

# Milton Keynes Passenger Transport Refresh - FAQ Document

Question #	Question	Answer
1	Do we need to re-register if we are already on the system?	If you are already on the system with Milton Keynes or another client, you can just log in on your existing account. You will, however, need to complete a new Accreditation and Enrolment for the Milton Keynes Passenger Transport Services 2021-2025 category.
2	Will we still receive emails, as we do now, if there is a new requirement on SProc?	Yes – by default, you will receive email notifications for new requirements in any category which you are successfully enrolled to.
3	Is the new DPS just for home-to-school transport or is Milton Keynes also using it for alternative transport provisions?	Currently, Milton Keynes is just using it for home-to-school transport. Providers can be directed to the community transport and public transport teams for more information on other transport services.
4	Is there a category for ambulances within the new DPS?	No - currently, it is just around minicabs, minibuses, coaches and taxis – not ambulances.
5	Will we need go through the Accreditation and Enrolment process again to get on the new DPS?	Yes – it is a new criteria and the questions, although largely similar, are slightly different to the old DPS. The council have taken on feedback from the old criteria and simplified several of the questions. Because the criteria has changed, you need to complete the process again by answering questions and re-uploading your documents.
6	Has the council given out measures for the quality scoring?	The starting point for existing suppliers is the results from head office visits. As actions are completed, those scores will be updated. Moving forward, the score will be based on quality assurance aspects during the year. Most suppliers have scored very highly and there is always opportunity to improve score. New suppliers will start with the average quality score in the existing market.

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7	If you are currently bidding for Northampton, can you also bid for Milton Keynes? Will the process be the same, or different?	The process will be similar, but each client is able to configure the technology to suit their needs. You will have to complete Accreditation and Enrolment for the new Milton Keynes DPS in order to place offers for Milton Keynes.
8	Do you need a Milton Keynes operators license? What if you have an operator's license for another area such as Central Bedfordshire?	As long as you have a valid operator's license, you can join.
9	Will the new providers go through the same process as existing ones around quality score?	When the system goes live, any new providers will get the average quality score in the market for the first term.
10	Will you take sole traders onboard?	Yes – any sole traders that meet the criteria will be allowed to join the new DPS.