
Taxi Re-Procurement Provider Session

February 2022

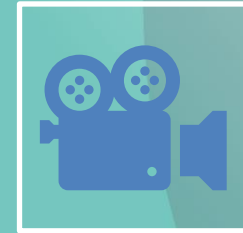
Welcome and session etiquette



Please ensure your microphone and camera are **turned off** and look like this:



There will be an opportunity to submit questions using the chat box during the session



Please note this session is being recorded



Outcomes of today

Background	Background and update into the procurement for our taxi provision which will open February 2022.
Model	Overview of model for the new contract.
Applying	Provide information on how to apply for this opportunity.

Background and Context

Overview of procurement

- The Council has a suite of options to arrange transport if required, for those who use our services including personal transport budgets to the use of the Council's own fleet vehicles.
- After other options have been considered, the Council will consider use of taxi provision to assist with journeys.
- The service is demand-led; meaning the volume of work may therefore increase or decrease over time.
- The Council procures journeys for children, young people and adult service users, as well as for Council staff using taxi providers.
- Journeys are commonly planned e.g. trips to and from school or unplanned e.g. one-off journeys to an appointment.

Dynamic Purchasing System

- We are using a Dynamic Purchasing System (DPS) to procure these services.
- Similar to a framework agreement, a Dynamic Purchasing System is a list of Providers from which the Authority will conduct a further competition for quotes.

There are two parts to procuring services using a DPS:

- Part 1 – Establishing the DPS and additional providers to the DPS
- Part 2 - Calling off from the DPS

The Benefits:

- Providers can apply to be appointed to the DPS at any point during its term.
- Easier for providers to get onto the DPS.
- Simpler process in tendering for journeys.

The changes from previous frameworks:

- No longer having fixed prices
- No longer using lots for journeys
- Journey contract length



Re-procurement plan

- A new procurement will run in tandem with the current framework which is now extended until 22 April 2022.
- The new DPS will then take over and for new journeys from 23 April 2022.
- Tenders are managed using web-based bidding application called “ProContract” that operates impartially and cannot be influenced by Authority staff
- All tender communication regarding specific work must be sent electronically via the ProContract portal
- To access and bid for work, providers will require:
 - Email address
 - Web browser (e.g. Firefox, Chrome, Edge, etc.)
 - Adobe Acrobat PDF reader
 - Word processing program (e.g. Microsoft Word)

Further Competition – Call-Offs

- Providers on the DPS will be invited to quote for specific individual contracts (journeys).
- For each individual contract opportunity, a further competition will be issued via the ProContract portal setting out the exact requirements of the journey. This may be issued in batches but each journey will be awarded individually.
- Award will be made to the supplier who submits the most economically advantageous tender.
- Prices are fixed when work is awarded and cannot be subsequently renegotiated. Providers unable to complete work at prices quoted will have work withdrawn for retendering.
- **Please be advised that as an Authority we do reserve the right to not award a journey when the proposed pricing is not deemed to be economically advantageous to the Authority.**

Journey Commissioning between now and the start of the new DPS

- Any journey required to start between now and the 22nd April 2022 will be commissioned on the extended old framework.
- Journeys for school children starting in September 2021 have been commissioned on the extended old framework with an end date of summer 2022.
- Other journeys commissioned (e.g. for staff, looked after children or adults) will have an end date in line with the request or the 8th July 2022 at the latest.
- Any new journeys starting on or after the 23rd April 2022 will be commissioned on the new Dynamic Purchasing System.
- School journeys for the start of the 2022/2023 academic year will be tendered during the summer 2022 through the Dynamic Purchasing System.

Timeline

Activity	Date
DPS opens	15 February
First Further Competition(s) for Journey(s) Issued	7 March
Deadline for return of Quotations in response to first Further Competition(s) for Journey(s)	21 March
First quotations evaluated and journeys awarded	4 April
Journeys awarded to start	23 April

The timeline provided is indicative and therefore subject to changes any changes will be communicated via the ProContract tendering portal

Quality Assurance and application process



Leicester
City Council

Procurement documents

- Request to Participate (RTP)
- Specification
- Services Agreement
- DPS Agreement

Expectations

- Answer all questions truthfully
- Ensure all questions are completed
- Provide additional information and evidence promptly when requested



Request to participate

- The Request to Participate (RTP) is designed to give the Authority sufficient information to make an assessment as to the suitability of your organisation in relation to this opportunity.
- The information you give will be used to help decide whether you will be admitted onto the DPS.
- Selection question areas include:
 - Organisation details
 - Bidding model – Sub-contractors
 - Exclusion Grounds
 - Financial

Request to Participate

– Technical Experience

- Please try to give experience of where you have carried out journeys for organisations rather than individuals, (ideally councils, schools, health organisations) preferably to demonstrate provision of services to vulnerable service users
- The council may contact the referees given to verify the information provided

– Insurance

- Employer's Liability Insurance - £10 million
- Public Liability Insurance - £10 million

– Health & Safety

- Statement on Intent (committed to complying with H&S Act/Safety of employees/3rd parties across all areas of the business)
- Internal reporting/recording processes
- Comprehensive vehicle safety checks/recorded
- Training (Manual Handling/Wheelchair clamping)
- Office areas subject of fire alarms/drills/clean and safe working areas
- Confirm no enforcement action or provide detail

– Business Continuity

- Structured plans to deal with:
- Loss of staff/vehicles/premises/telephone/IT etc
- Clear identification of responsibilities
- Reporting to the authority in good time



Request to Participate

– Data Protection

- Detail of how data is kept secure
- Reference and compliance with Data Protection Act/GDPR
- How to respond to a Data Breach
- Reporting process for any Data Breach
- Evidence of Data Protection training for staff
- Cyber Essentials (or ISO Accreditation 27001):
- The Cyber essentials scheme is where data is stored/hosted by the provider for the purpose of providing services in order to ensure they have the right process in place to ensure data security and that they are not open and vulnerable to hackers.
- Expectation to complete the Cyber Essentials 'Validated Self-Assessment' or equivalent. This will give you an action plan and accreditation based on your answers. The accreditation certificate can be shown as evidence of completion.
- Further details via : <https://www.gov.uk/government/publications/cyber-essentials-scheme-overview>

– Environment

- To comply with the Specification in terms of Euro Standard 5 vehicles (unless exempt)

Request to Participate

Quality Assurance

- How you implement Quality Assurance into the business in terms of: Staff performance/ Supervisions/ Processes for highlighting poor/good practice and how that is dealt with in developing quality.
- Detailing how staff are deemed competent in their role (link to training)
- A complaints policy detailing how complaints can be made/contact numbers/how complaints reported to the authority/How complaints can offer opportunities to learn and improve practice.
- Reference to Whistleblowing and how this can be reported
- Recruitment – A robust recruitment process including DBS requirement and how to deal with any concerns identified through the DBS

Request to Participate

Training:

Staff are trained and competent in dealing with the service required (Order Form) in line with the Specification/Agreement.

Core:

- Safeguarding
- Level 2 First Aid
- Dealing with spilt fluids
- NVQ Transporting children with SEN
- Child seat training
- Challenging behaviour
- Specialist Training to comply with Order Form requirements:
- Moving & Handling
- Epilepsy (Epi Pen etc)

All training will need to be recorded and refreshed within required timescales.



Leicester
City Council

Request to Participate

Safeguarding

- Structured policy that clearly relates to your business (not generic)
- Clear pathways and processes for reporting of safeguarding concerns
- Clear responsibilities of individuals making/receiving safeguarding concerns
- Evidence of training and awareness of the types of abuse:
 - ✓ Physical abuse
 - ✓ Sexual abuse
 - ✓ Psychological abuse
 - ✓ Financial or material abuse
 - ✓ Neglect and acts of omission
 - ✓ Discriminatory abuse
 - ✓ Organisational abuse
 - ✓ Modern Slavery
 - ✓ Self-neglect
 - ✓ Domestic Abuse and Violence
- Reference to numbers/contacts for reporting to the Authority (Taxi Compliance/Brokerage/Direct to care Management)
- Reference and alignment in the policy to the Leicester Safeguarding Adults Board/Childrens safeguarding board and the Multi Agency Policies and Procedures. Information via <https://www.llradultsafeguarding.co.uk/contents/> and for Children via the link <https://llrscb.proceduresonline.com/index.htm#>

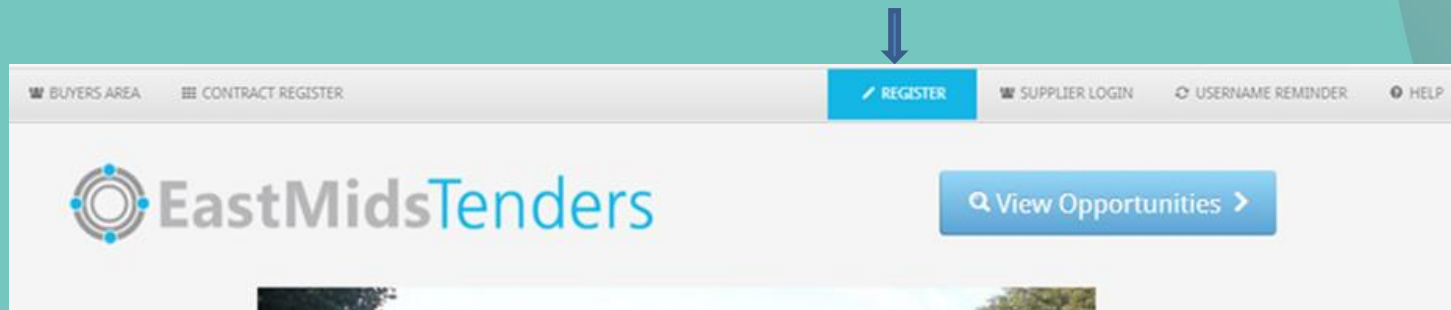


Specification

- The Specification document identifies and describes the standard of service and quality that the Council requires for taxi provisions for Service Users and Council staff.
- This includes quality of the overall services and standards to be met when carrying out journeys.
- Areas include:
 - Training
 - Vehicle standards and conditions
 - Preparing for the journey
 - Contract Monitoring framework (including penalty points system)
- Do you have any questions?

Step 1: Finding the Opportunity

- All procurement activity for the authority is directed through the ProContract e-tendering system which is easily accessible via the East Midlands Tenders portal. Registration to this system will also provide you with full visibility for opportunities with other East Midlands authorities. To sign up, you can register by visiting <https://www.eastmidstenders.org/> and clicking Register as per the screen below:



Step 1: Finding the Opportunity

- Via the 'EastMidsTenders' Portal, please click on the blue "View Opportunities" button to be taken to the ProContract Opportunities screen. You will then need to select 'Leicester City Council' as the Organisation and the screen will automatically update. The "Passenger Transport DPS" can then be found here as one of the currently open Opportunities. Please click on this title to proceed from here.

The screenshot displays the Proactis EastMidsTenders portal interface. At the top, the Proactis logo is on the left and the EastMidsTenders logo is on the right. Below the logos, the page title is "PAN2598 - Passenger Transport Services DPS". The main content area is divided into several sections:

- Main contract details:**
 - Opportunity Id: DN539274
 - Title: PAN2598 - Passenger Transport Services DPS
 - Categories: 34000000-7 - Transport equipment and auxiliary products to transportation
 - Description: Delivering transport services (primarily using taxis) to vulnerable groups including SEN, ASC, LAC as well as staff.
 - Region(s) of supply: EAST MIDLANDS (ENGLAND)
 - Estimated value: N/A
 - Keywords: taxi, transport, passenger, travel
- Expression of interest window:**
 - From 06/09/2021 17:00 to 31/07/2027 20:00
 - A green button labeled "Login and register interest in this opportunity".
 - Text: "New to ProContract? If you are not currently registered on the ProContract procurement portal, you can complete a simple registration process by clicking the following link - [Register free](#)".
- Key dates:**
 - Estimated contract dates: Start date 01/02/2022, End date 31/07/2027
 - Current Dynamic Purchasing System (DPS) round information: End date 20/10/2021 12:00:00
- Contact details:**
 - Buyer: Leicester City Council
 - Contact: Neil Bayliss
 - Email: neil.bayliss@leicester.gov.uk
 - Telephone: +44 1164544021
 - Address: City Hall (4th Floor), Leicester, Leicestershire, LE1 1FZ, United Kingdom
- Attachments:**
 - No attachments

Step 2: Registering interest and accessing the DPS

- Once at the ProContract Advert, please click on the green button found here to initially “register interest in this opportunity” (if you are not already Logged In to your account you will need to complete that next via the Log In screen, and after this you are again returned to the Advert screen to complete/click Registering interest).
- A pop-up window should be provided showing ‘Expression of interest successful’, and includes options to go to your “activities centre” (see second bullet point) or to go to the DPS event directly (see third bullet point), as well as showing the initial return or closing date.

PAN2598 - Passenger Transport Services DPS

Main contract details Expression of interest registered

Expression of interest successful

Expression of interest successful

You have successfully registered interest in the following opportunity for Procurement Services :-

PAN2598 - Passenger Transport Services DPS

You will receive an email notification shortly confirming your registration of interest.


What happens next?

- You have been invited to participate in the DPS event for this opportunity.
- **PAN2598 - Passenger Transport Services DPS** has been added as a new activity in your [activities centre](#).
- To view this DPS event now, click [here](#).

I don't have time to look at the DPS now, what should I do?

- Don't worry your activity is stored safely against your account and an invitation has been sent to your registered email address procurement@leicester.gov.uk. The invitation contains a direct link to this DPS.
- Please note however that the closing date for this DPS is 20 October 2021 12:00. Make sure you leave enough time to complete your response.

For reference, the primary contact for this opportunity is listed below :-

	Leicester City Council Procurement Services T: +44 116 454 4020 F: M: E: procurement@leicester.gov.uk	Procurement Portal EastMidsTenders Ref Id DN539274	Organisation Leicester City Council Activity PAN2598 - Passenger Transport Services DPS
---	--	---	--

[Close](#)

Step 2: Registering interest and accessing the DPS

Clicking on the link to the “activities centre” takes you your Home Page where ‘Activities’ is shown, and under this a ‘Recently added’ tab should also be open to show you your most recent registered Opportunities (that you have registered for or been included in). You should therefore now see the Passenger Transport Services DPS here, and can click on the Title to enter this opportunity.

Home > PAN2598 - Passenger Transport Services DPS > PAN2598 - Passenger Transport Services DPS - Acceptance Round 1

Activity summary


[Back to dashboard](#)

Activity information [Take a tour](#)

Buyer: Leicester City Council

Title: PAN2598 - Passenger Transport Services DPS ID: 541658
Acceptance Round: 1

Description: Delivering transport services (primarily using taxis) to vulnerable groups including SEN, ASC, LAC as well as staff.



Activity documentation, files & links (4) [Hide](#)

Title	Type	Size
DPS agreement final.docx	docx	143 KB
PAN2598 - Specification 2021.doc	doc	1006 KB
PAN2598 RTP NB (v1-0-2021-09-06).docx	docx	102 KB
services_agreement_passenger_transport_final.docx	docx	718 KB

Deadline and time remaining

A response to this activity can be submitted no later than

20th October 2021 at 12:00 PM

Time remaining

1 Month 1 Week 2 Days

Messages & clarifications (0)

This panel will show any messages & clarifications that have been sent to you concerning this activity from the buyer

You have received 0 message(s) of which 0 are unread

[View all](#) | [View unread](#)

Your response

The checklist below shows the current status of your response to this activity

This is your response submission progress checklist:

Before you can submit your response you need to...

- Indicate your intent to respond
- Start response or opt out the activity
- Upload at least one attachment
- Submit your response

Options currently available to you are....

[Start my response](#) [Opt out](#)
[Indicate your intent to respond](#)

You will need to complete and submit document ‘PAN2598 RTP NB’

Step 3: Responding to the DPS

Once you have opened the 'Activity summary' screen for the DPS (where the DPS documentation is captured), and once you are ready to start your response, you will need to click on "Start my response" here. Your response documentation can be added in the Response documentation section (click on "Add" to the right of this).

Home Find opportunities My activities My contracts Help

Home > My activities > PAN2598 - Passenger Transport Services DPS > PAN2598 - Passenger Transport Services DPS

Your response summary

[Back to summary](#) [Take a tour](#)

Response information

Supplier: Leicester City Council	Company reg number: None
Workgroup: Procurement Services	Company address: City Hall 115 Charles Street Leicester Leicestershire United Kingdom LE1 1FZ
Workgroup contacts: Procurement	Website: https://www.leicester.gov.uk/
Activity id: DN539274	
Response id: R5344539	

Response documentation, files & links [Add](#)

No attachments

Deadline & time remaining

A response to this activity can be submitted no later than
20th October 2021 at 12:00 PM

Time remaining

1 Month	1 Week	2 Days
---------	--------	--------

Your response [Response history](#)

The checklist below shows the current status of your response to this activity

This is your response submission progress checklist:

So far you have....

- Indicated intent to respond (10/09/2021 16:36)
- Started to draft your response to this activity
- Uploaded at least one attachment

Almost done, all you need to do now is....

- Submit your response

Options currently available to you are....

[Opt out](#)

Audit history

[View audit history](#)

Your response [Response history](#)

The checklist below shows the current status of your response to this activity

This is your response submission progress checklist:

So far you have....

- Indicated intent to respond (10/09/2021 16:36)
- Started to draft your response to this activity
- Uploaded at least one attachment

Almost done, all you need to do now is....

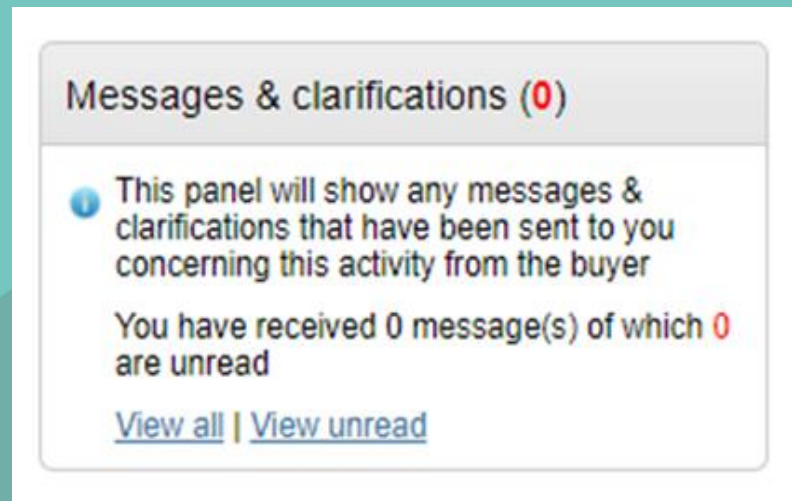
- Submit your response

Options currently available to you are....

[Submit response](#) [Opt out](#)

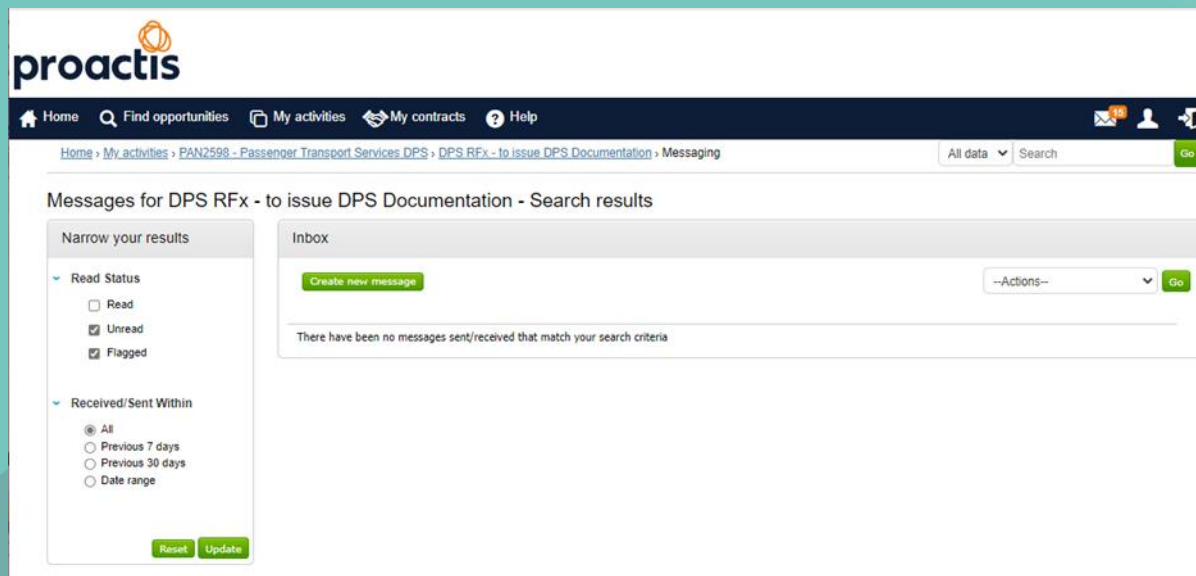
Step 3: Submitting Clarification Questions

To submit any messages or clarifications for this DPS, or to review/read any that you may receive, please navigate to the 'Activity summary' screen (i.e. from the Activity dashboard screen please Open the DPS Event). You will see a 'Messages & clarifications' box here that also details the number of messages received and number that are unread.



Step 3: Submitting Clarification Questions

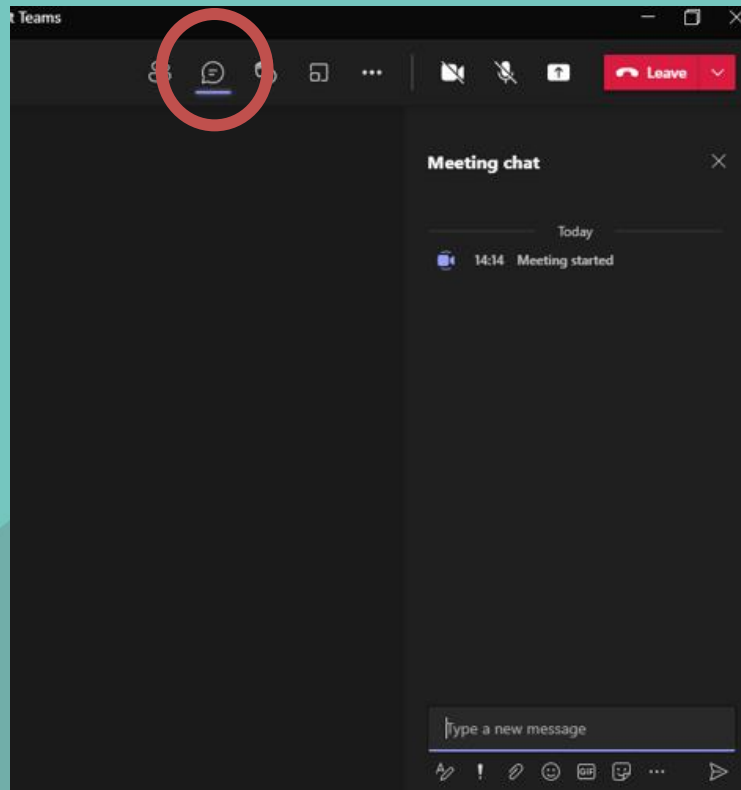
To access your messages, either to read or review any (if any have been received), or if you wish to send in your own message or clarification, you will need to click on either “View all” or “View unread”. This will take you to the Messaging screen. There are options on the left of this screen to narrow your results if needed (and click on “Update” afterwards if you change any of these options).



The screenshot displays the Proactis web application interface. At the top, the Proactis logo is visible. Below it is a navigation bar with links for Home, Find opportunities, My activities, My contracts, and Help. The main content area shows the breadcrumb path: Home > My activities > PAN2598 - Passenger Transport Services DPS > DPS RFX - to issue DPS Documentation > Messaging. A search bar is present with the text 'All data' and a search icon. The main heading is 'Messages for DPS RFX - to issue DPS Documentation - Search results'. On the left, there is a 'Narrow your results' sidebar with two sections: 'Read Status' (with checkboxes for Read, Unread, and Flagged) and 'Received/Sent Within' (with radio buttons for All, Previous 7 days, Previous 30 days, and Date range). At the bottom of the sidebar are 'Reset' and 'Update' buttons. The main inbox area has a 'Create new message' button, an '--Actions--' dropdown menu, and a 'Go' button. Below this, a message states: 'There have been no messages sent/received that match your search criteria'.

Questions

- Please submit any questions or comments within the chat box.



This is the chat box

Next steps



DPS opens **Tuesday 15 February**



Remember to check your email inbox over the next few weeks – including junk inbox.



Ensure you have a Cyber Essentials Certification or equivalent.



Remember to submit requested documents within 2 days.