office address (if applicable) - Registration number (if applicable) - Head office DUNS number (if applicable) 	

	- Head office VAT number (if applicable) (Please enter N/A if not applicable)	
20	Details of ultimate parent company: - Full name of the immediate parent company - Registered office address (if applicable) - Registration number (if applicable) - Head office DUNS number (if applicable) - Head office VAT number (if applicable) (Please enter N/A if not applicable)	
21	Are you bidding as the lead contact for a group of economic operators?	
22	What is the name of the group of economic operators? Please enter N/A if not applicable.	
23	Proposed legal structure if the group of economic operators intends to form a named single legal entity prior to signing a contract, if awarded. If you do not propose to form a single legal entity, please explain the legal structure.	21 (Yes)
24	Are you or, if applicable, the group of economic operators proposing to use sub-contractors?	
25	Please confirm you have uploaded additional details for each sub-contractor in the downloadable template.	24 (Yes)

Accreditation – Document Upload	
The below documents must be uploaded onto SProc.net as part of your Accreditation submission	
Documents	
Supplier Agreement and Self Bill	Click on the document to open it and read. Return to the Accreditation and tick the corresponding boxes to electronically sign this document. 'I agree to the terms of the document' 'I am authorised to agree'
Declaration Statement	Click on the document to open it and read. Return to the Accreditation and tick the corresponding boxes 'I agree to the terms of the document' 'I am authorised to agree'
Sub-Contractor Information	If you have responded 'Yes' to Question 24, please download the Sub-Contractor Information document, complete, and re-upload.

	If you have responded 'No' to Question 24, please upload a document stating that no Sub-Contractors are to be used.
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Accreditation - Evaluation

Once you have completed your Accreditation submission, you should move straight onto completing the Enrolment of your application. However, moving onto the Enrolment part does not mean that you have passed the Accreditation stage.

In due course, all Suppliers will receive an email notification confirming whether or not your application to join the DPS has been approved. If your application has not been successful at the Accreditation stage, you will be notified by *adam* who will provide feedback to allow you to rectify any issues and reapply if appropriate.

Enrolment

Once the Accreditation is complete, the Enrolment can be started. You do not have to wait for the Accreditation to be approved however your Enrolment can only be reviewed by *adam* after you have an Approved Accreditation.

Please note that every question requires an answer; if the question is not applicable to your organisation you must insert N/A to submit your Accreditation.

Q	Question Information	Trigger / Response
Grounds for Mandatory and Discretionary Exclusion		
1	<p>Has your organisation completed the European Single Procurement Document? https://ec.europa.eu/tools/espdp/filter?lang=en</p> <p>(This is an electronic self-declaration document to be submitted by suppliers interested in tendering for contracts to public bodies located anywhere within the European Union. Created under the EU's 2014 Directive on Procurement the ESPD is intended to simplify the process of qualification for tendering by permitting businesses to self-declare that they meet the necessary regulatory criteria or commercial capability requirements of the public authority concerned, without needing to submit proof unless subsequently selected as the appointed contractor. The supplier must state that they are able, upon request and without delay, to provide the supporting documents necessary to prove compliance.</p>	

2	<p>Regulations 57(1) and (2)</p> <p>The detailed grounds for mandatory exclusion of an organisation are set out on this web page: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf</p> <p>Please indicate if, within the past five years you, your organisation or any other person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences within the summary below and listed on the webpage.</p> <ul style="list-style-type: none"> - Participation in a criminal organisation - Corruption - Fraud - Terrorist offences or offences linked to terrorist activities - Money laundering or terrorist financing - Child labour and other forms of trafficking in human beings 	1 (No)
3	<p>If you have answered 'yes' to the question above, please provide further details;</p> <ul style="list-style-type: none"> - Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction, - Identity of who has been convicted - If the relevant documentation is available electronically please provide the web address, issuing authority, precise reference of the documents. 	2 (Yes)
4	<p>If you have answered Yes to any of the questions above. have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (self-cleansing)</p>	2 (Yes)
5	<p>Regulation 57(3)</p> <p>Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisation is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions?</p>	1 (No)
6	<p>Please provide further details. Please also confirm you have paid or have entered into a binding arrangement with a view to paying, the outstanding sum including where applicable any accrued interest and/or fines.</p> <p>Please Note: The authority reserves the right to use its discretion to exclude a potential supplier where it can demonstrate by any appropriate means that the potential supplier is in breach of its obligations relating to the non-payment of taxes or social security contributions.</p>	5 (Yes)
7	<p>Regulation 57 (8)</p> <p>The detailed grounds for discretionary exclusion of an organisation are set out on this web page, which should be referred to before completing these questions.</p>	1 (No)

	<p>Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision or control in the organisation.</p> <ul style="list-style-type: none"> - Breach of environmental obligations - Breach of social obligations - Breach of labour law obligations - Bankrupt or is the subject of insolvency or winding-up proceedings, where the organisation's assets are being administered by a liquidator or by the court, where it is in an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any state - Guilty of grave professional misconduct - Entered into agreements with other economic operators aimed at distorting competition - Aware of any conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure - Been involved in the preparation of the procurement procedure - Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions 	
8	<p>Please provide further details.</p> <ul style="list-style-type: none"> - Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction. - Identity of who has been convicted. - If the relevant documentation is available electronically please provide the web address, issuing authority, precise reference of the documents. 	7 (Yes)
9	<p>Have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (self-cleaning)</p>	7 (Yes)
10	<p>Regulation 57 (8)</p> <p>Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision or control in the organisation.</p> <ul style="list-style-type: none"> - The organisation is guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria - The organisation has withheld such information - The organisation is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulations 2015 	1 (No)

	- The organisation has influenced the decision-making process of the contracting authority to obtain confidential information that may confer upon the organisation undue advantages in the procurement procedure, or to negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection or award	
11	Please provide further details. - Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction. - Identity of who has been convicted. - If the relevant documentation is available electronically please provide the web address, issuing authority, precise reference of the documents.	10 (Yes)
12	Have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (self-cleansing)	10 (Yes)
13	Are you able to provide a copy of your audited accounts for the last two years, if requested?	
14	If no, can you provide one of the following: answer with Y/N in the relevant box. A statement of the turnover, Profit and Loss Account/Income Statement, Balance Sheet/Statement of Financial Position and Statement of Cash Flow for the most recent year of trading for this organisation or A statement of the turnover, Profit and Loss Account/Income Statement, Balance Sheet/Statement of Financial Position and Statement of Cash Flow for the most recent year of trading for this organisation. or A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position. or Alternative means of demonstrating financial status if any of the above are not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status).	13 (No)
15	Where we have specified a minimum level of economic and financial standing and/ or a minimum financial threshold within the evaluation criteria for this procurement, please self-certify by answering 'Yes' or 'No' that you meet the requirements set out.	
16	Are you able to provide parent company accounts if requested to at a later stage?	15 (No)
17	If yes, would the parent company be willing to provide a guarantee if necessary?	16 (Yes)
18	If no, would you be able to obtain a guarantee elsewhere (e.g. from a bank)?	16 (No)

Additional Company Questions

19	<p>Please provide details of up to three contracts, in any combination from either the public or private sector; voluntary, charity or social enterprise (VCSE) that are relevant to our requirement. VCSEs may include samples of grant-funded work. Contracts for supplies or services should have been performed during the past three years. Works contracts may be from the past five years.</p> <p>The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below.</p> <p>Consortia bids should provide relevant examples of where the consortium has delivered similar requirements. If this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member).</p> <p>Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the main intended provider(s) or subcontractor(s) who will deliver the contract.</p> <p>Please confirm you will complete the template attached</p>	
20	<p>Where you intend to sub-contract a proportion of the contract, please demonstrate how you have previously maintained healthy supply chains with your sub-contractor(s)</p> <p>Evidence should include, but is not limited to, details of your supply chain management tracking systems to ensure performance of the contract and including prompt payment or membership of the UK Prompt Payment Code (or equivalent schemes in other countries)</p> <p>Please enter N/A if you do not sub-contract.</p>	
21	<p>If you cannot provide at least one example for questions 19, in no more than 500 words please provide an explanation for this e.g. your organisation is a new start-up, or you have provided services in the past but not under a contract.</p>	19 (No)
22	<p>Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc.") of the Modern Slavery Act 2015 ("the Act")?</p>	
23	<p>If you have answered yes to question 22 are you compliant with the annual reporting requirements contained within Section 54 of the Act 2015?</p>	22 (Yes)

	Please provide the relevant url to view the statement. If no, please provide an explanation.	
Insurances		
In order to supply services to the Council, the Council requires you to have insurance cover as specified below. Your responses to these questions will be evaluated on a pass/fail basis.		
24	<p>Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below:</p> <p>Employer's (Compulsory) Liability Insurance = £10m</p> <p>*It is a legal requirement that all companies hold Employer's (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders.</p>	
25	<p>Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below:</p> <p>Public Liability Insurance = £10m</p>	
Licensing Information		
The Council wants to ensure the capability of all suppliers admitted onto the DPS. Your response to these questions will be evaluated on pass/fail basis.		
26	If you are a coach or minibus company, please confirm that you have uploaded a copy of your Public Service Vehicle Operator Licence	
27	Please confirm that you have uploaded a copy of your Private Hire Operator Licence (i.e. for taxi companies) or Hackney Carriage Licence (i.e. for sole traders).	
28	For information only - Have you or your Company ever had a Vehicle Operator Licence suspended, revoked or refused?	
29	Please provide brief details of the circumstances and what actions were taken to enable the Licence to be renewed.	28 (Yes)
30	Have you ever been removed or suspended from a transport contract, Framework or DPS, or similar?	
31	Please provide brief details of the circumstances and what actions were taken.	30 (Yes)
32	Please confirm that all drivers will hold a full UK driving licence. This information will be required before the commencement of any contracts.	
33	Please confirm that the drivers engaged in the provision of the services have a minimum of 3 years driving experience	
DBS Information & ID Badge		
The Council wants to ensure the capability of all suppliers admitted onto the DPS. Your response to these questions will be evaluated on pass/fail basis.		
34	Please confirm that you will only use drivers and passenger assistants in the provision of the services that hold a valid SCC authorised TCC ID badge	

Agreement to Surrey County Council Policies and Procedures		
35	Please confirm that you have read and will adhere to Surrey County Council's Health and Safety and Welfare policy . This document can be found on demand.sproc.net	
36	Please confirm that you have read and will adhere to Surrey County Council's safeguarding policies - CCF standard 11 - Safeguarding children for Health and CCF-Standard 10 – Safeguarding Adults . These documents can be found on demand.sproc.net	
37	Please confirm that you have read and will adhere to Surrey County Council's Safer-Employment policy & Guidance This document can be found on demand.sproc.net	
38	Please confirm that you have read and will adhere to Surrey County Council's Environmental policy . This document can be found on demand.sproc.net	
39	Please confirm that you have read and will adhere to Surrey County Council's corporate Children's Services Complaints procedure . This document can be found on demand.sproc.net	
40	Please confirm that you have read and will adhere to Surrey County Council's GDPR (Data Protection) policy . This document can be found on demand.sproc.net	
41	Please confirm that you have read and will adhere to the Drivers & Passenger Assistants code of conduct and the Driver and Passenger Assistant Guidance Notes . These documents can be found on demand.sproc.net	
<p>Quality Questions</p> <p>The Council wants to ensure they are contracting with Suppliers who sustain a high level of quality. Therefore, your responses to the questions below will be evaluated in order to assess the quality of your services.</p>		
42	How do you ensure that your staff are able to communicate effectively with schools and parents or carers? How does this ensure that your staff are able to make sure that the journeys are stress free and that passengers arrive at school in a calm state, ready to learn?	
43	Outline your plan to ensure continuous and timely service provision. In particular, you should address staff shortages, major incidents/accidents, extreme weather conditions and effectively communicate with the Council/parents etc.	
44	Please outline how you propose to ensure children, young people are safe. How do you ensure that drivers and/or passenger assistants are aware of any risks and that passengers are able to cope with stressful situations?	
45	How do you ensure that your staff are well informed of the safe-guarding procedures?	
46	How will you manage your staff if you identify any performance issues, or have any issues reported to you?	

47	<p>Please self-certify that you understand that Surrey County Council will carry out a financial analysis on your business, using the following criteria:</p> <ul style="list-style-type: none"> • Dun and Bradstreet failure score (25 and above = pass) • Risk indicator (4 and above = fail) <p>Coach companies:</p> <ul style="list-style-type: none"> • Dun and Bradstreet failure score (40 and above = pass) • Risk indicator (4 and above = fail) <p>The Council may ask Sole traders to provide additional financial information as the above will not apply. This will be requested after <i>adam</i> reviews your Enrolment.</p>	
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Documents	
Financial Information	Please upload copies of the required financial documentation, as requested in Q13-18, as applicable.
Employers Liability Insurance	Please upload your Employers Liability (including volunteers) Insurance Policy (£10m), as requested in Q24.
Public Liability Insurance	Please upload your Public Liability Insurance (including Loss or damage to Service Users' personal effects), (£10m), as requested in Q25.
Contract Examples	Please download the contract examples template, complete for up to three contracts and reupload as stated in question 19
European Single Procurement Document (Optional)	If Q1 is answered Yes, please upload a copy of the relevant evidence to having already completed a European Single Procurement Document
Public Service Vehicle Operator License	Please upload a copy of your Public Service Vehicle Operator License as requested in Q26
Private Hire Operator License / Hackney Carriage	Please upload a copy of your Private Hire Operator License or Hackney Carriage License as requested in Q27

Award Criteria

The award criteria for this tender is

Price – 95%

Quality 5%

The quality evaluation score assessed at the time of Enrolment will be recorded in the SProc.Net system. When suppliers bid on Requirements, the final offer price submitted and the quality score embedded in SProc.net will be used to rank the suppliers (please refer to the Operational guide on <http://demand.sproc.net> for more information).

Enrolment Quality Score – Technical & Professional Ability

The Council will evaluate and score the Quality sub-criteria listed below

Mini Competition Award Criteria	Mini Competition Award Criteria Weighting %	Sub-criteria	Sub-criteria Weighting 100%
Quality – Outcome Questions during Accreditation and Enrolment.	5%	Service Delivery – Effective Communication, Customer Service	20% (a minimum 10% is required to pass the evaluation)
		Business Continuity – Staff, Code of Conduct & Training	20% (a minimum 10% is required to pass the evaluation)
		Health & Safety – Risk Awareness, Assessment & Management	20% (a minimum 10% is required to pass the evaluation)
		Safeguarding	20% (a minimum 10% is required to pass the evaluation)
		Quality Assurance – Contract Monitoring & Management	20% (a minimum 10% is required to pass the evaluation)
Price	95%		

Evaluation of the outcome questions (Q42 – 46) will be scored based on the following criteria and suppliers are required to have a minimum score of 2 on every criterion to pass the quality evaluation:

Capability	Evidence Provided	Score	Remark
Provider is comprehensively able to meet the needs of the Council.	Evidence is adequate, consistent, comprehensive, compelling, directly relevant in all respects and highly credible	4	Absolute Confidence
Provider is able to meet the needs of the Council.	Evidence has minor gaps but has demonstrated the ability to meet the needs.	3	Confidence
Provider is just suitable to meet the needs of the Council.	Evidence has moderate gaps, but is acceptable.	2	Adequate with minor concerns
Significant risk that the Provider will not meet the needs of the Council.	Evidence has major gaps, is unconvincing in many respects, lacks credibility, or largely irrelevant to the project.	1	Moderate Concerns
Provider will not be able to meet the needs of the Council.	No evidence or misleading evidence.	0	Major Concerns

Service Categories

The Service Categories below show a breakdown of the services which SCC includes under the Passenger Transport Services Category. You will need to select all the Service Categories which apply to your organisation. These are:

- Taxi and Minicab (1-8 seats)
- Taxi and Minicab (1-8 seats) with Passenger Assistant
- Taxi and Minicab (1-8 seats) Wheelchair Accessible with Passenger Assistant
- Taxi and Minicab (1-8 seats) Wheelchair Accessible
- Minibus (9-16 seats)
- Minibus (9-16 seats) with Passenger Assistant
- Minibus (9-16 seats) Wheelchair Accessible with Passenger Assistant
- Minibus (9-16 seats) Wheelchair Accessible
- Standard Mini Coach (17-31 seats)
- Standard Mini Coach (17-31 seats), Passenger Assistant
- Accessible Mini Coach (17-31 seats)
- Accessible Mini Coach (17-31 seats) Passenger Assistant
- Standard Coach (32+ seats)
- Accessible Coach (32+ seats)
- Accessible Coach (49+ seats)

- Standard Coach (49+ seats)
- Standard Coach (70+ seats)
- Accessible Coach (70+ seats)
- Travel Buddies

Bank Details

You will also be provided with a space to enter your Bank Details for payment purposes.

Next Steps

Once your Enrolment submission has been reviewed by the Council, you will receive an email notification confirming whether or not your application has been approved within 10 working days of the date of submission.

You will receive an email notification if you are unsuccessful inclusive of feedback on the strengths and weakness of your submission. You will be given another opportunity to review your submission and resubmit it for the second time. *adam* and the Council will evaluate your second submission and you will receive an email notification confirming whether or not your application has been approved.

If your second submission fails to meet the award criteria, you will be notified by the Council and will be offered feedback on the strengths & weaknesses of your submission. In six months you can reapply to join the DPS. The six months' time frame is to ensure suppliers have sufficient time to improve and grow their business.

Now you are aware of the on-boarding criteria and minimum standard you must meet to be accepted to this DPS, you can review the Operational Guide to see how the Council intends to run the DPS. This can be found on <http://demand.sproc.net>.

Alternatively, you can go straight to SProc.Net and follow the steps in this guide to complete your Accreditation and Enrolment.

Glossary

Accreditation – The first part of the second step (selection) of the process that a Provider is required to complete in order to join the DPS. It involves responding to a series of questions and uploading documents.

adam – adam HTT Ltd trading as *adam*, the provider of **SProc.Net**, who will also act as the Council's payment services provider.

DPS – Dynamic Purchasing System used for the procurement of Services.

Enrolment – The second part of the second step (selection) of the process that a Provider needs to complete in order to join the DPS. It involves submitting further information based on which the Council evaluates the capability of your organisation to deliver Services to the Council.

Entry Criteria – The criteria that a Provider must meet and maintain throughout the duration of the DPS in order to successfully complete and to retain their Accreditation and Enrolment on the DPS.

Intermission – A "hold" on the delivery of Services under a Service Agreement while the Service Agreement remains in force.

Offer – Your tender against a Requirement confirming that you can deliver the Services required.

Open for Offers Period – The period during which you can submit an Offer against a Requirement distributed by the Council on the DPS.

Price – Your proposed costs for carrying out a Requirement as contained in an Offer.

PSC – Personal Service Company or People with significant control – referring to a limited company set up to provide services by a sole trader **Public Contract Regulations** – The Public Contract Regulations 2015, amended from time to time, that govern how public sector procurements must be carried out.

Requirement – A request issued by the Council from time to time on the DPS describing the specific Services for which the Council is seeking to award a Service Agreement and which may include terms and conditions applicable to the provision of those Services which supplement the terms and conditions set out in the Provider Agreement.

Self-Billing Procedure – Arrangements you sign up to as part of the Provider Agreement for *adam* to generate invoices billing the Council on your behalf and to process payments to you on behalf of the Council.

Service Agreement – The contract to deliver a Requirement issued by the Council accepting your Offer and confirming agreement on what Services are going to be delivered and at what price.

Service Receipt – This is the electronic record submitted via the DPS to confirm the services you have delivered in the specified week. This is used instead of sending the Council a paper invoice.

Services – These are the Services that the Provider will provide where required by the Council from time to time in accordance with the Provider Agreement as more fully described in the Specification and further detailed by a Requirement.

Specification – The outline description of the Services the Council may require from time to time via the DPS.

SProc.Net – An internet based technology platform through which the Council will be operating the DPS to procure Services (web link is www.sproc.net).

Provider Agreement – The overarching agreement between the Council and a Provider setting out how the council will award Service Agreements via the DPS and the terms and conditions applicable to such Service Agreements.