

adam

Application Guide

Milton Keynes Council

Passenger Transport Services 2021-2025

adam

Contents

Milton Keynes Transport - Application Guide	1
How to join SProc.Net	2
Registration	2
Register	2
Add a System User.....	3
Add a Location.....	3
Accreditation & Enrolment	4
1. Accreditation.....	4
2. Enrolment.....	7
2.1 Adding Service Categories	14
2.2 Adding Bank Details	16
Reason's you may fail this onboarding process:	16
Next Steps	16

Milton Keynes Transport - Application Guide

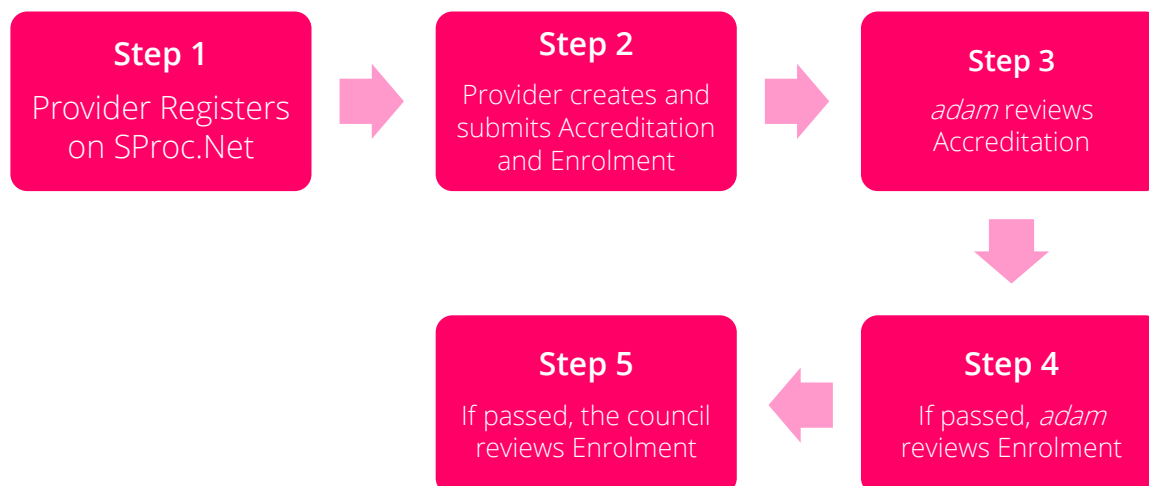
Providers wishing to provide home-to-school transport services to the MK Council will need to complete an Accreditation and Enrolment (A&E) to receive Requirements through SProc.Net.

This document will cover the following:

- Registration – applicable for Providers new to SProc.Net
 - 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 Provider will receive feedback from *adam* so amendments can be made (where possible). Equally if the Enrolment is Rejected by the Council, the Provider 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 organisation/business is part of a larger parent group, then head office should register on SProc.Net. Please note if you already have an account on SProc.Net then you do not need to re-register to the system you can use your current log in details. 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

1. Accreditation

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	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: http://ec.europa.eu/enterprise/policies/sme/facts-figures-analysis/sme-definition/	

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) <p>(Please enter N/A if not applicable)</p>	
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 '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'
Self-Bill Agreement	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

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?</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> <p>Please indicate if, within the past five years you, your organisation or any other person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences within the summary below and listed on the webpage.</p> <ul style="list-style-type: none"> - Participation in a criminal organisation - Corruption - Fraud - Terrorist offences or offences linked to terrorist activities - Money laundering or terrorist financing - Child labour and other forms of trafficking in human beings 	1 (NO)
3	<p>If you have answered 'yes' to the question above, Please provide further details;</p> <ul style="list-style-type: none"> - Date of conviction, specify which of the grounds listed the conviction was 	2 (YES)

	<p>for, and the reasons for conviction,</p> <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 Cleaning)</p>	2 (YES)
5	<p>Regulation 57(3) 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) 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 	1 (NO)

	<p>the participation in the procurement procedure</p> <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-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 to negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection or award 	1 (NO)
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>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> <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>	13
15	<p>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.</p>	
16	<p>Are you able to provide parent company accounts if requested to at a later stage?</p>	15
17	<p>If yes, would the parent company be willing to provide a guarantee if necessary?</p>	16 (YES)
18	<p>If no, would you be able to obtain a guarantee elsewhere (e.g. from a bank)?</p>	16
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</p>	

	<p>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
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)
24	<p>Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below:</p> <p>Employer's (Compulsory) Liability Insurance = £10m</p> <p>*It is a legal requirement that all companies hold Employer's (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders.</p>	
25	<p>Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below:</p> <p>Public Liability Insurance = £5m</p>	

26	If you are a coach or minibus company, please confirm that you have uploaded a copy of your Public Service Vehicle Operator Licence	
27	Please confirm that you have uploaded a copy of your Private Hire Operator Licence (i.e. for taxi companies) or Hackney Carriage Licence (i.e. for sole traders).	
28	For information only - Have you or your Company ever had a Vehicle Operator Licence suspended, revoked or refused?	
29	Please provide brief details of the circumstances and what actions were taken to enable the Licence to be renewed.	28
30	Have you ever been removed or suspended from a transport contract, Framework or DPS, or similar?	
31	Please provide brief details of the circumstances and what actions were taken.	30 (YES)
32	Please confirm that all drivers will hold a full UK driving licence. This information will be required before the commencement of any contracts.	
33	Please confirm that the drivers engaged in the provision of the services have a minimum of 3 years driving experience	
34	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.	
35	Please confirm that you have read and will adhere to X's Health and Safety and Welfare policy? This document can be found on demand.sproc.net	
36	Please select the appropriate actions your driver should take in the case of an emergency situation on school transport?	
37	Please confirm that you have read and will adhere to X Council's safeguarding policies -CCF standard 11 - Safeguarding children for Health ? This document can be found on demand.sproc.net	
38	Please confirm you will not transport any passengers who do not show an appropriate valid school badge/they are not on an approved register provided by MKC	
39	All drivers should be checking for valid badges/referring to their approved register when collecting passengers each journey. What actions should your driver take if a passenger without a valid school badge/is not on an MKC approved register tries to enter the vehicle	
40	Please confirm that you have read and will adhere to Milton Keynes Council's environmental policy? This document can be found on demand.sproc.net	
41	Please confirm that you have read and will adhere to X's Council's corporate Customer Complaints policy and procedure ? This document can be found	

	on demand.sproc.net and will adhere to Surrey County Council's environmental policy? This document can be found on demand.sproc.net	
42	Please confirm that you have read and will adhere to Milton Keynes Council's GDPR policy? This document can be found on demand.sproc.net	
43	Please confirm that you have read and will adhere to the Drivers & Passenger Assistants code of conduct? These documents can be found on demand.sproc.net	
44	SEN only - Please confirm you will complete the appropriate Meet and Greet process for each new child joining the vehicle.	
45	Please describe how all employees involved in direct delivery of services understand and recognise issues relating to the management of children's needs/behaviours in line with the Meet and Greet process (where appropriate), legislative and best practice requirements.	
46	Please confirm that vehicles will arrive at designated destinations within expected times and any deviation from this will be communicated appropriately	
47	Please describe how you plan to ensure/oversee this (Q above)	46 (YES)
48	Do you have access to spare vehicles, drivers and PA's in the event of absence/illness/extreme weather conditions etc. If so, please provide details including number of vehicles and driver/PA names and badge numbers.	
49	Please provide the names and telephone numbers of the designated contactable company representative in the order of preference. Alternatively, this can be uploaded separately within your SRM area.	
50	Please confirm all staff have completed safeguarding training and you will ensure any refresher/additional training is completed within the expected time period. Records of staff training will be required as part of the Provider Review process	
51	Please confirm that you understand site visits may be conducted	

52	Please confirm that you understand you will be subject to a Provider Review and will be expected to provide relevant documentation as requested.	
----	--	--

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

Documents	Instructional text
Single Procurement Document	Please upload a copy of the relevant evidence to having already completed a Single Procurement Document, as outlined in Q1.
Financial Documentation	Please upload copies of the required financial documentation, as requested in Q13-18, as applicable - the expiry must be 12 months' time.
Contract Examples	Please upload the contract examples template as requested in Q19.
Employers Liability Insurance	Please upload your Employers Liability (including volunteers) Insurance Policy (£10m), as requested in Q24.
Public Liability Insurance	Please upload your Public Liability Insurance (including Loss or damage to Service Users' personal effects) (£5m), as requested in Q25.
Operator's Licence Hackney or Private Hire	Please upload your Private Hire or Hackney Carriage licence as requested in Q27.
Minibus Operators Licence	Please upload your Minibus Operators Licence as requested in Q26.

2.1 Adding Service Categories

The Service Categories below show a breakdown of the services which MK Council includes under this Supply Category.

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 Categories

Lot 1 (a) - 1 - 3 Passenger Transport - Driver and Vehicle only

Lot 1 (b) - 1 - 3 Passenger Transport - Driver, Passenger Assistant and Vehicle

Lot 1 (c) - 1 - 3 Passenger Transport - Driver, Passenger Assistant and Vehicle for one wheelchair

Lot 2 (a) - 4 - 8 Passenger Transport - Driver and Vehicle only

Lot 2 (b) - 4 - 8 Passenger Transport - Driver, Passenger Assistant and Vehicle

Lot 2 (c) - 4 - 8 Passenger Transport - Driver, Passenger Assistant and Vehicle for up to two wheel

Lot 3 (a) - 9 - 16 Passenger Transport - Driver and Vehicle only

Lot 3 (b) - 9 - 16 Passenger Transport - Driver, Passenger Assistant and Vehicle

Lot 3 (c) - 9 - 16 Passenger Transport - Driver, Passenger Assistant and Vehicle for up to four wheelchair

Lot 4 (a) - 17 - 33 Passenger Transport - Driver and Vehicle only

Lot 4 (b) - 17 - 33 Passenger transport - Driver, Passenger Assistant and Vehicle

Lot 4 (c) - 17 - 33 Passenger transport - Driver, Passenger Assistant and Vehicle for up to six wheelchairs

Lot 5 (a) - 49 + Passenger transport - Driver and Vehicle only

Lot 5 (b) - 49 + Passenger transport - Driver, Passenger Assistant and Vehicle

Lot 1 (a) - 1 - 3 Passenger Transport - Driver and Vehicle only

Lot 1 (b) - 1 - 3 Passenger Transport - Driver, Passenger Assistant and Vehicle

Lot 1 (c) - 1 - 3 Passenger Transport - Driver, Passenger Assistant and Vehicle for one wheelchair

Lot 2 (a) - 4 - 8 Passenger Transport - Driver and Vehicle only

Lot 2 (b) - 4 - 8 Passenger Transport - Driver, Passenger Assistant and Vehicle

2.2 Adding Bank Details

You will be required to enter your Bank Details for payment purposes – the entry fields can be seen below and you will be asked for details such as your Bank's name, the account holder's name and your account number.

The screenshot shows a web application interface with a navigation menu at the top containing: Accreditations, Enrolments (selected), Requirements, Offers, Service Agreements, Service Receipts, Invoices, SRM, Reports, Admin, and Help. The main content area is a form titled 'Enrolments' with the following fields:

- Bank Name: * test
- Account Name: * test bank
- Sort Code: * 12345
(Please enter your sort code excluding dashes or spaces. For all UK based accounts this will be 6 digits.)
- Account Number: * 12345
(Please enter your account number excluding dashes or spaces. For all UK bank accounts this will be 8 digits.)
- Please enter the details of the Invoice contact for this location.
- Invoice Contact Name: *
- Phone Number: * 07850913121
- Email Address: * test@useadam.co.uk
- Email Address 2: * test@useadam.co.uk
- Address Line 1: * 87-89 London Road
- Address Line 2: * St Leonards-on-Sea
- Address City: * Milton Keynes
- Country: * United Kingdom
- Post Code: * TN376LW
- Country: * (with a search icon)
- Effective Date: * 19/03/2020

At the bottom of the form, there is a checkbox: I agree that I am certified to accept responsibility for submitting this information on behalf of my business *

Reason's you may fail this onboarding process:

The following reasons are the minimum threshold you will need to meet to be able to onboard to this DPS. Please note that the council has the right to approve a Supplier if they fail this criteria but their maybe restrictions on your ability to win new work:

- You have failed to meet the minimum Financial threshold
- You do not have the minimum level of insurances required
- You do not have a valid Operator's licence for the Service Categories selected
- You have not agreed to follow the councils policies
- You have failed the multiple choice quality questions within the Enrolment.

Next Steps

Following submission, the Accreditation and Enrolment will be vetted by *adam* and then reviewed by the Council. 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.