London Borough of Haringey

FAQ Clarification Document

Q1: What measure will the council take to ensure quality from providers when they’re completing an SEN route?

*A: On the SProc.net system, the council has the ability to request specific elements from providers, known as features on SProc.Net. For example, when placing a requirement for an SEN route, the council can specify that the driver needs to be trained in specific areas, have a specific piece of equipment or be able to cater for the specific needs of a service user. When the provider is making an offer against the requirement, it is mandatory for the provider to confirm this before they are able to place an offer to complete this work. This ensures that every person submitting an offer to complete this route is qualified to do so. The council will also hold quarterly contract management meetings with providers to ensure that they are completing their Service Agreements to the standard of quality agreed and required by the Service User.*

Q2: What will be Quality/Price weighting be when you are awarding contracts/Service Agreements to providers?

*A: The offers will be assessed 100% on price. The quality aspect is assessed at enrolment stage and within the on-going contract management.*

Q3: If you are in 1st position after the Open for Offers Period is closed and someone else is also in 1st position, what happens?

*A: There cannot be two offers in the 1st position, if two providers have submitted offers with the same price, then the provider who submitted the offer first will be 1st, the provider who submitted the offer later will be second*

Q4: What will Haringey do about Price Discrimination? Such as, abnormally low bid?

*A: Haringey will review the price of offers and will investigate if it is abnormally low, compromising the quality of the service delivered. Please see Entry Guide 2 for more information on Abnormally Low Bids.*

Q5: Are all routes in the borough?

A: *The majority of the routes that Haringey will be procuring are within the borough, however some of the routes may go out of borough*

Q6: Will the council take in to consideration that my price may be more expensive if I am located out of borough?

A: *No. Provided you meet the Council’s Accreditation and Enrolment criteria, you will be accepted on to the DPS regardless of your business’ location. However, when submitting a price for a Requirement you will need to take in to account the distance between the start of the route and your location Joining the DPS gives Suppliers visibility of the Council’s Requirements and informs them of where the demand is in the market.* Q7: What happens if a provider is late for a journey because they are further away?

A: *All providers are treated equally in that they are expected to complete the work agreed within the Service Agreement. Any issues with punctuality will be addressed with the provider*.

Q8: Will there be regular reviews and feedback for providers regarding quality etc?

A: *Yes, there will be quarterly contract management reviews and on-going contract management*

Q:What are ad-hoc journeys?

A: *The term ad-hoc covers a very broad selection of routes. It could be a one-off journey, for example, transporting the Mayor around the borough, or transporting council staff or service users in a one-off journey. The ad-hoc service agreements could sometimes be for a day, a week or a number of a months.*

Q: Do adam charge the provider any commission?

A: *No adam do not charge the provider any commission. The price within the Service Agreement and the approved Service Receipts is the price that the provider will be paid.*

Q: Previous tender documents for other procurement opportunities have had to be very lengthy, will this be like that?

A:*The A&E process initially takes between an estimated 30 minutes to 1 hour. However, after this is completed SProc.net offers a streamlined process for winning Service Agreements once you have become an approved provider. The system makes the tendering process easier and is user friendly.*

Q: How long does a Requirement last on the system, and how long do providers have to submit an offer?

A: *Each requirement has a different open for offers period, each requirement will specify exactly when the ‘open for offers’ period opens and ends. The open for offer period for regular routes, such as school routes, will usually be 4 -5 days. For ad-hoc routes the open for offers period is often shorter and in some cases may be just a few hours.*

Q: Have the service categories changed from Haringey’s previous PTS DPS?

A: *Yes, they have been streamlined and updated to better reflect the vehicle type, based on feedback from our previous DPS.*

Q: The Service at Haringey have been inconsistent in the past in the Service Categories selected when placing a Requirement. For example, a requirement is put out to the market for a regular school route for 4 SEN children, however, this is under the 5-seater car category, which isn’t accurate of what vehicle is required. What will you do to solve these issues and educate the Haringey PTS team on this?

A: *The Haringey Service Team who put out the requirements to providers are currently being trained on the system configuration so that they are aware of which vehicles are needed within each requirement. The training will ensure that they are consistent when putting out the requirements, including vehicle type.*

Q: How specific is the detail in the Requirements?

A: *The Requirements will include information such as: start date of requirement, end date of requirement. The route information and any pick-ups within it. It will include full details of any special requirements (without using any sensitive or personal data), to ensure that the providers are made fully aware of what is expected and required of them before they can consider making an offer on the requirement.*

Q: Who creates the RQ?

A: *The Passenger Transport Services team within the council create each requirement using the information they are given about the Service User who requires a service.*

Q: What if the RQ detail has changed?

A: *The requirement will be sent back out to the market with the additional information or updated information. The requirement accurately reflects the service that would be required of the provider. If there is a change to a service agreement of over 50%, the requirement will also go back out to market.*

Q: Can you tell me more about Travel Buddies?

A: *Travel Buddies is a new initiative, based in outcome focused procurement, which seeks to place Travel Buddies with Service Users who can travel on public transport but may need some assistance. The Travel Buddies will be used to help the Service User eventually become accustomed to using the public transport routes on their own.*