



PAN3059 Dynamic Purchasing System (DPS) for

# Passenger Transport Services

Bidders' Information Event  
May 2024



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## Agenda

1. Introductions & housekeeping
2. Service Overview
3. Procurement Process
4. Q&A

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# Service Overview

Maria Coulson  
Annette Forbes



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## SEND & LAC Transport

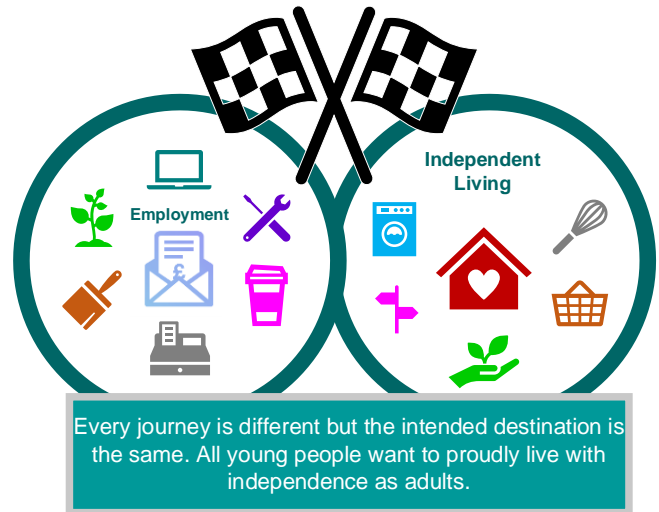
- Around 1200 children and young people start their school or college day with your help
- All have one thing in common– learning to prepare for adulthood
- What that future looks like can vary broadly
- Their needs vary and some include challenging behaviours
- We are committed to using policy to encourage positive behaviours that will enhance life chances
- Arrangements have to be reviewed regularly by law
- As longstanding service delivery partners we are reliant on you to help get our children or young person (CYP) to where they need to be



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# Experience and positive environments

- A child or young person travelling in a confined space where they have no control could cause anxiety
- This is especially so where CYP have certain special educational needs and disabilities and / or have experienced trauma
- We recognise your skills and experience in supporting children, young people and their families through any required changes
- This is why a new 'lot' has been created where there are additional skills required and we would urge those with proven experience to come onto the DPS and ensure that is captured
- Done well, this is an opportunity to provide a change that builds and equips the child or young person with life experience and helps them prepare for adulthood



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## Adults using taxis arranged through Adult Social Care

- At present there are 196 people using taxis commissioned by LCC to access college, day opportunities and appointments
- All will be receiving / have received a letter advising that the current arrangements may change due to the new DPS arrangements
- They have been advised that they can use a Direct Payment to make transport arrangements directly with the taxi company currently supporting them if this is their wish, otherwise their details will be tendered on the new DPS and journeys arranged for them

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## Specialist Category 2

- This category has been included to support passengers who may display behaviours that challenge.
- To be included in this category Providers will be required to detail their previous experience, proven skills and evidence of how drivers and passenger assistants will be able to manage such behaviours in confined moving environment such as a Taxi.
- Relevant training includes all required for the main Category as well as experience / training in understanding Learning Disabilities and or Autism. Completion of training in respect of Positive Behavioural Support will be viewed positively.

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## Ensuring Value

- Financial pressures on the Council
- Sharing of journeys
- Other options we consider: personal budgets & LCC internal fleet
- We are required by Law to keep all tendered contracts under regular review

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# Resolving issues

- If you experience difficulties during a journey you should advise LCC Brokerage team on 0116 4540902 (option1-1) or via e mail to Enquiries-Taxi-Brokerage@leicester.gov.uk
- Issues advised to the taxi team relating to lateness, non attendance, refusal, hand back, notifying Brokerage team will be considered by the taxi compliance team and may attract penalty points
- If you experience problems with a journey due to your passenger being consistently late the taxi brokerage team will be able to intervene on your behalf
- There may be occasions when single journeys are risk assessed and this means LCC may require you to add another passenger to the journey. This should never happen unless you have been expressly requested to add another passenger to the journey by the Brokerage team.

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# Penalty Points

- The penalty points system is to enable a consistent approach to dealing with unacceptable conduct such as failures to abide by the Service Specification, Code of Conduct, licence conditions or offences where contract termination, suspension, (by relevant authority) may be disproportionate.
- Penalty points will be issued to individual Drivers and Passenger Assistants as well as Providers. Note- any points awarded will follow Drivers or Passengers Assistants should they leave one provider on the DPS and join another provider on this DPS. Points applied will be weighted according to the frequency of services on the DPS.
- If a Provider's failure score reaches 10 points or more in any rolling period of six months, the Authority will issue a first warning letter. If a total of 15 points is incurred in any rolling period of six months, the Provider may be prevented from being allocated any new work under the DPS for up to a six-month period and may be issued with a Notice to Remedy a Breach at this stage.

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# Sub-contracting

- The Provider must not assign, delegate, transfer, Sub-contract, change or otherwise dispose of all or any of its rights or obligations under this Agreement without first obtaining the Council's confirmation in writing consenting to the appointment of the Sub-contractor (such consent not to be unreasonably withheld or delayed).
- Only the providers that are party to the DPS should be delivering the services. If you open a new business or wish to deliver services via another party, they should apply to join the DPS.

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# Procurement Process

Izabela Skowronek

Martin Grogan



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# Procurement Process

- Current DPS (ref. PAN2598) is expiring 3 August 2024
- The new, replacement DPS (ref. PAN3059) is expected to commence in July 2024
- Link to advert

[PAN3059 - Passenger Transport Services DPS \(due-north.com\)](#)

- Overarching conditions applicable to this DPS can be found at **PAN3059 DPS Agreement**

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# Applications to join the DPS

- **All incumbent providers are invited to apply and won't be automatically transferred across, applications also open to new providers**
- You can apply now by **3rd June** or **at any point following the start of the new DPS in July**
- As explained in previous slides, we now included an additional category 2 – Specialist
- Majority of contracts are expected to fall under category 1 – General
- You can apply to join either or both categories
- Category 2 requires completion of additional questions (7.9(a) and 7.9(b))

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# Key Dates

- Notice served on current DPS – 3<sup>rd</sup> May 2024
- Current DPS expiry - 3<sup>rd</sup> August 2024
- Applications to join new DPS open – 3<sup>rd</sup> May 2024
- Deadline for clarification questions – 22<sup>nd</sup> May 2024
- Deadline for RTP applications (initial) – 3<sup>rd</sup> June 2024
- Commencement of the new DPS – 1<sup>st</sup> July 2024
- Issue of mini-competitions – from commencement date onwards
- Subsequent RTP applications & re-applications – ongoing from commencement date

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# Pre-Commencement Conditions

- You must meet these before you can be accepted onto the DPS, these include
  - Relevant policies in place e.g. H&S
  - Training (as per the specification)
  - Licences
  - Insurance
  - Financial standing checks, including min. turnover
- Drivers and Passenger Assistants are required to sign a Code of Conduct (see Appendix B in the Specification)

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# Submission of RTP

- Prepare your questionnaire and all the evidence required
- **See useful checklist at 6.4 in RTP**
- Allow yourself plenty of time to upload your response
- Once uploaded, make sure you **submit**
- The system will time out at 12 noon on Monday 3rd June 2024
- If you already submitted your response, you can still add & resubmit at any point before the deadline
- If you are not ready yet, you can apply (or re-apply) at any point from the commencement date of the DPS until its expiry

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# RTP Checklist

- ✓ Completed RTP Questionnaire
- ✓ Signed Declaration (6.3)
- ✓ Evidence relating to Financial Standing (5.1-5.5)
- ✓ Insurance Certificates (7.1)
- ✓ Data Protection Policy (7.2)
- ✓ Cyber Essentials certificate/Acceptable equivalent (ISO 27001) (7.2)
- ✓ Health & Safety Policy (7.3)
- ✓ Business Continuity Plan (7.4)
- ✓ Quality Assurance Statement (7.5)
- ✓ Safeguarding Policy (7.6)
- ✓ Euro 5 Compliance Confirmation (7.7)
- ✓ Licences (7.8)
- ✓ Category 2 Specialist questions responses (7.9) (if applicable)

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# Supporting Evidence

- We recommend you submit all evidence with your RTP application
- If anything is missing, you might be asked to submit within 3 working days from being asked, otherwise application might be rejected (request will be issued via the portal)
- If there are major omissions in your application, it is likely to be rejected
- Can re-apply at any point from the start date until the expiry of the DPS

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# Quoting for journeys

- The process of issuing an invitation to tender (ITT) to DPS providers via the e-tendering portal allowing them to quote is known as **mini-competition**
- Specific requirements of the journey will be included in the ITT document
- There will be multiple ITT issued under this DPS
- The conditions that will apply to contracts awarded can be found at ***PAN3059 Services Agreement***
- TUPE may apply to some of the competitions
- Competitions will be mostly price based, but additional requirements may be added e.g. due to specific needs of the user of the service

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# Fraud, Collusion and Bid Rigging

- Do not share or discuss your bid with others (other than professional advisers), keep your bids confidential.
- Within your Declaration (6.3) at the end of RTP Questionnaire you confirm no such activity
- The Council will not accept any forms of fraud or collusion
- We can take action in relation to any suspected collusion/fraud:
  - Provider removed from the DPS
  - Report to Competition & Markets Authority
  - Where appropriate, criminal investigation which may lead to prosecution if evidence of offences is established.

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# Use of Portal

- The Council uses its e-tendering portal for both new applications to join the DPS (RTP) as well as subsequent competitions (ITT)
- Applications or bids submitted outside of the portal will not be accepted
- You can find supplier guidance here [ProContract Version3 Help \(due-north.com\)](https://procontractversion3help.due-north.com)

If you require assistance in using the specification portal, please read the reference guides available on the portal. If after reading these reference guides you are still unable to resolve your issue and require support please contact EastMids Tenders Technical Support by email: [procontractsuppliers@proactis.com](mailto:procontractsuppliers@proactis.com); telephone: 0330 005 0352 (lines open from 8.30am - 5pm Monday to Friday, excluding English public holidays). Please note the Technical Support Team will not be able to answer any contract opportunity specific enquiries.

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# Terminology

- DPS – dynamic purchasing system
- RTP – request to participate, your application to join the DPS
- ITT – invitation to tender, document issued to DPS providers to allow them to bid for contracts (journeys). You must apply to join the DPS first, once successful you will be automatically added to competitions.
- Mini Competition - the process in which DPS providers are invited to bid for contracts (quote), this is done via e-tendering portal.

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# Asking questions

- Questions can be asked via messaging facility on the portal
- Guidance on how to do it can be found here [ProContract Version3 Help \(due-north.com\)](#) (Responding to Tenders/Messaging)
- We will publish anonymised clarification log via the portal, so that the same information is shared with all interested providers
- You can ask questions at the end of this session, record of today's Q&A will also be added to the clarification log

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# Q&A