

# *adam*

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## FAQs Document

Royal Borough of Greenwich – managed by GS Plus

Question no.	Question	Answer
1	Is there a criteria for Suppliers to get jobs?	Yes there is standard criteria (Accreditation and Enrolment). The Requirement will state what is required for the route - whether this is a particular sized vehicle, Passenger Assistant etc (however PAs can also be provided internally, if need be).
2	A) Will GS Plus be able to provide a Passenger Assistant?  B) Do you have rounds without Passenger Assistants?	Yes.  Yes, we work on the frontline and know our Service Users well. Therefore we know whether a PA is necessary or not
3	How do you pay Passenger Assistants?	Passenger Assistants do not get dropped and picked up from home, they have a central point where they are picked up and dropped off on route. If they live in Borough they need to be dropped somewhere in Borough. If the PA lives out of the Borough, they will then be dropped off at a bus stop so that they can get themselves home. This should be reflected in the price.
4	What happens if multiple Suppliers place an offer with the same price?	Contract award always lies with GS Plus. It is determined by a range of variables, including quality.
5	What is the weight of quality?	20% quality. 80% price.
6	Are Suppliers that have previously been on the framework favoured in the award of contracts?	No, price and quality are the only things that matter.

7	Do Suppliers that have previously been on the framework have to enrol?	Yes, all Suppliers must pass the Accreditation and Enrolment criteria. This can be found in the Application Guide on <a href="http://demand.sproc.net/Clients">http://demand.sproc.net/Clients</a>
8	Are all routes going through the DPS	Current external rounds will go onto the DPS. Internal will stay internal.  The demand is high at the moment, and Greenwich and GS Plus are hoping to grow the DPS in the future to cover other transport types.
9	What type of vehicles are needed for the DPS?	A large range of vehicles are needed, a full list of these can be found in the Service Specification.
10	Are there any restrictions in vehicles emissions/ age etc?	All based on emissions
11	What happens to Requirements if no Supplier places an Offer on it?	It will be rolled out again and hopefully filled. That is the purpose of enrolling new Suppliers so that they can supply services to meet the high demand that we are currently facing.
12	What is the significance of the 10 <sup>th</sup> of January.	This is the date when the routes are released and Offers can be made. This will allow enough time for Offers to be submitted, and contracts to be awarded before the start of the routes from 24 <sup>th</sup> February 2020.

13	How soon after service is delivered will Suppliers be paid?	30 days after the self bill is raised on the system.
14	What if a driver that already has a relationship with the child places an Offer, but does not win the Service Agreement?	<p>This is taken into account in the design of this DPS. A small number of routes need to have the same driver/ child combination because changing the driver would cause a lot of distress for the child. Therefore, these routes will be assigned to the Supplier on the DPS, rather than opened up for Offers.</p> <p>One of the aims of putting out packages through a DPS is to open the market to more Suppliers, however, the safety and comfort of the child remains of upmost importance.</p>
15	Will the routes that Go Live in the Summer last the entire year?	<p>Yes, the Summer routes will last for a year. But new routes will be added as and when they come in.</p> <p>The routes in this first reprocurement exercise will run February – July 2020.</p>
16	Are Suppliers notified when new routes Go Live - if so, how?	Email notifications are sent out to all users on the system who have chosen to receive such notifications. Suppliers can change their notifications by going to the admin tab > Users > click the specific User > Standard Notifications > Requirement Distributed - Supplier
17	Is there a limit on how many Offers a Supplier can place?	Yes, the number of Offers that can be placed has been limited to three to discourage Suppliers outbidding themselves out of the market.
18	Is the process parent approved? i.e. are parents informed of the drivers that will be taking their children to school?	Yes, parents are informed well in advance of the transport needed and have a say in the matter. This process will be enforced by the Royal Borough of Greenwich.

19	When does the Specification for joining the DPS go live?	On the 31 <sup>st</sup> October 2019 – this document can be accessed on the demand site. <a href="http://demand.sproc.net/Clients">http://demand.sproc.net/Clients</a>
20	What does 20% quality mean?	When a Requirement is distributed, there will be certain questions which Suppliers will be scored on. The responses to these questions account for the 20% quality weighting.
21	Is service performance monitored as part of the quality metric?	Yes, GS Plus carry out audits and spot checks. Suppliers are required to have training in place for dealing with challenging children, etc.
22	How can we be assured that other suppliers adhere to their policies?	Greenwich Council perform spot checks, including inspecting licenses, insurances, and DBS'. Additionally, quarterly on-site checks are conducted.  The audit will be carried out in accordance to GS Plus' policies, therefore it's important that Suppliers adhere to these. All policies can be found at <a href="http://demand.sproc.net/Clients">http://demand.sproc.net/Clients</a>
23	What is the relationship between GS Plus and the Royal Borough of Greenwich?	GS Plus is an independent company owned by RBG – they manage passenger transport for the Council.
24	How many routes does Greenwich have?	Approx. 200 routes will go through the DPS. Routes will continue to be added as and when they come in.

25	From the above answer, what is the split for each vehicle type?	About 75% small MPV cars, and the remaining 25% minibuses.
26	How important is the continuity of drivers to GS Plus?	<p>It is very important to GS Plus. For this reason, a small number of packages won't be open for Offers as some children will require the same driver.</p> <p>There is a high expectation that Suppliers supply the same driver / child combination on their routes, however we understand that there may be occasional incidences where this is not possible i.e. sickness.</p>
27	Why are three separate bids allowed? Does this not encourage a price war?	<p>The purpose of the DPS is to produce savings for the council – however, the safety of each child will not be compromised for this. Contract award is based 80% price, 20% quality.</p> <p><i>adam</i> will be monitoring Supplier Offers/ trends. If Suppliers are persistently Offering a very low price for a high volume of routes, this will be addressed. Greenwich and GS Plus need Suppliers to be able to deliver routes which they have been awarded.</p> <p>We usually try and double up short routes so it's worth it for the Supplier. For example, we look at schools in close proximity to each other so see if routes can be combined. This should help to avoid very low prices being submitted on Requirements. However, we will accept Suppliers placing Offers on 2 Requirements but wanting them together.</p>
28	Out of the 200 external routes, is there a maximum number which each provider can have?	No, there is no maximum number (subject to the above).

29	Are drivers paid for in-house training?	Specification must be checked before this can be answered. <a href="http://demand.sproc.net/Clients">http://demand.sproc.net/Clients</a>
30	Are you going to solely communicate through <i>adam</i>	GS Plus will contact Suppliers through the DPS (SA wizard) but will also call and email.