

adam

Application Guide

London Borough of Merton

Passenger Transport Services 2021-2025

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adam

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London Borough of Merton - Application Guide

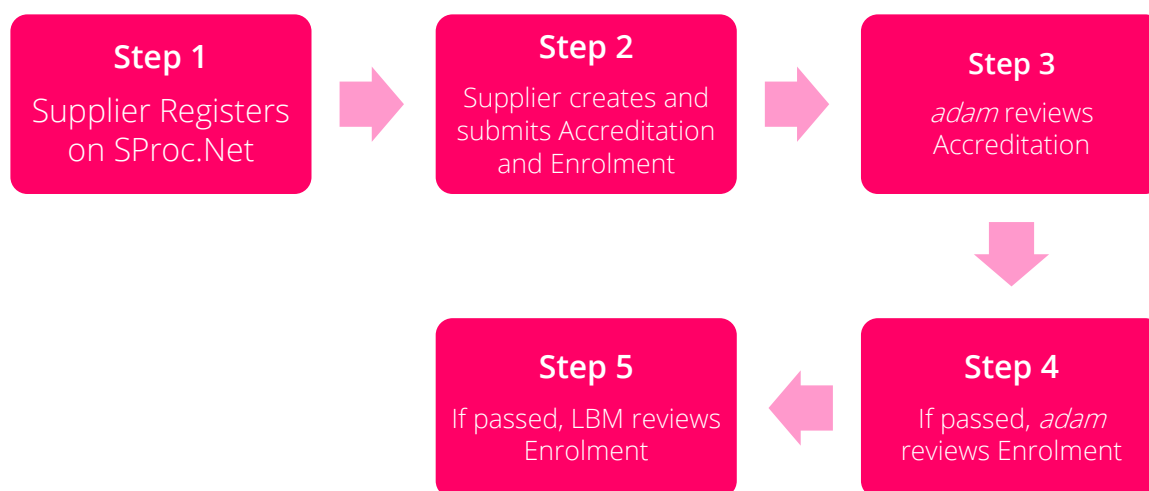
The London Borough of Merton (LBM) will be working with *adam* HTT Ltd to implement a new DPS for Passenger Transport Services. All Suppliers wishing to join this DPS will need to complete an Accreditation and Enrolment (A&E) to receive Requirements through SProc.Net. Existing suppliers will also need to complete the A&E to manage payments for their existing routes.

This document will cover the following:

- Registration – applicable to Suppliers without an SProc.Net account
 - Adding Users
 - Adding 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 (where possible). Equally if the Enrolment is Rejected by LBM the Supplier will receive feedback so amendments can

be made (where possible). 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 business 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

If your organisation has multiple locations or offices, it is possible to add these additional locations once the company has been registered.

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

Accreditation & Enrolment

The Accreditation and Enrolment are the two phases of 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.

1. Accreditation

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

Client: London Borough of Merton

Category: Passenger Transport Services 2021-2025

This table shows the questions which will need to be completed as part of your Accreditation. If the question is not applicable to your organisation you must insert N/A.

Q	Company Information	Trigger
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	Please provide additional details of what is required and confirmation that you have complied with this.	

16	<p>Relevant classifications (state whether you fall within one of these, and if so which one)</p> <p>Voluntary Community Social Enterprise (VCSE)</p> <p>Sheltered Workshop</p> <p>Public service mutual</p> <p>N/A</p>	
17	<p>Are you a Small, Medium or Micro Enterprise (SME)? See EU definition of SME: http://ec.europa.eu/enterprise/policies/sme/facts-figures-analysis/sme-definition/</p>	
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 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.	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)

This table shows the documents which will need to be uploaded as part of your Accreditation.

Documents	Instructional text
Supplier Agreement	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 (Optional)	If you have selected 'Yes' to Q24, you will need to upload the Sub-Contractor document, complete, and then reupload in the documents field. If you have selected No to Q24, you will need to upload a document stating that no subcontractors are to be used.

2. Enrolment

Once the Accreditation is complete, the Enrolment can be started immediately. 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.

This table shows the questions which will need to be completed as part of your Enrolment. If the question is not applicable to your organisation you must insert N/A.

Q	Company Information	Trigger
1	<p>Has your organisation completed the Single Procurement Document? https://ec.europa.eu/tools/espdc/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 	
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, 	2 (Yes)

	<ul style="list-style-type: none"> - 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. 	
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>	
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> <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 	

	<ul style="list-style-type: none"> - 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-cleansing)</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 to negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection or award 	
11	<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. 	10 (Yes)
12	<p>Have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (self-cleansing)</p>	10 (Yes)
13	<p>Are you able to provide a copy of your audited accounts for the last two years, if requested?</p>	
14	<p>If no, can you provide one of the following: answer with Y/N in the relevant box.</p>	13 (No)

	<p>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</p> <p>or</p> <p>A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position.</p> <p>or</p> <p>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).</p>	
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 (Yes)
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)
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>	

	Please confirm you will complete the template attached	
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	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.	19 (No)
22	Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc.") of the Modern Slavery Act 2015 ("the Act")?	
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>Please provide the relevant URL to view the statement. If no, please provide an explanation</p>	22 (Yes)
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 = £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>	
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>	
26	Has your Company ever had its Private Hire Licence suspended, revoked or refused?	
27	If you have answered Yes, please provide details of the circumstances and what actions were taken to enable the Licence to be renewed.	26 (Yes)

28	Please confirm you will upload your operators licence	
29	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.	
30	Please confirm you will upload your response to the council's requested method statement questionnaire. The template can be found in the downloadable documents section	
31	The Data Protection Act 2018 requires every data controller (e.g. organisation, sole trader) who is processing personal information to register with the ICO, unless they are exempt, see www.ico.org.uk . Please confirm that you have uploaded evidence that you are registered with the Information Commissioner as a data controller? If you are exempt, please upload evidence as to why you are exempt.	
32	Please confirm that each person that may come into contact with children or vulnerable adults has undergone an Enhanced Disclosure & Barring Service (DBS) check and that a record to that effect is available for inspection if required.	
33	Please confirm that any person that does not have a clean DBS check will not be employed to deliver services to the Council, without first highlighting any short-comings to the Council, in the knowledge that the Council will consider each case on merit and confirm in writing if it is willing to accept a person to deliver services that does not have a clean DBS check.	
34	Please confirm the name of your nominated safeguarding lead	
35	Please confirm that this person has undertaken relevant accredited safeguarding training to a minimum of Level 3 qualification within the last 2 years and you will upload the certification	
36	Please confirm you will upload your organisation's safeguarding policy which has been both authorised by senior management and effectively communicated throughout the company?	

This table shows the documents which will need to be uploaded as part of your Enrolment.

Documents	Instructional text
Financial Information	Please upload copies of the required financial documentation, as requested in Q13-14 as applicable.

Employers Liability Insurance	Please upload your Employers Liability (including volunteers) Insurance Policy (£5m) as stated in question 24. If you are a sole trader, please upload a 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 stated in question 25
Contract Examples	Please download the contract examples template, complete for up to three contracts and reupload as stated in question 19
Operators Licence	Please upload your operators licence as requested in question 28
Safeguarding policy	Please upload your safeguarding policy as requested in question 36
Safeguarding certification	Please upload your safeguarding certification as requested in question 35
Health and safety policy	Please upload your health and safety policy as requested in question 29
ICO evidence	Please upload your ICO evidence as requested in question 31
Method statement	Please upload your method statement as requested in question 30
Single Procurement Document (Optional)	Please upload a copy of the relevant evidence to having already completed a Single Procurement Document, as outlined in question 1

2.1 Enrolment Quality Criteria

The method statement will be reviewed by LBM. Questions will be assessed using the following scoring:

Score	Score Justification
0	Completely unsatisfactory/unacceptable response No response to the question or serious deficiencies in meeting the required standards.
1	Very Poor response The response significantly fails to meet the required standards, contains significant shortcomings or is inconsistent with other proposals.

2	Poor response The response is partially compliant with some shortcomings in meeting the required standards.
3	Average response The response is compliant and meets the basic contract standards. Any concerns are only of a minor nature.
4	Good response The response is fully compliant and clearly indicates a full understanding of the contract. The required standards consistently deliver all the required contract standards.
5	Excellent response The response is fully compliant and indicates the ability to exceed the required standards of the contract.

The method statement questionnaire contains questions on the following:

Questions	Scoring Methodology
Q.1 - Safeguarding Lead	Pass/ Fail
Q.2 - Recording & Reporting Incidents	Scored Question (Out of 5)
Q.3 - Safeguarding Training - Crew	Scored Question (Out of 5)
Q.4 - Safeguarding Training – Office Staff	Scored Question (Out of 5)
Q.5 - Training arrangements	Scored Question (Out of 5)
Q.6 - Complaint Procedure	Scored Question (Out of 5)
Q.7 - Recruitment Processes	Scored Question (Out of 5)
Q.8 - Data Protection	Scored Question (Out of 5)
Q.9 - Business Continuity	Scored Question (Out of 5)

Overall Total Score (out of 40)

Please note that Suppliers who score less than 3 on any question will automatically fail regardless of overall score.

30 or above: PASS

25– 29: NEAR PASS – work with the Supplier to improve their scores and allow up to 2 re-submissions.

24 or below: FAIL (provide feedback but Supplier not allowed to resubmit for a min 3 months to allow him time to embed required improvements)

2.2 Adding Service Categories

The Service Categories below show a breakdown of the services which LBM includes under this passenger transport services DPS. You will need to select all the Service Categories which apply to your organisation, so that you can later receive the relevant notifications. These are:

Service Category	Service Template
Taxi Vehicles	Taxi vehicles
	Taxi Vehicles with passenger assistance
Taxi Vehicles with Wheelchair Access	Taxi vehicles with wheelchair access
	Taxi vehicles with wheelchair access and passenger assistance

2.3 Adding Bank Details

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

Next Steps

Following submission, the Accreditation and Enrolment will be vetted by *adam* and then reviewed by LBM. System notifications are issued following each review stage to advise if the application has been Approved.

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.

To register and begin your application, visit www.sproc.net.