

adam

Application Guide

London Borough of Redbridge

Passenger Transport Services

adam

Application Guide

The London Borough of Redbridge will be working with *adam* HTT Ltd to implement a new DPS. The DPS will be for Passenger Transport Services and will cover the below services:

- 1-8 Passengers – Not Wheelchair Accessible
- 1-8 Passengers – Wheelchair Accessible
- 9-16 Passengers – Not Wheelchair Accessible
- 9-16 Passengers – Wheelchair Accessible
- 17-28 Passengers – Not Wheelchair Accessible
- 17-28 Passengers – Wheelchair Accessible

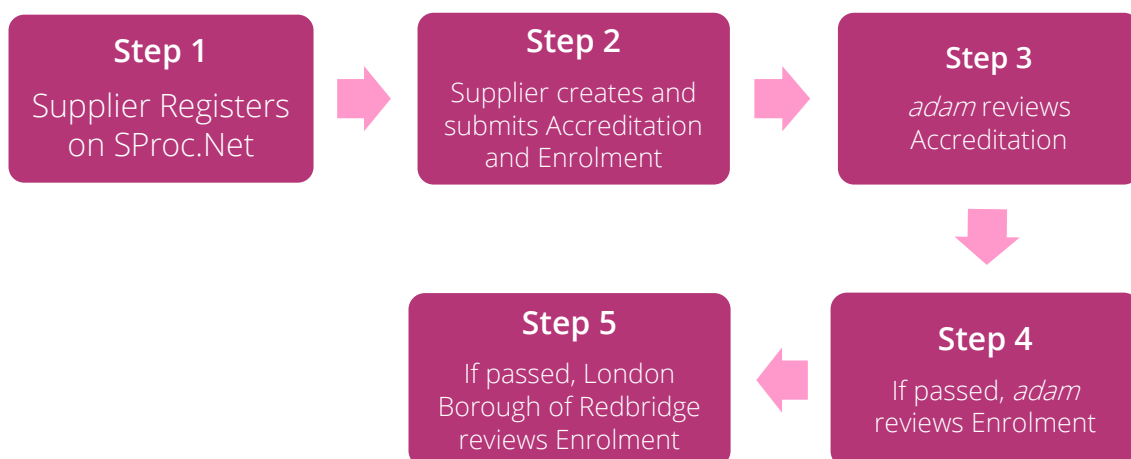
All Suppliers wishing to join this DPS will need to complete an Accreditation and Enrolment (A&E) on the new DPS to receive Requirements through www.SProc.Net.

This document 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. Typically, the cycle of these steps will take a maximum of 10 working days.

If rejected, the Supplier will receive feedback from the London Borough of Redbridge so that amendments can be made. Suppliers will be able to submit their application a further two times, after which a 6-month waiting period will apply. This period should give relevant suppliers time to reflect on their processes and make appropriate improvements.

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 supplychains@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 Provider 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: London Borough of Redbridge

Category: Passenger Transport Services

You will be asked to download, read, and agree to London Borough of Redbridge's Supplier Agreement, Declaration Statement and Self-Bill Document. Agreeing is done by returning to the Accreditation and ticking:

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

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	Company Information	Trigger / Response
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 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) <p>(Please enter N/A if not applicable)</p>	
20	<p>Details of ultimate parent company:</p> <ul style="list-style-type: none"> - Full name of the ultimate parent company 	

	<ul style="list-style-type: none"> - 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	21 (Yes)
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)

Documents	
Supplier Agreement	<p>Click on the document to open it and read. Return to the Accreditation and tick the corresponding boxes to electronically sign this document.</p> <p>'I agree to the terms of the document'. 'I am authorised to agree'.</p>
Declaration Statement	<p>Click on the document to open it and read. Return to the Accreditation and tick the corresponding boxes to electronically sign this document.</p> <p>'I agree to the terms of the document'. 'I am authorised to agree'.</p>
Self Bill Document	<p>Click on the document to open it and read. Return to the Accreditation and tick the corresponding boxes to electronically sign this document.</p> <p>'I agree to the terms of the document'. 'I am authorised to agree'.</p>

Sub-Contractor Information (Optional)	If you have selected 'Yes' to Q24, you will need to download the Sub-Contractor document, fill it out with details of intended sub-contractors, and then upload in the documents field.

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.

You will be asked to enter your location.

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 Enrolment.

Q	Company Information	Trigger / Response
1	<p>Has your organisation completed the Single Procurement Document?</p> <p>(This is an electronic self-declaration document to be submitted by suppliers interested in tendering for contracts to public bodies. The SPD 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 which should be referred to before completing these questions.</p>	1 (No)

	<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 has 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 	
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 and 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-cleaning)</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. 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>	1 (No)

	<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 and 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 - 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 has negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection, or award. 	1 (No)

1 1	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 and precise reference of the documents.	10 (Yes)
1 2	Have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (self-cleaning)	10 (Yes)
1 3	Are you able to provide a copy of your audited accounts for the last two years?	
1 4	If no, can you provide one of the following, if requested to do so: 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)
1 5	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.	
1 6	Are you able to provide parent company accounts if requested to at a later stage?	
1 7	If yes, would the parent company be willing to provide a guarantee if necessary?	
1 8	If no, would you be able to obtain a guarantee elsewhere (e.g., from a bank)?	
1 9	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.	

	<p>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> <p>If 'Yes', please provide the relevant url to view the statement. If 'No', please provide an explanation.</p>	22 (Yes)

2 4	<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 = £5m</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>	
2 5	<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>	
2 6	Please confirm that you have uploaded your Operator's Licence, or Permit.	
2 7	For information only - Have you or your Company ever had a Vehicle Operator Licence suspended, revoked, or refused?	
2 8	Please provide brief details of the circumstances and what actions were taken to enable the Licence to be renewed.	
2 9	Have you ever been removed or suspended from a transport contract, Framework or DPS, or similar?	
3 0	Please provide brief details of the circumstances and what actions were taken.	
3 1	Please confirm that all drivers will hold a full UK driving licence appropriate to the vehicle being operated. This information will be required before the commencement of any contracts.	
3 2	Please confirm that the drivers engaged in the provision of the services have a minimum of 3 years driving experience.	
3 3	Please demonstrate how your organisation ensures that all staff who are employed (including agency workers who are utilised) have undergone a Disclosure Barring Service check and have been assessed to be suitable to work with vulnerable adults. This will include as a minimum how your organisation ensures that renewals are undertaken every three years or as per current legislation.	
3 4	<p>Please select the statement which best reflects your organisation's commitment to the Living Wage Foundation.</p> <p>A) I am an accredited Living Wage Foundation employer and pay my staff the Living Wage Foundation rate and uplift pay in line with the current Living Wage Foundation rate.</p>	

	<p>B) I am currently going through the process of becoming an accredited Living Wage Foundation employer.</p> <p>C) I am not an accredited Living Wage Foundation employer but commit to gaining accreditation within the first 6 months of the Contract.</p> <p>D) I am not an accredited Living Wage Foundation employer but pay the Living Wage Foundation rate to all employees (except volunteers, apprentices, and interns).</p> <p>E) I am not an accredited Living Wage Foundation employer and do not currently pay the Living Wage Foundation rate to all employees but commit to paying the Living Wage Foundation rate to all employees (except volunteers, apprentices, and interns) within the first 6 months of the Contracts.</p> <p>F) I am not an accredited Living Wage Foundation employer and do not currently pay the Living Wage Foundation Rate to all employees.</p>	
3 5	Please confirm you have uploaded a copy of your organisation's Health and Safety Policy that complies with current legislative requirements. Please note, it is a legislative requirement for Organisations with 5 or more permanent employees to have a Health & Safety Policy. If you have less than 5 permanent employees, please upload a document stating this.	
3 6	Can your organisation confirm that it agrees to comply with the contents of the London Child Protection Procedures - Safeguarding document, which can be found at the following link https://www.londoncp.co.uk/ which the London Borough of Redbridge Safeguarding Board adheres to. That it will complete all the required checks in respect of all workers deployed to work under this agreement and that it will provide the Borough with the information required?	
3 7	We declared the Borough as an Air Quality Management Area (AQMA) on 31 December 2003. Can your organisation confirm that it complies with the current environmental standards set out in the Air Quality Action Plan https://www.redbridge.gov.uk/media/9014/aqap-2020-to-2025.pdf (https://www.redbridge.gov.uk/business/environmental-health/pollution/) or that it will be operating to these standards before a contract is awarded?	
3 8	Are you able to provide a copy of your organisation's Environmental / Sustainability Policy or Statement?	
3 9	If no, please outline how you contribute to environmental sustainability in the course of your business.	
4 0	Are you able to provide a copy of your organisation's Complaints Policy?	

4 1	If no, please describe how you escalate and deal with complaints within your organisation.	
4 2	Please confirm that you have a General Data Protection policy in place and that your staff and agents have all received training in protection of data and information.	
4 3	Please confirm that you have read and will adhere to the Drivers & Passenger Assistants code of conduct? These documents can be found on www.Demand.SProc.Net .	
4 4	Please confirm that your organisation has a Safeguarding Policy that is authorised by senior management and effectively communicated throughout the company, and that you will upload this. There is a sample policy in the Downloadable Templates if you wish to check whether your policy meets our requirements.	
4 5	Please confirm the name of your nominated safeguarding lead.	
4 6	Please explain how 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?	
4 7	Are you able to provide a copy of your organisation's Business Continuity Plan?	
4 8	If no, please describe how you would deal with three or more of the following: <ul style="list-style-type: none"> - Flooding; - Loss of staff due to a pandemic, e.g., flu; - Loss of vehicles, e.g., through fire or vandalism; - Fuel shortage; - Loss of mains power; - Loss of IT systems; - Fire in the building and/or surrounding area; - Loss of Telecoms; and - Loss of water supply. 	
4 9	Please outline how you propose to ensure passengers are safe on their journey to or from their destination. 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?	
5 0	If you responded 'No' to question 19, please explain how your organisation is equipped to transport children and young people with Special Educational Needs (SEN) and vulnerable adults? (Max 300 words.)	
5 1	Scenario: You are transporting a number of SEN/vulnerable adult passengers on a vehicle, when one passenger who is severely autistic becomes aggressive and hits a fellow passenger. What action would be taken? (Max 300 words.)	

5 2	Scenario: On a journey with some SEN passengers, a Personal Assistant (PA) overhears one child say to another that their dad comes into their room every night to say goodnight, but they do not like it. What action would be taken? (Max 300 words.)	
5 3	What process/procedures does your organisation have in place if a vehicle were to break down on a stretch of motorway whilst transporting a number of SEN/vulnerable passengers? (Max 300 words.)	
5 4	Are you able to provide a copy of your organisation's Safe Recruitment Policy?	
5 5	If no, please explain how you will select, train, and engage with your staff and ensure that they are of good character and are appropriately skilled and experienced (Max 300 words.)	
5 6	Please confirm that you understand site visits may be conducted.	

Documents	
Single Procurement Document (Optional)	Please upload a copy of the relevant evidence to having already completed a Single Procurement Document, as outlined in Q1
Financial Information	Please upload copies of the required financial documentation, as requested in Q13-18, as applicable
Contract Examples	Please upload the contract examples template as requested in Q19. This can be downloaded from the Download Documents section of this Enrolment
Operator's Licence / Permit	Please upload a copy of your Operator's Licence, or Permit, as requested in Q26
Business Continuity Plan	Please upload a copy of your organisation's Business Continuity Plan, as requested in Q47
Employers Liability Insurance	Please upload your Employer's Liability (including volunteers) Insurance Policy (£5m), as requested in Q24. If you are a sole trader, please upload a blank word document with the same start and expiry date as your public liability
Public Liability Insurance	Please upload your Public Liability Insurance (including Loss or damage to Service Users' personal effects) (£10m), as requested in Q25
Safeguarding Policy	Please upload your Safeguarding Policy, as requested in Q44

Health and Safety Policy	Please upload your Health and Safety Policy, as requested in Q35
Safe Recruitment Policy (Optional)	Please upload your Safe Recruitment Policy, as requested in Q54
Environmental / Sustainability Policy (Optional)	Please upload your Environmental / Sustainability Policy, as requested in Q38
Complaints Policy (Optional)	Please upload your Complaints Policy, as requested in Q40

Service Categories

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

- 1-8 Passengers – Not Wheelchair Accessible
- 1-8 Passengers – Wheelchair Accessible
- 9-16 Passengers – Not Wheelchair Accessible
- 9-16 Passengers – Wheelchair Accessible
- 17-28 Passengers – Not Wheelchair Accessible
- 17-28 Passengers – Wheelchair Accessible

Bank Details

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

Next Steps

For more details on how to create and submit your Accreditation and Enrolment information, please see the Accreditation and Enrolment User Guide available at <http://demand.sproc.net> under the 'Help' section.