

Question no.	Question	Answer																
1	Will there be a limit on the number of Suppliers who can join this DPS?	This DPS will be open for four years with an option for Sutton to extend for another two years, and there is no limit to the number of Suppliers who can join.																
2	Which routes are being retendered?	The majority of existing routes are being retendered as well as any new routes for the academic year 19/20. The routes for retender will be uploaded onto the DPS. These are predominantly children with special needs, which range from mild to severe. There may be some adult routes as well.																
3	When are routes being retendered?	<p>Invitation to quote on routes for the 2019/20 academic year <i>begins</i> on 01/07/2019, Below is an <b>indicative timetable</b> for majority of routes AfC and Sutton will publish on SProc.net. Suppliers are requested to read the instructions in the invitation to quote for details on the routes and closing dates for submission of bids. If circumstances subsequently change such that the route is substantially different to that which was initially procured, then the route may be re-tendered at a later date.</p> <table border="1" data-bbox="864 719 2119 1018"> <thead> <tr> <th data-bbox="864 719 1171 759"></th> <th data-bbox="1171 719 1344 759">Start Date</th> <th data-bbox="1344 719 1491 759">End Date</th> <th data-bbox="1491 719 2119 759">Instruction to Suppliers</th> </tr> </thead> <tbody> <tr> <td data-bbox="864 759 1171 815">Routes are published</td> <td data-bbox="1171 759 1344 815">01.07.19</td> <td data-bbox="1344 759 1491 815">21.07.19</td> <td data-bbox="1491 759 2119 815">Invitation to quote on routes on SProc.net</td> </tr> <tr> <td data-bbox="864 815 1171 927">Closing date for submission of bids</td> <td data-bbox="1171 815 1344 927">09.07.19</td> <td data-bbox="1344 815 1491 927">31.07.19</td> <td data-bbox="1491 815 2119 927">Please read instructions on the Requirement for details on individual routes and the closing date for submission of Offers.</td> </tr> <tr> <td data-bbox="864 927 1171 1018">Contract award on routes</td> <td data-bbox="1171 927 1344 1018">16.07.19</td> <td data-bbox="1344 927 1491 1018">31.08.19</td> <td data-bbox="1491 927 2119 1018">The Offers will be evaluated, and contracts awarded.</td> </tr> </tbody> </table>		Start Date	End Date	Instruction to Suppliers	Routes are published	01.07.19	21.07.19	Invitation to quote on routes on SProc.net	Closing date for submission of bids	09.07.19	31.07.19	Please read instructions on the Requirement for details on individual routes and the closing date for submission of Offers.	Contract award on routes	16.07.19	31.08.19	The Offers will be evaluated, and contracts awarded.
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4	What vehicle types will be included in the tender?	There will be the need for vehicles to meet the need across all service categories which are detailed in the service specification.																
5a	I have already registered on SProc.Net, what do I need to complete?	If you have already registered, log into your account and complete the Accreditation and Enrolment (A & E) for The London borough of Sutton and Achieving for Children (Royal Borough of Kingston and London Borough of Richmond). You only need one registered account for your business. Any A&E in draft stage for other boroughs will not be affected when you start the one for LBS & AfC.																

5b	Can I change my password or email address if I've already registered?	Yes, please email <a href="mailto:supplier.engagement@useadam.co.uk">supplier.engagement@useadam.co.uk</a> with your company name and <i>adam</i> can reset your email address and/or password. Alternatively, you can visit SProc.net and use the live chat function.
6	During the Accreditation and Enrolment, do I need the correct licence and/or vehicle type in order to view routes from Service Categories which I cannot currently cater to?	Please select the Service Categories which you are able to provide for.  Please note, you <i>should not make an offer</i> on a route which you cannot provide. Please make sure you have the correct licence/ vehicle type/ staff training etc <i>before submitting an offer</i> .
7	As a sole trader, I can only deliver one route. Can I bid on multiple routes?	Yes you can bid on multiple routes. If you are awarded a route LBS & AfC will make sure you are not awarded a second, third or fourth etc route which you cannot deliver.
8	I do not have a European single document – will this affect my Accreditation and Enrolment?	This is not mandatory and several companies do not have one.
9	What is the vetting process for drivers and passenger assistants?	Both Sutton and AfC require details of crews and relevant documentation. AfC require all crew members including Personal Assistants to attend council offices. The key components of the vetting will be relevant driving licence, first aid, safeguarding and DBS checks. Photographs will be taken of the crew.  LBS require a note of vehicle and fuel type as they are a green borough and are conscious of air quality affecting the health of the children, such as leaving engines idling at pick up and drop off.
10	Can I complete a first aid course which is not provided by LBS & AfC?	Yes you can but it must cover the same content. Please contact <a href="mailto:procurement.contracts@sutton.gov.uk">procurement.contracts@sutton.gov.uk</a> for further information.
11	What other training is required to pass the vetting? And when does this need to be completed by?	Safeguarding basic awareness level 1 and health and safety. LBS & AfC will make the information available to Suppliers during staff vetting processes. Training needs to have been completed <b>before</b> a route is started.

12	How often does the safeguarding course need to be renewed?	Sutton requires safeguarding training to be refreshed every 2 years, AfC requires safeguarding training to be refreshed every 3 years
13	Will the presentation delivered at the market engagement events be available to view?	Yes, the presentation will be available on demand.sproc.net. All key documents and guides will be available on demand.sproc.net.
14	If I have a question about how to complete the Accreditation and Enrolment, who can help?	<p>The Live Chat feature on SProc.Net is open from 08:30-17:00 which takes you through to one of <i>adam's</i> Support consultants who will assist you. Alternatively, you can email <a href="mailto:supplier.engagement@useadam.co.uk">supplier.engagement@useadam.co.uk</a> or call Chloe on 07850913121.</p> <p>In addition, <i>adam</i> will be holding drop in sessions on the 3<sup>rd</sup>, 4<sup>th</sup>, 5<sup>th</sup>, 11<sup>th</sup> and 12<sup>th</sup> of June where you can bring your laptop and documents along we can assist you in completing the A&amp;E. Please note, we are able to help with formatting, uploading documents and making sure each question is completed. We are not able to assist you in answering questions on how your organisation will provide a quality service.</p> <p>Tickets will be made available for these sessions from the 20<sup>th</sup> May via <i>adam</i>.</p>
15	Will there be training on how to use the system?	There will be training on how to use the system on the 25 <sup>th</sup> , 26 <sup>th</sup> , 27 <sup>th</sup> and 28 <sup>th</sup> June. You don't need to have completed your Accreditation and Enrolment to attend training although we recommend that you have. We would suggest that if you are new to SProc.Net that at least one person from your organisation attends system training.
16	What details are given on the Requirement?	Details on the start and destination post codes of the route, the type of licence required and the child's needs will be provided on the Requirement. This is to ensure that Providers understand exactly what is needed to deliver this route, allowing them to make an informed decision as to whether they can commit to this route.
17	Is there an Offer end or review date?	There will be an open for Offer period displayed on each Requirement. The majority of Requirements will also have a review date displayed to let you know when to expect a decision on the Requirement.

18	Do you always choose lowest bid?	<p>Primarily yes, but the performance of the Supplier will be taken into consideration before awarding a route. Examples of poor performance include upheld complaints against staff, persistent lateness or persistent handing back of routes, all of which lower the quality of the service provided. In these instances, the next lowest Offer will be awarded the route.</p> <p>If there are particular circumstances with a child or children who will travel on the route, the quality of the Supplier will be taken into consideration to make sure they can meet these needs.</p>
19	How many times can you submit your price?	<p>You are allowed three price submissions. The call offs will be open for a set time allowing you to submit your bid for the route. The system allows you to see where you are placed and if you are not the lowest price bidder you can resubmit at a lower price to become first. Also position will be shown not price.</p>
20	Is the current pricing matrix going to remain?	<p>Sutton do not operate a pricing matrix.</p> <p>AfC will continue to use their current pricing matrix where a there is a change to the children or destinations on a route but the core route remains the same.</p>
21	Is there a limit to the number of routes a Supplier can win?	<p>If the Supplier has shown they can provide a quality service in the A&amp;E and during the crew vetting process, and they submit the most competitive price, then they could have multiple routes as long as they have the capacity to deliver the service.</p>
22	If you feel that a route is not viable for you, and you feel the need to hand this route back, will it count against you?	<p>Please see section 39 of the Supplier Agreement. Suppliers can hand back a route where it provides the relevant Purchasing Body with a reason as to why it can no longer provide that Route. Notice must be in writing and must give 3 weeks notice of termination and must continue providing the route until a new provider can take over the route.</p> <p>As discussed in question 18, handing back routes can create high levels of inconsistency for the children. We acknowledge that circumstances can change, but if Providers regularly give notice on routes it will be taken into consideration when awarding future routes.</p>

		All Providers, including sole traders, will be required to answer a questionnaire on SProc.Net to highlight how many routes they can provide for based on their crew and fleet. This is to avoid routes being awarded which can't be delivered by that provider.
23	What if we have a driver shortage?	Question 42 in the Accreditation and Enrolment asks how Providers will cope with driver shortages. We need to encourage consistency on our routes and would expect a route to be provided by the same driver and personal assistant each time. We understand that due to illness etc drivers may need to step in to cover. The drivers covering the route must have been vetted by LBS & AfC prior to delivering the route. (See question 9). We would encourage Providers to send extra crew members in for vetting, so that they have spare crews as a back-up.
24	Will subcontractors be accepted?	No, subcontractors will not be accepted onto this DPS. Any contractor who wishes to provide a service through the DPS should register in their own right.
25	Can I change which Service Categories I can view?	You can change which Service Categories you want view of by clicking the SRM tab at any time. Click Service Category suspensions, then select or deselect the categories you don't want to have view of.
26	What is the invoicing process?	Self-billing through SProc.Net will be paid on a weekly basis. This will be automatically generated by the system.
27	PATS training – is this mandatory?	This is not necessary but it is advantageous to have as it gives you a good understanding.
28	Can we have logos on our vehicles?	Yes if they are company logos.
29	How much detail do I need to put in my responses to questions 40, 41 and 42?	When responding to these questions you should think about all aspects of the service you provide. You should refer to the specification and Driver and PA handbook so that you are aware of the expectations we have of suppliers.

		<p>Think about how you recruit staff and what your expectations of them are. Think about what process you undertake with your crews and how you relate to the passenger to ensure they are safe before, during and after the journey and what their experience of the journey is like. What will you do if a vehicle has an accident or breaks down? What contingencies do you have in place? What about bad weather, what will you do?</p> <p>At all times when responding you should think about things from the passenger's point of view.</p>
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