

adam

FAQs Document

Northamptonshire County Council (NCC)

Question no.	Question	Answer
1	Is it a reverse auction?	Yes, the cheapest wins. We will be looking into different ways that we do the auctions, but the main way will be "mini competitions"
2	So it will essentially be a bidding system?	We're going to put all requirements onto the system. It will be similar to the "mini competitions" we've had in the past. You'll be able to put your bid in as normal – but you will be able to see your position compared to other offers. Everyone will have 3 opportunities to adjust their price. If you don't get your offer in before the deadline, you will not be considered.
3	Can you explain more on the 3 bid system?	You put your price in. If you want to change your price because you are behind in the rankings, you may do so up to 2 more times. Unlike An e-auction, you do not get extended deadlines based upon putting in new offers.
4	When an operator has a chance to bid again are the other bids from other operators visible?	No. All you will see is your rank.
5	Will putting a bid in increase the amount of time other suppliers have to place bids in response?	No. Once you put your price in that is it. Putting in a new offer will <u>not</u> extend the time you or others have to submit offers.
6	Are the contracts going to start at a reasonable price this time or will it start from the contract price now?	No, there won't be a starting price. It will be something we will look into in the future.

7	Are Kier involved at all?	We have transferred back over to NCC, so Kier are still providing the contracts with regard to the roads, however, you'll start seeing different things in the future.
8	So Keir won't be giving contracts anymore? Only adam will?	<i>adam</i> are a software provider, the contracts themselves will be delivered and offered by NCC. <i>adam</i> are not providing the contracts themselves, they are simply the host for the contracts.
9	As the scoring is based completely on price and not quality, does this not put road safety at risk?	Well, all drivers are bound by the law. Its down to you as suppliers to make sure that you are using safe and legal drivers. Everything needs to be "legitimate, legal and safe" and again, it will be your responsibility. Additionally, there will be a minimum standard outlined in the A&E process
10	Once new operators register, when will the new operators start receiving these contracts?	New operator can register any time. You will start receiving requirements in the first week of June once it goes live.
11	When can we do the A&E?	The 22nd is when the A&E opens up and you'll be able to go through the system to do this.
12	If you get a question wrong and are not accepted onto the DPS, is there a time frame before you can re-submit to get on?	If you do submit a question wrong, it will go through <i>adam</i> first and you'll have plenty of chances to fix it before it goes off to the council.
13	We all know what is expected of operators, but we are also aware that some operators invest more heavily in their operation than others. If we are	We are looking at implementing the "performance" matrix where we will monitor and score people over the course of the contracts. From this score, we may "traffic light" those operators and those in the "green" will be looked upon as "first choice" when we select people who put bids in. People will be able to see their quality score, which resets next term and they will be able

	all on a level playing field based on cost, doesn't this actively dissuade investment?	change their performance with the hope to improve at the next term. The points will not just be a total of the negatives from your performance, we will be rewarding points for good conduct as well. This will all be sent out in the paperwork we send out to all suppliers
14	Does this framework include invitations for adult social care transport as well?	Yes. It will be all facets of transport offered by NCC – it could mean NHS, colleges, schools etc etc. We are looking to create a one stop shop for all operators so getting work is easier.
15	What parameters will be used to determine the performance score?	We've written up an example you'll be able to read through, but we are still refining it. Once we know exactly how it will be administered etc, we will send it out to you.
16	How long once we have 'won' the contract will we get notification of the award notice?	Once you've won it, you get the notification almost immediately, within a few hours.
17	Do the drivers and passenger assistants still need to get DBS checked?	Yes. We will be checking these too before we award any contracts.
18	How long are you looking to award the contracts for schools for?	That depends upon how requirements change. We could award contracts up to four years, or it could be much much shorter. We are hoping to get ad hoc coming through the system, so it could vary widely.

19	Would you consider quotes from brokers or just operators?	We will be sticking just to operators. As brokers are a form of subcontracting, we will not be using it as we need to be directly aware of the licences and insurances drivers and PAs hold.
20	Will the PAs still have to go through the approval process implemented by the Northampton Council?	Everything will stay the same concerning training.
21	Will the length of contract be specified before we tender?	Yes, in all cases.
22	Will existing contracts continue?	Yes. Contracts will run until they expire. However, this new system will be used to re-procure as the contracts expire and are re-distributed.
23	Last year everything re-set and contracts were redistributed. Will this carry over to the new system?	We don't expect to have a total change of the whole system like last time. Existing contracts will be left with those who currently hold them until they expire.
24	What type of new work will be available?	The same service categories as have been available in the past.

25	Would we be receiving communication via email as we do currently regarding contracts?	We will still be emailing you, but it will be a variation of the emails sent on the old system – it will all be facilitated by the SProc.net system and there will be some new terminology, but yes, you will still receive updates via email. Basically, you will always be notified by email should anything change in the system.
26	With the recent problems NCC have been facing, will the 1.5 per cent price increase still be going ahead?	We will be reviewing the price increase for this year. As the council is currently dealing with problems caused by Covid-19, we cannot guarantee any price increase.
27	When we have escort school codes and the price been agreed upon for the contract, will the price of the contract increase to account for changing minimum wage regulations?	That's something you will have to factor into your price offerings on requirements, the council will not be responsible for ensuring your drivers are receiving the minimum wage.
28	Would we be able to apply for the service agreements within all the new unitary authorities in the future?	Yes. The provision has been made in this new DPS so it will be usable by each authority for student transport in their areas.
29	I see that new system included Milton Keynes, so can we go sign up for MK too?	Yes, you can enrol for <u>any</u> authority on the system, not just NCC.
30	Can we have any say in how some routes are set up?	After you are awarded a route, we are happy to take feedback into account regarding the practicalities of the contract. If you can think of a way to make the route more efficient, we welcome that kind of constructive feedback.

31	How can we get in touch with the Client?	There is an SRM tab that allows you to send messages, but as always, the best way to get clarification is to simply email/message/call the client direct where possible.
32	Will routes for larger vehicles with more seating capacity be tendered?	Routes for all sorts of vehicles types will be tendered, it will simply depend on the requirements. We are looking into options concerning variations for routes.