

adam



Application Guide

London Borough of Waltham Forest

Passenger Transport Services 2020

August 2020

adam

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London Borough of Waltham Forest - Application Guide

The London Borough of Waltham Forest will be working with *adam* HTT Ltd to renew DPS for Passenger Transport Services 2020 for Service Users requiring the following Service Categories:

- Ad Hoc Taxi services for 8 passengers or less
- Passenger Transport (General)
- Passenger Transport for 8 passengers or less with Passenger Assistance
- Passenger Transport for 9 passengers or more with Passenger Assistance
- Wheelchair Accessible Transport for 8 passengers or less with Passenger Assistance
- Wheelchair Accessible Transport for 9 passengers or more with Passenger Assistance

All Providers wishing to join this DPS will need to complete an Accreditation and Enrolment (A&E) on the new DPS to receive Requirements through 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 Provider will receive feedback from *adam* so amendments can be made (where possible). Typically, the cycle of these steps will take a maximum of 10 working days.

After submitting your enrolment for evaluation by LB Waltham Forest, as per the evaluation criteria set out below, and The Council deem your submission to be unsuccessful, you will be given TWO opportunity to edit your enrolment and resubmit for evaluation (this means you will have your initial submission then 2 further opportunities, 3 submissions in total). If your submission still does not meet the minimum criteria, any subsequent edit and resubmission will not be evaluated until THREE MONTHS have lapsed from the date of submission. It will remain with a status of 'Pending Approval' until those three months have passed.

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 then 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 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 Waltham Forest

Category: Passenger Transport Services 2020

During the Accreditation stage you need to provide responses to questions and confirm your business's acceptance of the Supplier Agreement, Self-Bill Agreement and Declaration Statement.

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

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

You will also need to upload documents.

The Sub-Contractor Information is an optional document. If you have responded 'Yes' to Q31, please download the Sub-Contractor Information template provided, complete it and re-upload it. If you have answered 'no' to Q31 please upload a blank 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. No	Question Text	Trigger / Response
1	Full name of the potential supplier submitting the information	
2	Registered office address (if applicable)	
3	Registered website address (if applicable)	
4	What is your trading status?	
5	Please specify your trading status	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)	
17	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/	
18	Do you have Persons of Significant Control (PSC)? For information only: A person with significant control (PSC) is someone who owns more than 25% of shares/voting rights in the company or controls your company'.	
19	Please provide the Name of Persons of Significant Control (PSC).	
20	Please provide the Date of Birth of Persons of Significant Control (PSC).	
21	Please provide the Nationality of Persons of Significant Control (PSC).	
22	Please provide the Country, State or part of the UK where the Persons of Significant Control (PSC) usually lives.	
23	Please provide the Service address of the Persons of Significant Control (PSC).	
24	Please provide the date he or she became a Person of Significant Control (PSC) (for existing companies the 6 April 2016 should be used).	

25	Please provide which conditions for the Persons of Significant Control (PSC) are met; - Over 25% up to (and including) 50%; - More than 50% and less than 75%; - 75% or more	
26	Details of immediate 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)	
27	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)	
28	Are you bidding as the lead contact for a group of economic operators?	
29	What is the name of group of economic operators (if you are the lead or a supporting bidder)? Please enter N/A if not applicable.	
30	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.	28(Yes)
31	Are you or, if applicable, the group of economic operators proposing to use sub-contractors?	
32	Please confirm you have uploaded additional details for each sub-contractor in the downloadable template.	31(Yes)

Documents	Instructions
Supplier Agreement	Please download, read and tick to confirm your acceptance to this.
Declaration Statement	Please download, read and tick to confirm your acceptance to this.

Self-Bill Agreement	Please download, read and tick to confirm your acceptance to this.
Sub-Contractor Information	If you have responded 'Yes' to Q31, please download the Sub-contractor template provided, complete it and re-upload it. If you have answered 'no' to Q31 please upload a blank document.

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.

Please note that questions 1-45 are scored as a pass/fail criteria and questions 46 – 53 are Quality questions. How you are scored for these questions please see below.

Q. No	Question Text	Trigger / Required Response
1	<p>Has your organisation completed the European Single Procurement Document? https://ec.europa.eu/tools/espd/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</p>	1(No)

	<p>a/file/551130/List_of_Mandatory_and_Discretionary_Exclusions.pdf which should be referred to before completing these questions.</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>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>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> <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? 	1(No)
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 	1(No)

	<p>under regulation 59 of the Public Contracts Regulations 2015</p> <ul style="list-style-type: none"> - 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 Cleaning)</p>	10(Yes)
13	<p>Has your organisation been operating for more than three years?</p>	
14	<p>Please confirm that you have uploaded audited or independently examined financial accounts that provide figures for at least one year of trading; OR Cash flow forecast for the next 3-5 years and projected profit and loss; OR Projected year-end balance sheet position for the current year of trading, both of which must have been certified by a qualified accountant or independent auditor.</p>	13(Yes)
15	<p>Has your organisation been operating for less than two years?</p>	
16	<p>Please confirm that you have uploaded audited or independently examined financial accounts that provide figures for at least the past one year of trading; OR A statement of turnover, profit and loss and cash flow position for the most recent full year (or part year, if the full year is not applicable) trading and a year-end balance sheet, which must have been certified by a qualified accountant or independent auditor.</p> <p>If you are unable to upload the information required above, please confirm that you have uploaded a statement of turnover, profit and loss and cash flow position for the most recent full year (or part year, if the full year is not applicable) trading a year-end balance sheet; OR Cash flow forecast for the next 3-5 years, both of which must have been certified by a qualified accountant or independent auditor; OR A bank letter outlining the current cash and credit facility position available to the organisation.</p>	15(Yes)

17	Please say if your organisation is part of a wider group (e.g. a subsidiary of a holding/parent company)?	
18	What is the relationship of the organisation to your organisation?	17(Yes)
19	Are you able to provide parent company accounts if requested to at a later stage?	17(Yes)
20	Please confirm that if necessary, your organisation's parent company would be willing to provide a guarantee. (A parent company guarantee is a form of financial support provided by a holding company). It is a guarantee of your obligations and typically a financial guarantee that, in the event that you do not pay any obligations under your contractual arrangements then the entity providing the guarantee will pay instead.	19(No)
21	Would your organisation be able to obtain a guarantee elsewhere (e.g. from a bank)?	19(No)
22	Please confirm you will complete and upload the contracts examples template, providing examples of up to three contracts, in any combination from either the public or private sector; voluntary, charity or social enterprise (VCSE) from the last three years. You must have permission from the named contact provided to provide their information and they should be able to provide written evidence to confirm the accuracy of the information provided.	
23	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.	22(No)
24	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) 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) Please enter N/A if you do not sub-contract.	
25	Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc.") of the Modern Slavery Act 2015 ("the Act")?	
26	Are you compliant with the annual reporting requirements contained within Section 54 of the Act 2015?	
27	Please provide the relevant URL to view the statement.	26(Yes)
28	Please provide an explanation if the answer is No.	26(No)

29	<p>Please confirm that already have the level of insurance cover indicated below:</p> <ul style="list-style-type: none"> - Employer's (Compulsory) Liability Insurance = £10 million <p>Please upload, in the space provided in this Enrolment section, your valid insurance schedule.</p>	
30	<p>Please confirm that already have the level of insurance cover indicated below:</p> <ul style="list-style-type: none"> - Public Liability Insurance = £5 million <p>Please upload, in the space provided in this Enrolment section, your valid insurance schedule.</p>	
31	<p>Please self-certify that you have uploaded your General Data Protection Policy. And confirm that the document uploaded includes the following;</p> <ul style="list-style-type: none"> - Data protection regulation compliance including right to access and right to be forgotten, - Data Portability, - Privacy by Design, - Confidentiality, - Information asset management, - Information security, - Retention of documents, - Business continuity / disaster recovery, - Staff training. <p>Please also ensure that your policy states when it was last updated.</p>	
32	Do you operate vehicles for 9 passengers or more?	
33	Please confirm that you have uploaded a copy of your current Public Service Vehicle Operator Licence. Or if you are a not for profit organisation, then upload a copy of your current Permit (Section) 19 certificate.	32(Yes)
34	Do you operate vehicles for 8 passengers or less, or are you a taxi company?	
35	Please confirm that you have uploaded a copy of your current Private Hire Licence OR Hackney Carriage Licence	34(Yes)
36	For information only - Have you or your Company ever had a Vehicle Operator Licence suspended, revoked or refused?	
37	Please provide brief details of the circumstances and what actions were taken to enable the Licence to be renewed.	36(Yes)
38	Please confirm that all drivers will hold a full clean UK driving licence. This information will be required before the commencement of any contracts.	

39	Please confirm that each person employed or engaged in the provision of the services who may come into contact with children or vulnerable adults has undergone an Enhanced Disclosure & Barring Service (DBS) check within the last 3 years	
40	Please confirm that you have uploaded a completed copy of the DBS Declaration document in the space provided.	
41	Please confirm that you have uploaded a copy of your Safeguarding Policy. Please ensure that this also states when this document was last updated.	
42	Please confirm that you have uploaded a copy of your Health and Safety Policy. Please ensure that this also states when this document was last updated.	
43	Please confirm that you have uploaded a copy of your Complaints Policy. Please ensure that this also states when this document was last updated.	
44	Please outline how you ensure the continued proficiency of your drivers e.g. training courses and tests	
45	Please outline how you contribute to environmental sustainability in the course of your business e.g. use of Green energy vehicles.	
46	If there are any disclosures on a Disclosure and Barring Service Certificate, how does your organisation ensure that the involved member of staff is a fit and proper person? (Max 300 words.) Quality Question	
47	What experience does your organisation have of transporting children and young people with Special Educational Needs (SEN) and vulnerable adults? (Max 300 words.) Quality Question	
48	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.) Quality Question	
49	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 adult passengers? (Max 300 words.) Quality Question	
50	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 don't like it. What action would be taken? (Max 300 words.) Quality Question	
51	Describe what project management controls your organisation will put in place to effectively implement and deliver this service from day one of the contract? (Max 300 words.) Quality Question	

52	Demonstrate how your organisation will ensure good practice for the Health & Safety of our users and their parents/carers. (Max 300 words.) Quality Question	
53	Tell us what quality assurance system your organisation will establish, and what arrangements will be put in place to achieve the performance indicators set out in the specification? (Max 300 words.) Quality Question	

Documents	Description
European Single Procurement Document	If you have responded 'Yes' to Q1, please upload the European Single Procurement Document.
Financial Documentation	Please upload the required financial documentation as outlined in Q13-Q16.
Contract Examples	Please download this document from the templates provided, complete it and re-upload it. This is to provide details of up to three contracts, in any combination from either the public or private sector.
Evidence of Public Liability Insurance	Please upload this document and provide the issue date and expiry date. The document should include your company name, the level of cover and the documents expiry date must be visible within the document.
Evidence of Employers Liability Insurance	Please upload this document and provide the issue date and expiry date. The document should include your company name, the level of cover and the documents expiry date must be visible within the document.
Operating Licence(s)	Please upload copies of your relevant licence(s) and provide the relevant issue date and expiry date.
Organisation Disclosure & Barring Declaration	Please upload a completed copy of your Organisation Disclosure & Barring Declaration as outlined in Q40.
Safeguarding Policy	Please upload your Safeguarding Policy as outlined in Q41. Please ensure that this also states when this document was last updated.
Health and Safety Policy	Please upload your Health & Safety Policy as outlined in Q42. Please ensure that this also states when this document was last updated.
Complaints Policy	Please upload your Complaints Policy as outlined in Q43. Please ensure that this also states when this document was last updated.

Quality Question Scoring:

Questions 46 – 53 are Quality questions, which will be scored out of 100 by the Council.

Only Suppliers that achieve 70% or more following the scoring of the quality questions will be enrolled. Your enrolment quality score will contribute to the offers you submit when you apply for work as part of this DPS. For more information please see the Operational Guide.

For organisations only applying for the Ad-Hoc taxi category, they will only have to answer questions 46, 51, 52, & 53 in this section - which will still be marked out of 100.

Service Categories

The Service Categories below show a breakdown of the services which London Borough of Waltham Forest includes under the Passenger Transport Services 2020 DPS. You will need to select all of the Service Categories which apply to your organisation. These are:

Service Category	Service Template
Ad Hoc Taxi services for 8 passengers or less	Ad Hoc Taxi services for 8 passengers or less
Passenger Transport (General)	Passenger Transport (General)
	Passenger Transport (General) for vehicles with 10 seats or more
	Passenger Transport (General) for vehicles with 9 seats or less
Passenger Transport for 8 passengers or less with Passenger Assistance	Passenger Transport for 8 passengers or less with Passenger Assistance
Passenger Transport for 9 passengers or more with Passenger Assistance	Passenger Transport for 9 passengers or more with Passenger Assistance
Wheelchair Accessible Transport for 8 passengers or less with Passenger Assistance	Wheelchair Accessible Transport for 8 passengers or less with Passenger Assistance
Wheelchair Accessible Transport for 9 passengers or more with Passenger Assistance	Wheelchair Accessible Transport for 9 passengers or more with Passenger Assistance

Reason you will fail your Enrolment

The council reserves the right to amend the onboarding criteria from time to time where Suppliers will be warned beforehand of any changes.

The minimum standard you must meet to be onboarded to this DPS are as follows:

- Minimum Finance information threshold
- Standard of Safeguarding Policy
- Type of insurances they must hold
- DPS checks completed
- Proof of current Operators Licence and/or PHV licence
- Standard of Health & Safety Policy
- A Quality score of 70% or more

Bank Details

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

Next Steps

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 for this DPS to see how the council intends to run this DPS, or you can go straight to www.sproc.net and follow the steps in this guide to complete your Accreditation and Enrolment.

Glossary

adam – adam HTT Ltd trading as adam, the provider of SProc.Net

Accreditation & Enrolment - The boarding process all providers will go through.

DPS – Dynamic Purchasing System – Type of procurement process we are using.

Intermission – a “hold” on the delivery of a service whilst the Service Agreement remains in force.

Offer – your tender against a Requirement confirming that you are able to deliver the services required.

Open for Offers Period – the period during which you are able to submit an Offer against a Requirement distributed on the DPS framework

Price – the fixed rate price the council will set for each requirement.

Public Contract Regulations (PCR 2015) – the Public Contract Regulations 2015, and as 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 DPS Supplier Agreement.

Service Agreement – this is 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 Category – a category of service, listed in the DPS Supplier Agreement and the Specification, in relation to which type of supplier may be admitted to the DPS to provide Services.

Service Receipt – this is a weekly electronic record submitted via the SProc.net system to confirm the services you have delivered in the specified week.

SProc.Net – this is an internet cloud-based technology platform through which the Council will be operating the DPS to procure Passenger Transport Services 2020 (web link is www.sproc.net).

Suspension – A process where the Service Provider is suspended from receiving any new Requirements and all current Offers are cancelled.