



Dynamic Purchasing System - Provision of Passenger Transport Services

Frequently Asked Questions (FAQs)

V2.0 03 June 2019

www.lancashire.gov.uk



The following is a record of frequently asked questions (FAQs) regarding the provision of passenger transport services - dynamic purchasing system (DPS).

No.	Question	Answer
1	Can I apply to join the DPS by printing and posting my paperwork?	No. The DPS must operate as a completely electronic system. If you download and complete the selection questionnaire by hand, you must scan in or photograph it, upload and submit it via the iSupplier Portal.
2	How will I be notified as to whether or not I have been successful in being appointed to the DPS?	Service Providers will be informed by email as to whether or not they have been successfully appointed onto the DPS. If unsuccessful, the reasons why the application was unsuccessful will be provided.
3	If I am unsuccessful in being appointed to the DPS will I be able to reapply?	Yes.
4	What are the mini competitions?	Each time a contract for a route needs to be let, this is the process by which the Authority invites Service Providers appointed to the DPS to tender for the contract. It is at this stage Service Providers submit a price for the contract. Mini-competitions will take the form of a reverse e-auction or request for quote.
5	How do I bid for a route/contract?	Please see the guide titled 'How to bid for a Route Instruction' on the following webpage: www.lancashire.gov.uk/business/tenders-and-procurement/tenders/lps-corp-provision-of-passenger-transport-services-dynamic-purchasing-system/
6	Are contracts let on price only?	The majority of contracts let from this DPS will be based on price only. However some mini-competitions may have additional project specific questions included as part of the evaluation. Service Providers will be notified whether this is the case at the time of being invited to submit a tender.
7	How will I be notified that I have been successful in bidding for a contract for a route?	Service Providers will be informed by email if they have been successfully awarded a contract following mini-competition.
8	Why is the tendering process so complicated?	The Authority is governed by the Public Contracts Regulations 2015 (and any such regulation succeeding this). Whilst each contract let under the DPS may be small in its own right, the Authority has to consider the total number of contracts that may be let over the lifetime of the DPS and consider the overall total value of all these contracts put together. This value means that the Authority must follow strict procurement procedures as prescribed in the Public Contracts Regulations 2015.

9	Does this DPS affect contracts that are currently running?	No. If you currently have a contract with the Authority, it will continue under those terms and conditions until that contract terminates (either by expiry or earlier subject to the termination clauses in the contract). From 1 July 2019, any new contracts will be let through the DPS.
10	Can sole traders apply to join the DPS?	Yes
11	I am a sole trader who hasn't got a two way radio system. Will this exclude me from applying to the DPS?	No so long as there is some way of communicating with the driver.
12	How do I apply for a Category which I didn't apply for on my original application to join the DPS?	You must submit a revised selection questionnaire via the Oracle iSupplier system. The Authority will evaluate the revised response and confirm if you are successfully appointed to the Category(s) you have applied for on the new submission. Please note this submission will override your existing submission. Therefore you must include any existing Categories you have been appointed to on the revised selection questionnaire if you wish to remain on those Categories.
13	I want to add (or remove) other areas (e.g. North, East etc.) for the Category I have already been appointed to. How do I do that?	Please email: contractscorporate@lancashire.gov.uk stating your company name, the Category(s) you are currently appointed to, and the areas you wish to add/remove.
14	I currently do not have a PSV operator's licence as I don't have any vehicles with more than 8 passenger seats (plus driver). I am interested in contracts that will require 9 or 12 seater vehicles, as I am intending to buy a PSV vehicle in future. Can I apply for the PSV Category without a PSV licence?	No. To be admitted onto the DPS under the PSV category you will be expected to have all relevant licences in place at the time of your application. Therefore you will be expected to already have a PSV Operator's licence at the time of your application. If in future you obtain a PSV Operators licence and wish to be included on this Category, you may submit a revised selection questionnaire requesting to be included onto the PSV Category. The Authority will evaluate the revised response and confirm if you are successfully appointed to the Categories you have applied for on the new submission.
15	Are special schools included in this DPS?	Yes

16	Could an explanation be given of the differences between Special Educational Needs (SEN) and mainstream taxi services?	Mainstream taxis may be required for children unable to access education services, for example because they do not live on a bus route. The Authority is required to assist in transporting these children to school. Therefore this group of children are not identified as having Special Educational Needs, rather that they need transporting to school. Children identified as having Special Educational Needs will have specific requirements pertaining to their individual needs.
17	If I am an owner driver will you give me notice of any inspections that are due to be carried out at my premises as I might be out on the road when your inspector visits?	Yes, we will arrange a convenient time and place with you if an inspection is required.
18	What commitment will the Authority give to me if I go out and buy a £30,000 vehicle to cover a contract?	The Authority cannot guarantee any volumes of work to any Service Provider appointed to this DPS.
19	How often will tenders come out?	Contracts will come out at any point throughout the year so it is important for Service Providers to check their emails and/or the iSupplier system to ensure that they do not miss out on invitations to tender.
20	All PSV drivers do not necessarily need a DBS. Will this exclude me from the DPS?	Currently all taxi drivers have a DBS or an Enhanced DBS through their local council. Where it is a requirement of the contract that drivers need an Enhanced DBS (where there is no Passenger Assistant on the vehicle), the Authority will carry out the DBS clearance. It is acceptable for PSV drivers without an Enhanced DBS clearance to continue on a run where there is a Passenger Assistant, but not when there is an unescorted run.
21	How do I get an Authority Enhanced DBS clearance if I currently do not have any unescorted runs?	Once appointed to the DPS, the Authority will allow each Service Provider to have up to two drivers cleared in advance to enable them to apply for unescorted contracts. The Authority does make a charge for this which is currently £65 per application (note this may change in future).
22	I already have a DBS clearance for another role that I carry out for the Authority. Can this clearance also be used for this DPS?	No.
23	My LCC Enhanced DBS has now lapsed. Will I be able to apply for contracts in the future?	You will need to apply for a new Enhanced DBS by contacting 01772 534490 or emailing busandtaxiidbadge@lancashire.gov.uk . Service Providers will still be able to bid for work where there is a Passenger Assistant on board, as an LCC Enhanced DBS is only required for unescorted runs.

24	What should be the procedure in the event of a breakdown?	The Service Provider must inform the Authority immediately. Further details are provided in the Contingency Procedures schedule in the Call-Off Terms and Conditions.
25	If a vehicle used on a contract was in an accident, would another vehicle be able to take over?	Yes. Further details are provided in the Contingency Procedures schedule in the Call-Off Terms and Conditions.
26	Can I use a PSV vehicle on a contract requiring for example 8 seats?	Yes, if the route would allow for this. Some contracts do not allow this for certain circumstances, such as where parking is too tight to accommodate a larger vehicle.
27	Will the prices be per mile?	Most mini competitions require Service Providers to declare a cost per day price.
28	Could we miss out on work because our computers are not on?	Yes. Service Providers are expected to check their email and/or the iSupplier portal on a regular basis to check to see if they have been invited to tender for a contract.
29	What is the minimum notification that the Authority has to give to Service Providers for the cancellation of contracts due to no fault of the Service Provider?	This can vary depending on the circumstances of the termination. Please view the Termination on Notice clauses of the Call-Off Terms and Conditions.
30	Is there a set price regarding the variation mileage?	Yes. Please check the Price clauses in the Call Off Terms and Conditions.
31	How in-depth does the record keeping of vehicles need to be?	The Authority expects Service Providers to record details of servicing, MOT and any major work undertaken to their vehicles as a minimum.
32	Will daily walk-round checks be required on all vehicles?	The Authority expects that as good practice drivers should do daily walk-round checks of their vehicles and records kept of such checks.
33	Do I need a Health and Safety policy?	Yes. All organisations with more than 5 employees must have a Health and Safety Policy. For organisations that have fewer than 5 employees, the Authority maintains that you must give due regard for your Health and Safety responsibilities and are therefore still required to have a Health and Safety Policy.
34	How will you measure the requirement that drivers have a command of the English language sufficient to allow effective communication with passengers / passenger assistants?	The Authority will obtain feedback from service users and passenger assistants regarding any communication issues. Any feedback indicating a possible issue will then be investigated with you and may require the Authority speaking to the driver directly to verify whether effective communication is achievable. This may include asking the driver to communicate specific instructions that would likely arise in the normal day-day operation of the services.
35	What is a section 19 / 22 permit?	Please see the following guidance published by central government: https://www.gov.uk/government/publications/section-19-and-22-permits-not-for-profit-passenger-transport/section-19-and-22-permits-not-for-profit-passenger-transport

36	What is a DUNS number and where do I get one / check what mine is?	A DUNS number is a nine digit long number that is used to identify your business. It stands for Data Universal Numbering System and is a propriety system developed by Dun and Bradstreet. Please see the following guidance published by Dun and Bradstreet: https://www.dnb.co.uk/duns-number.html to find out how to apply for or check what your organisations DUNS number is.
37	If we bid and win 10 contracts, but can only service for example 5 contracts, how will you decide which contracts to allocate to us?	The Authority will discuss this with you at the time. Please note that the Authority must take into account what combination of contracts offers the tax payer the best value overall.
38	What can I do if I don't agree with the terms and conditions?	If you do not agree with the terms and conditions relating to this DPS, then you do not have to request to participate or bid for contracts. By requesting to participate (and bidding for contracts if accepted to this DPS) you are agreeing to be bound by the terms and conditions of the DPS.
39	Why do I have to reply within 2 working days of being notified that I have been awarded a contract?	A reply is required so that the Authority knows that you will turn up on the start date of the contract. In the event that no reply has been received within 2 working days and the contract hasn't yet started, the Authority may award the contract to the next best-priced service provider instead, meaning you lose out on the contract.