



**Application Guide**

London Borough of Bexley

Dynamic Purchasing System   
for Travel and Transport Services

v. 1.1

Table of Contents

[Travel and Transport Services – DPS Application Guide 3](#_Toc6171603)

[What is a Dynamic Purchasing System (DPS)? 4](#_Toc6171604)

[How will the Council run the DPS? 4](#_Toc6171605)

[How to join the DPS 5](#_Toc6171606)

[Step 1: Registration 6](#_Toc6171607)

[Step 2: Accreditation & Enrolment 7](#_Toc6171608)

[1. Accreditation 7](#_Toc6171609)

[1.1 Company Information 7](#_Toc6171610)

[1.2 Accreditation – Document Upload 9](#_Toc6171611)

[2. Enrolment 10](#_Toc6171612)

[2.1 Additional Company Information 10](#_Toc6171613)

[2.2 Grounds for Mandatory & Discretionary Exclusion 10](#_Toc6171614)

[2.3 Economic & Financial Standing 13](#_Toc6171615)

[2.4 Technical and Professional Ability 14](#_Toc6171616)

[2.5 Modern Slavery Act 2015 14](#_Toc6171617)

[2.6 Insurances 14](#_Toc6171618)

[2.7 Technical and Professional Ability 15](#_Toc6171619)

[2.8 General Data Protection Regulations 16](#_Toc6171620)

[2.9 DBS Checks 16](#_Toc6171621)

[2.10 Health & Safety 16](#_Toc6171622)

[2.11 Safeguarding & Safer Recruitment 16](#_Toc6171623)

[2.12 Enrolment – Document Upload 17](#_Toc6171624)

[Next Steps 18](#_Toc6171625)

# Travel and Transport Services – DPS Application Guide

London Borough of Bexley (“the Council”) is working with adam to provide a web-based solution (SProc.Net) to manage its Dynamic Purchasing System (DPS) for the procurement of Travel and Transport Services.

Travel and Transport Services refers to:

* Adult Social Care & Health
* Children's Services

This DPS Application Guide, along with the DPS Operational Guide, will give you an overview of:

* What a DPS is
* The Entry Criteria you must meet to join the DPS
* The Evaluation Methodology the Council will use to assess your capability to deliver Travel and Transport Services
* How the Council will manage the procurement and invoicing process using SProc.Net

# What is a Dynamic Purchasing System (DPS)?

A DPS is a completely electronic system used by the Council for purchasing commonly used goods, works or services and is governed by Regulation 34 of the Public Contract Regulations.

A DPS operates differently to traditional contracts and frameworks in that it is an ‘open market’. It allows providers to apply to join at any time and is designed to provide the Council with access to a pool of providers which can be constantly refreshed. Any interested providers need to apply only once to join the DPS.

When the Council needs to commission a specific Technology Enabled Care product or service, it will publish the ‘Requirement’ on the DPS and invite bids from providers who have been admitted to the DPS in order to award a contract (called a Service Agreement).

# How will the Council run the DPS?

A provider that wishes to provide Travel and Transport Services to the Council will need to apply to join the DPS. This is done by registering and submitting Accreditation and Enrolment information (called an Entry Submission) online at www.Sproc.net.

As part of the application process, providers indicate which of the Service Categories it can provide services for. Providers can opt in and out of these Service Categories at any point, if required.

During the application process, the providers’ capability to provide Travel and Transport Services will be evaluated on a pass / fail basis.

All successful and unsuccessful providers will be notified of the outcome of their application. A provider will either be accepted onto the DPS or rejected and provided with feedback to enable them to improve, where necessary, and to re-apply later, should they wish to. The process of applying to join the DPS is explained further in a step-by-step diagram below (‘How to join the DPS’).

When the Council wants to commission a Travel and Transport Services, it will notify providers on the DPS and will run a tender (known as a Requirement) through SProc.Net. Interested providers will be able to submit offers to provide the products/services required. At the end of the tender period, the Council will normally award a contract and enter into a Service Agreement for the provision of the service/supply of the product. This process is explained further in the DPS Operational Guide.

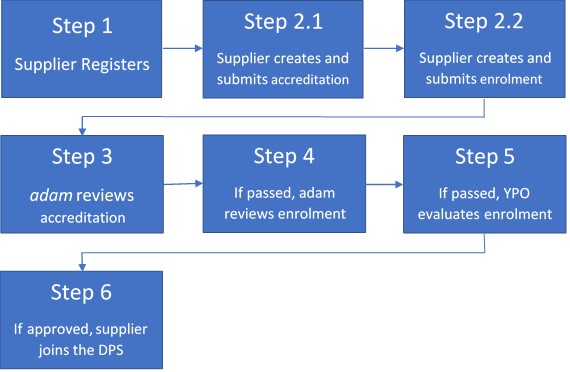
The DPS will remain open for the term specified in the OJEU Contract Notice. However, if the term needs to be extended or reduced, notice will be given to all providers and a Corrigendum will be issued via OJEU.

Providers can be removed from the DPS if they fail to comply with the required minimum standards; however, they have the option to re-apply. Should a provider be removed from the DPS for any other reason than failing to comply with the minimum required standards, the decision will be final as to whether the they can be re-admitted to the DPS.

# How to join the DPS

Providers who want to join the Council’s DPS for Travel and Transport Services will need to show that they meet the Entry Criteria by applying online at [www.SProc.net](http://www.SProc.net). It is a simple application process consisting firstly of ‘Registration’ and secondly ‘Accreditation and Enrolment’.

The step-by-step process is as follows:



Step 1

Supplier Registers

Step 2.1

Supplier creates and submits accreditation

Step 2.2

Supplier creates and submits enrolment

Step 3

*adam* reviews accreditation

Step 4

If passed, adam reviews enrolment

Step 5

If passed, the Council evaluates enrolment

Step 6

If approved, supplier joins the DPS

Please note that if not approved, the provider will receive feedback from the Council and can re-apply from Step 2.1 or 2.2. Typically, the cycle of these steps will take a maximum of 10 working days.

All providers who are successful with their application will be admitted to the DPS.

# Step 1: Registration

You must register your business on the online system ([www.SProc.net](http://www.SProc.net)). To do this, you will need to provide the following information:

* Business Name
* Registered Name (if different from above)
* Website
* Logo file
* Business Tax/VAT Number
* Legal Entity Type
* Business Registration Number (Limited Company, Public Limited Company, Limited Liability Partnership, Community Interest Company only)
* Charity Registration Number (Charities only)
* Number of Employees
* SME status
* What do you supply: Goods, Services or both?
* How did you learn about adam?
* Registered Business Address: line 1 and 2, City, County, Postcode
* Telephone number
* Email address

The business name you register with, will be the name shown on the system. You must then create your first administrative user by providing:

* Title
* First name
* Last name
* Job title
* Email address
* Telephone number

Once the above fields have been completed and the first administrative user has been created, they will receive a username and temporary password. Upon logging into SProc.Net, the administrative user will be prompted to change their password. After this you can proceed to the Accreditation and Enrolment stage. The administrative user will have the ability to create other users for their organisation.

For further details and support on how to complete this registration process, please visit the ‘Contact us’ page at <http://demand.sproc.net> or email our supplier engagement team directly at [supplier.engagement@useadam.co.uk](mailto:supplier.engagement@useadam.co.uk).

# Step 2: Accreditation & Enrolment

Step Two is the Accreditation and Enrolment stage; this is where your business must show that it meets the Council’s Entry Criteria.

This is completed by providing responses on SProc.Net to a series of questions and uploading documents to provide information about your organisation. The tables in sections 1 to 2 below set out the questions you will have to respond to and documents that need uploading. Some questions will only have to be answered depending on the response to another question.

# Accreditation

During the Accreditation stage you need to provide responses to questions and upload documents. You will also need to confirm your business’s acceptance of the Call-Off Terms and Conditions, Supplier Agreement, Service Specification, Self-Bill Agreement, and Declaration Statement.

The Supplier Agreement (DYNAMIC PURCHASING SYSTEM AGREEMENT FOR THE PROVISION OF TRANSPORT SERVICES TO THE LONDON BOROUGH OF BEXLEY) confirms that you agree to the terms and conditions required to provide services to the Council through the DPS. The Self Bill Agreement states that the payment for each Service Agreement awarded through the DPS will be managed through Service Receipting via SProc.Net. In order to confirm acceptance of this, you will need to download the provided Supplier Agreement and Self Bill Agreement document, complete it and re-upload it onto SProc.Net. For more information on Service Receipting, please see the DPS Operational Guide which can be found at <http://demand.sproc.net>.

The Call-Off Terms and Conditions sets out general provisions, supply of services, payment and contract price, statutory obligations and regulations, protection of information, control of contract, liabilities, default, disruption and termination, disputes and law. You will also need to confirm acceptance of the Call-Off Terms and Conditions by signing the document. You will need to download the provided document, sign and upload it onto SProc.Net.

# Company Information

This section is used to gather the necessary details to understand the nature of your organisation and legal entity. The questions are for information only, but a potential provider may be excluded on the grounds of providing insufficient or false information.

The following is a complete list of all questions that need to be completed. Some of the questions are supplementary. The answers you provide will determine which of these questions require a response (as indicated by the trigger question no.).

|  |  |  |
| --- | --- | --- |
|  | **Company Information** | Trigger Question No. |
| 1 | Full name of the potential supplier submitting the information |  |
| 2 | Registered office address (if applicable) |  |
| 3 | Registered website address (if applicable) |  |
| 4 | Trading Status? |  |
| 5 | Please specify your trading status | 4 |
| 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 |
| 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 |
| 15 | Trading name(s) that will be used if successful in this procurement. |  |
| 16 | Relevant classifications (state whether you fall within one of these, and if so which one) |  |
| 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 | Details of Persons of Significant Control (PSC), where appropriate:  - Name;  - Date of birth;  - Nationality;  - Country, state or part of the UK where the PSC usually lives;  - Service address;  - The date he or she became a PSC in relation to the company (for existing companies the 6 April 2016 should be used);  - Which conditions for being a PSC are met;  - Over 25% up to (and including) 50%,  - More than 50% and less than 75%,  - 75% or more.  (Please enter N/A if not applicable).  UK companies, Societies European (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. |  |
| 19 | Details of **immediate** parent company:  - 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)  (Please enter N/A if not applicable) |  |
| 20 | Details of **ultimate** parent company:  - 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)  (Please enter N/A if not applicable) |  |
| 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 |
| 23 | Proposed legal structure if the group of economic operators intends to form a 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 |
| 24 | Are you or, if applicable, the group of economic operators, proposing to use sub-contractors? |  |
| 25 | Please confirm that you have uploaded additional details for each sub-contractor in the downloadable template. | 24 |

# Accreditation – Document Upload

The documents listed below must be uploaded onto SProc.Net as part of your submission:

|  |  |  |
| --- | --- | --- |
|  | Document Type | Description |
| 1 | Supplier Agreement | Please download the Supplier Agreement, complete the cover page and sign pages: 1, 31, 32, 34. Please upload only these 5 pages. |
| 2 | Self-Bill Agreement | Please download the Self-Bill Agreement, fill this in and upload. |
| 4 | Sub-Contractor Information | If you have responded 'Yes' to Q24, please download the Sub-contractor Information, fill in and upload. |
| 5 | Declaration Statement | Please download the Declaration Statement, fill in and upload. |

# Enrolment

You can begin the Enrolment stage as soon as you have submitted your Accreditation. You don’t need to wait for the Accreditation to be approved; however, your Enrolment can only be reviewed by *adam* and the Council after you pass the Accreditation stage.

At the Enrolment stage, you will need to provide responses to a series of questions and upload documents relating to your capabilities. The Council will use the responses and documents provided to assess the capability of your organisation to provide Travel and Transport Services to the Council.

Within the Enrolment section you will need to select which of the Service Categories you can provide products/services for. Once you are on the DPS, you will only be invited to bid on the Service Categories you have selected.

# Additional Company Information

The Council wants to ensure the capability of all providers admitted onto the DPS. Your responses to these questions will be evaluated on pass/fail basis.

|  |  |  |
| --- | --- | --- |
|  | **Company Information** | Trigger Question No. |
| 1 | Has your organisation completed the European Single Procurement Document? https://ec.europa.eu/tools/espd/filter?lang=en  (This is an electronic self-declaration document to be submitted by suppliers interested in tendering for contracts to public bodies located anywhere within the European Union. Created under the EU's 2014 Directive on Procurement the ESPD 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. |  |

# Grounds for Mandatory & Discretionary Exclusion

**Mandatory**

A provider will be excluded from becoming, or continuing to be, an approved provider if there is evidence of convictions relating to specific criminal offences including, but not limited to, bribery, corruption, conspiracy, terrorism, fraud, child labour and other forms of trafficking in human beings and money laundering, or if you have been the subject of a binding legal decision under the laws of your organisation’s country of establishment or of any UK jurisdiction which found a breach of legal obligations to pay tax or social security obligations (except either, on an exceptional basis, for overriding reasons relating to the public interest such as public health or protection of the environment or where an exclusion is disproportionate e.g. only minor amounts involved).

**Discretionary**

A provider may be excluded from becoming, or continuing to be, an approved provider if they have violated applicable obligations in the field of environment, social and labour law; are or have been bankrupt or the subject of insolvency or winding-up proceedings; have been guilty of grave professional misconduct or distortion of competition; if there is a conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure, if there have been 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; has influenced the decision-making process of the Council to obtain confidential information that may confer upon the organisation undue advantages in the procurement procedure; or has negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection or award.

Any provider that answers ‘Yes’ to questions 2, 5 or 8 should provide, in the relevant space for this on SProc.Net, enough evidence that provides a summary of the circumstances and of any remedial actions that it has taken which are enough to demonstrate its reliability as a provider despite the conviction in question. The provider must demonstrate it has taken such remedial action to the Council’s satisfaction in each case.

If such evidence is considered insufficient by the Council (whose decision will be final), the provider will not be admitted to the DPS.

In order for the aforementioned evidence to be deemed sufficient, the provider will, as a minimum, prove that it has:

* paid or undertaken to pay compensation in respect of any damage caused by the criminal offence or misconduct;
* clarified the facts and circumstances in a comprehensive manner by actively collaborating with the investigating authorities; and
* taken concrete technical, organisational and personnel measures that are appropriate to prevent further criminal offences or misconduct.

The measures taken by the provider will be evaluated by the Council, considering the gravity and circumstances of the criminal offence or misconduct. Where the measures are considered by the Council to be insufficient, the provider shall be given a statement of the reasons for that decision.

|  |  |  |
| --- | --- | --- |
|  | **Grounds for Mandatory & Discretionary Exclusion** | Trigger Question No. |
| 2 | Regulations 57(1) and (2)  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.  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 had been convicted anywhere in the world of any of the offences within the summary below and listed on the webpage.  - 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 |  |
| 3 | Please provide further details;  - Date of conviction and the jurisdiction, 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. | 2 |
| 4 | Have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (Self Cleaning) | 2 |
| 5 | Regulation 57(3)  <http://www.legislation.gov.uk/uksi/2015/102/regulation/57>  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? |  |
| 6 | 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.  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. | 5 |
| 7 | Regulation 57 (8)  <http://www.legislation.gov.uk/uksi/2015/102/regulation/57>  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.  - 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 the participation in the procurement procedure?  - 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 | Please provide further details.  -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 |
| 9 | Have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (Self Cleaning) | 7 |
| 10 | Regulation 57 (8)  <http://www.legislation.gov.uk/uksi/2015/102/regulation/57>  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.  - 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. |  |
| 11 | Please provide further details.  -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 |
| 12 | Have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (Self Cleaning) | 10 |

# Economic & Financial Standing

To assess your organisation’s financial viability, you are required to provide the information set out below. If you have indicated that you are part of a wider group, you will also be required to provide further details regarding your organisation’s parent company as detailed below:

|  |  |  |
| --- | --- | --- |
|  | **Economic and Financial Standing** | Trigger Question No. |
| 13 | Please confirm that your organisation will provide **one** of the following to demonstrate its economic/financial standing;  (a) A copy of the audited accounts for the most recent two years  (b) A statement of the turnover, profit & loss account, current liabilities and assets, and cash flow for the most recent year of trading for this organisation  (c) A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position  (d) 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). |  |
| 14 | Please say if your organisation is part of a wider group (e.g. a subsidiary of a holding/parent company)? |  |
| 15 | What is the relationship of the organisation to your organisation? | 14 |
| 16 | Are you able to provide parent company accounts if requested to at a later stage? | 14 |
| 17 | Please confirm that if necessary, your organisation's parent company would be willing to provide a guarantee. (A parent company guarantee is a form of financial support provided by a holding company). It is a guarantee of your obligations and typically a financial guarantee that, in the event that you do not pay any obligations under your contractual arrangements then the entity providing the guarantee will pay instead. | 14 |
| 18 | Would your organisation be able to obtain a guarantee elsewhere (e.g. from a bank)? | 17 |

# Technical and Professional Ability

London Borough of Bexley wants to ensure they are contracting with providers who sustain a high level of quality. Therefore, your responses to the questions below will be evaluated to assess the quality of your services.

|  |  |  |
| --- | --- | --- |
|  | **Technical & Professional Ability** | **Trigger Question No.** |
| 19 | Please confirm you will complete and upload the contracts examples template, providing examples of three relevant/similar service contracts, in any combination from either the public or private sector; voluntary, charity or social enterprise (VCSE) from the last three years.  You must have permission from the named contact provided to provide their information and they should be able to provide written evidence to confirm the accuracy of the information provided. |  |
| 20 | If you are unable to complete and upload the contract examples, in no more than 500 words please provide an explanation why this is the case e.g. your organisation is a new start-up or you have provided services in the past but not under a contract. | 19 |
| 21 | 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).  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).  Please enter N/A if you do not sub-contract. | 19 |

# Modern Slavery Act 2015

To provide services to the Council, London Borough of Bexley requires you to provide confirmation that you comply with Modern Slavery Act 2015.

|  |  |  |
| --- | --- | --- |
|  | **Modern Slavery Act 2015** | Trigger Question No. |
| 22 | Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc.") of the Modern Slavery Act 2015 ("the Act")? |  |
| 23 | Are you compliant with the annual reporting requirements contained within Section 54 of the Act 2015? Please provide the relevant url to view the statement. | 22 |
| 24 | If you answered NO to Question 23, please provide an explanation as to why you are not compliant. If the answer is YES, please enter N/A. | 23 |

# Insurances

To provide services to the Council, London Borough of Bexley requires you to have insurance cover as specified below in order to join the DPS. Higher levels of insurance may be requested at Requirement stage by the Council if this is required for a specific service.

|  |  |  |
| --- | --- | --- |
|  | **Insurances** | Trigger Question No. |
| 25 | Employers Liability (including volunteers) Insurance Policy (which must be a minimum of £10m):  Please confirm you have uploaded a scanned copy of your organisation's Insurance Certificate for your Employer's Liability indemnity cover. |  |
| 26 | Public Liability Insurance (including Loss or damage to Service Users’ personal effects) (£10m):  Please confirm you have uploaded a scanned copy of your organisation's Insurance Certificate for your Public Liability indemnity cover, which must be a minimum of £10m. |  |
| 27 | Operator Licence: Please confirm you have uploaded a scanned copy of your organisation's Operator Licence which will be used to deliver services. |  |

# Technical and Professional Ability

To provide services to the Council, London Borough of Bexley requires you to confirm your technical and professional ability.

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| --- | --- | --- |
|  | **Technical and Professional Ability** | Trigger Question No. |
| 28 | Please self-certify that you have uploaded your methodology detailing how you ensure the drivers and escorts knowledge and expertise is continually developed and you ensure that crews have the expertise to correctly support specific passengers on their routes. Methodology Should include the following:  1) Overview of Induction programme and core training undertaken by all staff members,  2) Programme of training available to staff to ensure they are knowledgeable of up to date techniques, strategies, protocol to effectively support each individual passenger and their specific needs/circumstances,  3) What systems/processes are in place to identify training needs/requirements (early) and how each staff member is monitored to ensure that skills and knowledge learnt through training are being correctly applied as part of their daily tasks and responsibilities,  4) If training is delivered by another organisation, then detail what training they provide and indicate any of the training that is accredited (including who the training is accredited with and level),  5) How often the training programme is reviewed and how does the organisation assess/identify where changes are required in order to meet the Council and passengers needs/requirements - Word Limit of 2000 to provide information/evidence against all 5 aspects identified. |  |
| 29 | Please self-certify that you have uploaded your Methodology Checklist detailing how you deliver the requirements identified in the Service Specification. The methodology should include specific reference to the following:  1) Procedure and considerations used to identify the right crew (driver and escort) to provide the necessary support for the passengers, including management of very complex, sensitive, and challenging needs/circumstances.  2) Steps undertaken to prepare to begin operating a new route or transportation of new passengers to ensure operation runs smoothly, any anxiety is minimised, and all avoidable issues/problems are dealt with before they happen.  3) How you maintain good relationships with all parties, including families, passengers, Council, Schools, Day Centres, and ensure service standards and expectations continue to be met, and any issues/problems are either avoided or impact minimised (includes dealing with planned and unplanned changes to routes/operations).  4) How crews and staff will support the Council deliver its Travel Assistance service by ensuring expectations reflect the service available and advice/sign posting is appropriate and consistent. |  |

# General Data Protection Regulations

To provide services to the Council, London Borough of Bexley requires you to certify your compliance with the General Data Protection Regulation (2016/679/EU).

|  |  |  |
| --- | --- | --- |
|  | **General Data Protection Regulation** | Trigger Question No. |
| 30 | Please self-certify that you have uploaded your General Data Protection Policy. And confirm that the document uploaded includes the following;  - Data protection regulation compliance including right to access and right to be forgotten,  - Data Portability,  - Privacy by Design,  - Confidentiality,  - Information asset management,  - Information security,  - Retention of documents,  - Business continuity / disaster recovery,  - Staff training. (GDPR) |  |

# DBS Checks

To provide services to the Council, London Borough of Bexley requires you to confirm your compliance with their requirements regarding DBS check's.

|  |  |  |
| --- | --- | --- |
|  | **DBS Checks** | Trigger Question No. |
| 31 | Please confirm that DBS check's and appropriate training will be completed (up to date and valid) for all drivers and escorts who will transport children and/or vulnerable people before they begin working on agreed routes. |  |

# Health & Safety

To provide services to the Council, London Borough of Bexley requires you to answer the following questions concerning your health and safety procedures.

|  |  |  |
| --- | --- | --- |
|  | **Health & Safety** | Trigger Question No. |
| 32 | Please self-certify that you have uploaded confirmation of registration with a SSIP (Safety Schemes in Procurement) member (as outlined here: <https://ssip.org.uk/members/>) OR a BS OHSAS 18001 Certificate. Please note that OHSAS 18001 is being replaced by ISO 45001 from Spring 2021. In the intervening period either certificate will be accepted. |  |

# Safeguarding & Safer Recruitment

To provide services to the Council, London Borough of Bexley requires you to answer the following question concerning safeguarding and safer recruitment.

|  |  |  |
| --- | --- | --- |
|  | **Safeguarding & Safer Recruitment** | Trigger Question No. |
| 33 | Please self-certify that you have uploaded your Safeguarding & Safer Recruitment Policy. And confirm that the document uploaded includes the following (list is not exhaustive);  1) Organisations approach to safeguarding,  2) Working with relevant authorities/organisations,  3) Use of Procedures and code of practice,  4) Adoption of Safer Recruitment Best Practice,  5) Use of Management, Supervision and Training,  6) How you will keep children and adults safe,  7) Staff training,  8) Frequency of Policy Review,  9) Dealing with a Disclosure,  10) Guidance for Sharing Information. |  |

# Enrolment – Document Upload

The below documents must be uploaded onto SProc.Net as part of your submission:

|  |  |  |
| --- | --- | --- |
|  | Document Type | Description |
| 1 | Contract Examples | Please download the template, fill in and upload. This is to provide details of up to three contracts, in any combination from either the public or private sector. |
| 2 | Employers Liability Insurance | Please upload your Employers Liability (including volunteers) Insurance Policy (to be as a minimum in accordance with statutory legislation). |
| 3 | Public Liability Insurance | Please upload your Public Liability Insurance (including Loss or damage to Service Users’ personal effects) (£10m). |
| 4 | Health and Safety Registration | Please upload confirmation of registration with a SSIP (Safety Schemes in Procurement) member (as outlined here: <https://ssip.org.uk/members/>) OR a BS OHSAS 18001 Certificate. *Please note that OHSAS 18001 is being replaced by ISO 45001 from Spring 2021. In the intervening period either certificate will be accepted.* |
| 5 | Data Protection/GDPR Policy | Please upload your company's GDPR Policy, which outlines how your company complies with General Data Protection Regulations. |
| 6 | Evidence of Organisations economic/financial standing | Please upload one of the documents outlined in Q13 relating to your organisations economic /financial standing. |
| 7 | Operator Licence | Please upload your Operator Licence that will be used to deliver services through this agreement. |
| 8 | Methodology Checklist | Please upload your Methodology Checklist detailing your Technical and Professional Ability regarding Training and Development (Q28) and how you deliver the requirements identified in the Service Specification (Q29). |
| 9 | Safeguarding & Safer Recruitment Policy | Please upload your Safeguarding & Safer Recruitment Policy. |

# Next Steps

For more details on how to create and submit your application, please see the Accreditation and Enrolment User Guide available at <http://demand.sproc.net> under the ‘Help’ section.

Once you have submitted your Accreditation this will be reviewed by *adam*. You can begin your Enrolment as soon as you have submitted your Accreditation; you do not need to wait for your Accreditation to be approved first. However, your Enrolment can only be reviewed once your Accreditation has been approved. After *adam* has ensured that all the relevant documents have been uploaded as required on your Enrolment, your application will then go to the London Borough of Bexley to be evaluated.

Once your application has been reviewed by the Council, you will receive an email notification confirming whether or not your application was successful within approximately 10 working days of the date of submission.