

Ref	Question	Response
Theme: Market Engagement Event		
1.	Will we get a recording of the meeting sent to us?	A recording of the engagement event will be shared shortly via e-mail to all operators on the DPS.
2.	Have I got a confirmation that I have attended this meeting? Or is there a record in the system?	Attendance was recommended but not mandatory, as such, whilst it is possible to review attendance this will not be stored on central operator records.
Theme: DPS		
3.	Regarding extension of existing Small Vehicle Passenger Transport Service (SV5 DPS), it was mentioned that it is due to run out and may be extended - will companies be informed if this has been extended and if so how will this be done?	SV5 DPS has now been extended and all active operators on the DPS will have received an e-mail notifying them that the DPS remains open for a further two years.
4.	When the 10 years expires, will the DPS be renewed?	It will either be re-procured or discontinued (depending on business needs at the time). The DPS was let for the initial term of 2 years with options to extend 2+2+2+2 (max 10 years). Extensions are optional and may or may not be granted.
5.	Will operators have to reapply when the DPS expires?	At each two year period, if a decision is made to extend the current DPS for a further period, then there will no need for operators to reapply. If however a decision is made not to extend the current DPS in favour of an alternative arrangement, operators will need to reapply. Any decisions made about the DPS or changes to how we work with operators will be communicated to all operators similar to this engagement event.
Theme: Portal		
6.	Please can you share a link to the portal.	https://procontract.due-north.com/Login .
7.	Will there be any material change between current system and new system?	None, it is the same system you used to apply to join the DPS. The only difference is that competitions previously issued via email will now be issued via the portal.

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8.	When will you start to use the portal?	The intention is to use the portal by the end of the month. A courtesy e-mail will be circulated for the first few tenders to ensure all operators receive notification and can come to us with any questions or concerns.
9.	When is the system coming into you?	It is our existing system and it's already operational, all operators on the DPS will have used the system to initially register onto the DPS. The intention is to use the portal for tendering by the end of the month. A courtesy e-mail will be circulated for the first few tenders to ensure all operators receive notification and can come to us with any questions or concerns.
10.	Who do we contact if there are any technical issues when this new system goes live?	<p>Portal guidance for suppliers is available at https://supplierhelp.due-north.com/ For further assistance, you can email the support team ProContractSuppliers@proactis.com or register a ticket at http://proactis.kayako.com/procontractv3/Core/Default/Index. Remember to include as much detail as possible, label your message as "Urgent" if it is time-sensitive and include your telephone contact information if you need a ring-back.</p> <p>Please note this is for technical queries only. Any tender requirement related queries must be directed to the Council (via messaging facility on the portal).</p>
11.	Do we register on east midlands portal?	You can register here https://procontract.due-north.com/Register . If you're already part of the DPS, simply log in https://procontract.due-north.com/Login
12.	Will this new way of bidding assist in mitigating corruption?	<p>The use of dedicated e-tendering portal allows full audit trail and helps maintain integrity of the process.</p> <p>If there is anything you'd like to raise, operators are invited to follow the Supplier Whistleblowing Policy. Operators were also given the option of contacting Gareth Blackett, Head of Assisted Transport Service to report / discuss any such concerns.</p>
13.	Will you be able to see prices submitted before a tender closes?	No. When the portal is used, officers can only see pricing after the closing date.
Theme: Notifications		

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14.	Do we still get the email of the job or do we have to look on the portal?	<p>You will receive a notification from ProContract Notifications <procontract-notifications@due-north.com> For the first competition we will also send a courtesy email to remind you.</p> <p>Please check your account settings on the portal, if you allowed notifications. If you selected that you don't want to receive any notifications, then you won't receive notification emails and will have to log in to check for any new opportunities.</p> <p>We would recommend that you re-familiarise yourself with the portal. Log in over the next couple of days (and if required reset password) and ensure you have notifications turned on.</p>
15.	Will the contracts be coming onto the portal on a weekly basis or will be notified as and when so can be daily?	This depends and varies greatly depending on time of the year and the number of new applications or changes. If you have your notifications switched on, the portal will always send you like a notification email to say there is a new opportunity.
16.	If we are awarded on a contract (win a contract), are we notified through e-mail or the portal?	To ensure a full audit trail from start to finish, you will receive a notification through the portal to say whether you have been successful or unsuccessful.
17.	<p>Does the portal give information about who has been awarded the tender and at what price?</p> <p>Regarding the discussion about results of contracts that were tendered for - If you were successful, you would be informed of this, however if you was unsuccessful, you was informed of the winning bidder and price awarded (also on the tender results link it would inform you of the highest bidding price. the lowest bidding price quote and how many bids there was Will this still apply if and when bidding for contracts go through the portal system?</p>	All of the bidders will be notified of the outcome, so whether you successful or unsuccessful, you will be notified and also on the transparency requirements, we as a Council, we have to disclose who the contract was awarded to and what is the value of the award which is published on our contract register .

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18.	Will we continue to use AVCO or Egress to send secure information about the contract?	Management and communications of a sensitive nature will continue to be shared via AVCO or Egress. The portal will be used for tendering and procurement information only.
Theme: Procurement Approach		
19.	Just clarifying about existing contract I currently carry out will I be contacted in advance to confirm it this will rollover if there is no change to the contract regarding pick up points of students to and from the school concerned by email as before I communicated with Kevin Giles who was on the contracts team until last year as I believe he has moved to another department so would i be able to contact someone else in this department and who would that be by email?	A review of existing contract arrangements is underway, operators live on the DPS at the start of this review period will have received an e-mail. Individual contracts and operators affected by outcomes of reviews will be notified.
20.	Can I just check the basis on which the tenders are awarded? Is 100% price or is an element of service scoring in there as well?	It depends on the tender, but the vast majority are 100% price. Criteria are set out in tenders and the overarching DPS award documents. However, the authority does value quality service and transformation activity over the next two to three years will support new ways of working, which may include new ways of tendering. In addition, compliance is monitored through our Compliance Team to ensure standards remain high.
21.	Are you able to provide any indication of tender volumes flow?	There are currently 1,700 SEN contracts. Based on the current review activity, we are anticipating about 70% of them will be retendered, which will be about 1,200 of those contracts.
22.	Currently each route will be put out as a single route, but will the Council consider looking at a batched tender price for a particular school or cluster or combination of similar routes? Are looking at one operator school approach?	The transformation activity over the next two to three years will support new ways of working, which may include new ways of tendering routes. At present, there is no intention for this in the current contracts. Engagement and collaboration with operators, schools and families is a priority for the service and any changes will be shared with all involved.
23.	Are there any plans to have a minimum fixed rate per mile? and also the escorts are only earning like £15 a day minimum for the job and go to other suppliers for better pay.	There are no current plans for fixed rates per mile. The transformation activity over the next two to three years will support new ways of working, which may include new ways of tendering routes. Engagement and collaboration with operators, schools and families is a priority for the service and any changes will be shared with all involved.

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24.	On the new system can we or do we have price matrix for any individual journey or can we see the competitor price for the future reference?	<p>All of the bidders will be notified of the outcome, so whether you successful or unsuccessful, you will be notified and also on the transparency requirements, we as a Council, we have to disclose who the contract was awarded to and what is the value of the award which is published on our contract register.</p> <p>The transformation activity over the next two to three years will support new ways of working, which may include developing price matrixes or new ways of tendering. Engagement and collaboration with operators, schools and families is a priority for the service and any changes will be shared with all involved.</p>
Theme: Training		
25.	Does LCC provide any safeguarding or data protection training currently that we can access?	<p>At present there no internal Safeguarding course currently run by LCC. However this is something that LCC are exploring and are looking to offer in the future.</p> <p>We would suggest you arrange these types of courses through third party. We have provided the link below who are currently providing courses across the midland and other local authorities: https://www.spectrumcourses.co.uk/Courses</p> <p>LCC would not provide GDPR Training this solely the transport Provider responsibility.</p>
26.	Regarding training courses - I have completed the Helping Hands Course (11 th April 2023) Do company drivers/escorts receive certificates for attending? Also there have been other courses that came through from Transport Operations which either I was unable to attend on the dates at the time or was unsuccessful on getting on any of those courses (FIRST AID TRAINING/BUCCAI MIDAZOLAM/ANAPHYLAXIS AWARENESS(EPIPEN) Are these courses compulsory to all drivers/escorts and if	<p>The Helping Hands courses are not certified at present. We would suggest you arrange these types of courses through a third party. We have provided the link below who are currently providing courses across the midland and other local authorities: https://www.spectrumcourses.co.uk/Courses</p> <p>First Aid / Buccal training is not compulsory for all staff to hold however it is required and necessary for Transport providers who take on contracts that require the above to hold the relevant training.</p>

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	so will there be any more coming up and will it affect the applications to up and coming contracts?	
27.	I currently also work within the health and social care system and am qualified to level 6, I currently deliver safeguarding training to my staff and all care certificate standards 1-15 am i able to deliver training to my drivers?	Individual circumstances can be discussed with the contracts and compliance team. Subject to further evidence of accreditation, this may be permissible.
Theme: Other Questions		
28.	Will the invoicing change in anyway for example SV5 emailing invoice instead of posting or hand delivering??	LCC are exploring new ways of processing invoices which will enable operators to submit digital invoices. It is expected an update will be shared with operators by the end of the year.
29.	Is this software to stop certain companies retrieving more contracts than they can handle.	The operator should not bid if they do not have the sufficient capacity to take on the extra contracted work, whilst the software does not control this, this would be addressed through our contract compliance measures currently in place.
30.	Who is the current senior transport manager?	<ul style="list-style-type: none"> • Gareth Blackett, Interim Head of Service • Marcus Shaw, Service Manager, Contracts & Compliance • Rachel Draper, Team Manager, Passenger Transport Service (eligibility, risk assessment and appeals)