



Public Sector Passenger Transport DPS including National and Regional Taxis and Coaches

Customer Guidance (RM6121)



Crown
Commercial
Service

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Introduction

Purpose of this Document

This guidance has been produced by the Crown Commercial Service (CCS) to help you understand how to use the Public Sector Passenger Transport DPS (RM6121) via a Dynamic Purchasing System (DPS).

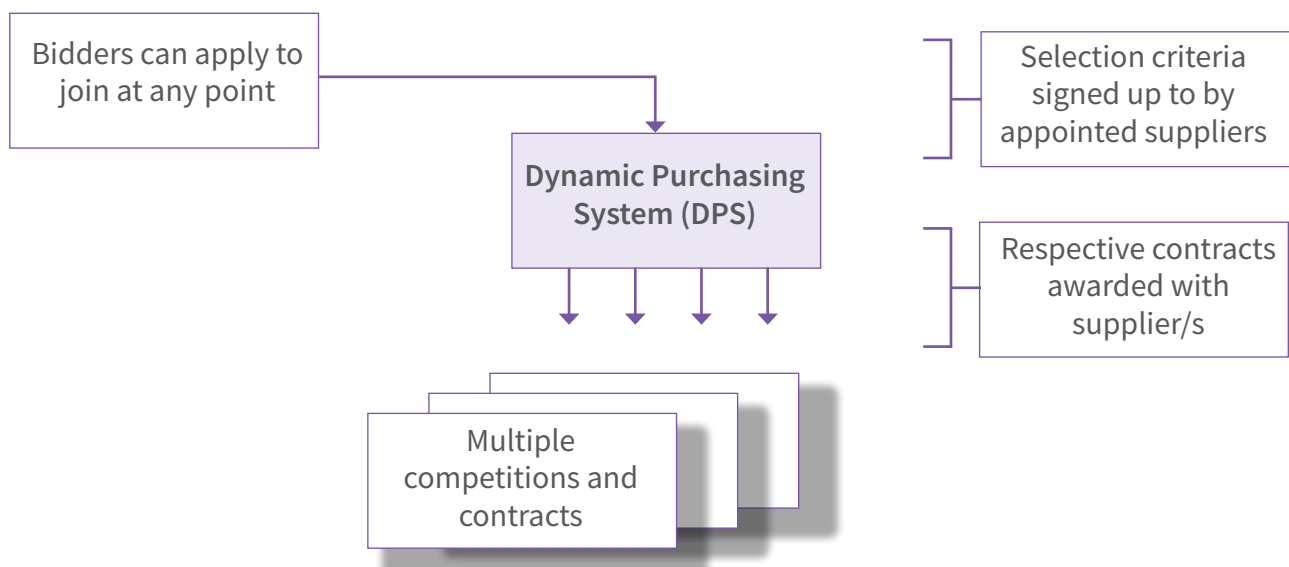
This guidance document covers:

- How to use the DPS to identify a supplier list
- The information you need to provide when issuing a call for competition
- The step-by-step process when completing a competition
- Managing your agreement with your appointed supplier

The guidance provides you with the best practice approach to using the agreement. If you have a particularly complex requirement you may wish to seek additional advice from your own commercial team.

What is a dynamic Purchasing System?

A DPS is a public sector sourcing tool for services and goods (Public Contracts Regulations 2015). It is similar to an electronic framework, but new suppliers can join at any time. This is an electronic way of sourcing which means that both suppliers and customers do not need any special IT equipment. It therefore eliminates unnecessary activity for the supplier up front.



The DPS is a two-stage approach:

- 1) Firstly, CCS publish a contract notice. Suppliers then have a 30-day window to apply for a place on the DPS prior to it being formally launched and open for business. However, new suppliers can apply to join at any point during the life of the DPS.
- 2) After the initial 30-day startup period has elapsed, you can access the DPS, compete your requirements with suppliers and award their agreements.

What are the key benefits to using the Public Sector Passenger Transport DPS?

The Public Sector Passenger Transport DPS has been established to enable government and public sector to access a range of passenger transport solutions to deliver services across the UK and overseas. The principles and benefits of using the agreement are:

- Accessible route for suppliers to apply and register their interest (at any time)
- A dynamic filtering system, giving you flexibility based on your requirements
- Quality and price can be assessed based on your individual requirement
- Agility and flexibility to meet the government's changing needs in existing and emerging areas
- Fully compliant with UK and EU regulations
- Supports localism and social value - enabling suppliers to bid for business locally or regionally
- Allows you to undertake competitions between both national and local suppliers to suit your requirements

The agreement can be used for any passenger transport value size, there is no minimum or maximum value. You can select the areas of work you want to commission to produce a shortlist of suppliers; this enables you to select as broad or as specific range of suppliers as is appropriate for your requirement.

What is the scope of the DPS?

This dynamic purchasing system offers a range of transportation solutions including taxis and coaches to cover services including school travel, business travel, community travel, vulnerable adults and children services, non-emergency hospital transportation and prisoner transport services. It is available to central government, wider public sector and third sector customers.

This DPS also offers a flexible, compliant solution for transport services with local, regional and national supplier coverage as well as the option of overseas coverage. It allows you the flexibility to create your own bespoke specifications of requirements, competitions and agreements as well as choosing suppliers based on the geographical location to meet both regional and national needs.

What is the lot structure?

Under the DPS there are no lots as such however there are 4 main category specific filters:

- **Filter 1 Vehicle type:** This will cover all passenger transport vehicles identified under the category taxi and coach. It will also identify seat numbers and size of vehicles
- **Filter 2 Service Type:** This will cover all the passenger transportation services available and further detailed descriptions will be found in the customer needs document and terms of reference as well as customer guidance
- **Filter 3 Geographical Location:** This filter will allow you to filter by location, high level UK down to Regions and then Boroughs. It filters down to 176 boroughs, allowing you to drill down specifically for your location needs if necessary
- **Filter 4 Service Level:** This filter is to allow you to identify if a 24-hour service is required. It also allows the supplier to identify if they can provide this type of service

Which suppliers are on the Public Sector Passenger Transport DPS?

We have a wide range of local, regional and national transport organisations on the DPS who are interested in working with the public sector. New suppliers can apply to join the DPS at any time, they identify the areas of work they specialise in as part of the application process. Once successfully appointed they will appear on the Marketplace within 10 - 15 working days.

Who can use the agreement?

This agreement can be used by all UK public sector bodies which includes:

- Central Government Departments, Arm's Length Bodies and Executive Agencies
- Non Departmental Public Bodies
- Devolved administrations
- NHS bodies
- Local Authorities
- Charities
- Universities, colleges, schools and further education providers

The role of Crown Commercial Service (CCS)

CCS' role is to provide you with advice and guidance to help you get the best out of the DPS. We can help with any queries you may have such as the best way to appoint a supplier and advice on structuring your evaluation criteria.

CCS manages the overarching DPS and the suppliers at agreement level. You are responsible for managing the agreement with your appointed supplier. CCS is able to help with any issues you may have that require escalating, see how to manage your agreement for further details.

If CCS currently undertakes procurement activity on your behalf or you would like support on your further competition, please email cs.procurement@crownccommercial.gov.uk to seek advice at the earliest opportunity. If you have any other queries, please email us at info@crownccommercial.gov.uk or call our Customer Service Desk on 0345 410 2222.

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Using the DPS

The Customer Journey

1. Appointing a supplier through the DPS includes the following key steps:
 2. [Register as a buyer](#). Note: although pages are headed 'Supplier registration' this is also where you can register as a buyer.
 3. Navigate to the [Passenger Transport DPS](#) Agree to the terms of use.
 4. Click on the link to create a new category export. This is how you filter the suppliers that can meet your requirements.
 5. Use the filtering tool to specify your transport requirements, including geographical region(s). This will create a list of capable suppliers.
 6. Export the list of suppliers and contact details (export is to an Excel spreadsheet). Save the list for future reference.
 7. Use the list to run a further competition. Option of using a Capability Assessment to identify the suppliers that can meet your requirements. Invite the suppliers identified by the DPS to bid against your detailed specification, evaluation criteria and agreement format.
 - a) The list is valid for only 2 working days, because new suppliers may be applying to join at any point. If your further competition excludes eligible suppliers it potentially breaches procurement regulations. Obtain a fresh supplier list (steps 4 to 6) if you don't use your list within 2 working day.
 - b) You can use [CCS's eSourcing](#) tool to run a further competition. The tool is free to use for public sector buyers. CCS is also here to support you in your further competition if needed, please email cs.procurement@crownccommercial.gov.uk for more details.
 8. Allow at least 10 days for supplier responses, or longer for more complex requirements Evaluate the responses.
 9. Request from winning supplier(s) any required evidence that they can meet your requirements. Set them a deadline for submitting evidence of 2 days.
 10. If you're satisfied with the evidence, award the agreement.
 11. Where appropriate, notify of the award on [Contracts Finder](#).

Undertaking a competition

Once you have drawn down your list of relevant suppliers to invite to competition from the system, it is important that you run the competition within 2 days of identifying the suppliers capable of meeting your requirements from the DPS. You are able to carry out the competition on the eProcurement system of your choosing.

What have CCS already done?

Via the Supplier Registration Service, CCS has already invited suppliers to populate their responses to the Standard Selection Questionnaire. CCS has not mandated suppliers to provide evidence up front, rather, they are self-certifying that they are able to meet the required standards. When you have completed your competition and intend to award to a supplier, you can request selection questionnaire evidence from the relevant supplier, and review.

How do I structure a competition?

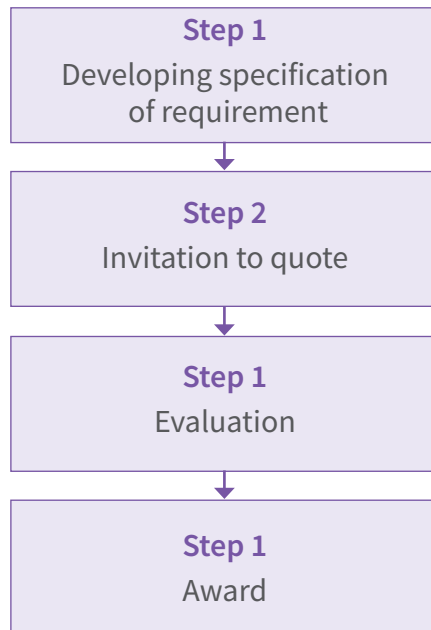
Under a DPS, you are able to determine how you structure your contract, competition and evaluation criteria to best suit your requirement, in accordance with public procurement regulations. This gives you flexibility dependent on your requirement, for example you may want a short or long term contract, you may want to appoint a single supplier for all your passenger transport requirements, or you may want to separate out by geographical location, vehicle type or service, to award separate contracts.



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Step-by-step process

The best practice for competitions would be to use the following steps:



Step 1: Developing a specification

The specification sets out a full and accurate statement of what is required and forms part of the documentation that is sent out to all suppliers when inviting them to quote.

It has 3 main aims:

1. To communicate to potential suppliers what is required
2. To provide clear and transparent evaluation criteria for proposals to be measured against
3. Ensure that open competition is achieved

A good specification should:

- Provide a clear and concise description of what is required
- Highlight the features that are essential to you
- Provide an opportunity for suppliers to offer technical solutions
- Allow potential suppliers to provide a price for the services they offer

Tip: We have produced a sample template showing the type of information you need to include in your specification, please see Statement of Requirements template under the documents tab on the website and available to download <https://ccs-agreements.cabinetoffice.gov.uk/contracts/rm6121>

This template is not mandatory and can be amended according to your requirements.

Capability Assessment (optional)

You can start your call for competition using a capability assessment stage, this will help you to identify which suppliers from your shortlist are going to be the most suitable. You may wish to run this process to refine your shortlist or to assess the capability of meeting your requirement.

You can use a series of yes and no questions that are mandatory for suppliers to pass to get to the written stage - you could, for example, use the ability to meet your stated deadline as a question. Please use questions that relate to key requirements only at this stage, and not those that you could score in the written stage.

You do not need to send the final specification to suppliers who have deselected themselves in a capability assessment unless you make material changes to the specification as a result of the exercise.

Tip: We have provided a template capability assessment which you can use - see Annex 1 Capability assessment template. The template is not mandatory and can be amended according to your requirements.

Tip: A checklist of everything that you will need to include in your call for competition has been provided in Annex 2

Evaluation criteria and weightings

Evaluation should concentrate on the supplier's ability to best meet the outlined requirements and pricing/cost model. The evaluation weightings should be issued upfront and follow what was set out in the DPS agreement; under this DPS, you have the flexibility to determine the specific weightings and measures.

Financial standing

CCS has tested appointed suppliers' financial standing at the point of them joining the DPS, and will monitor them through the life of the DPS. A threshold Dunn and Bradstreet (D&B) score is set, so all appointed suppliers have met/exceeded this threshold, or their accounts have been reviewed and sufficient financial assurance has been provided.

Insurances, licences & security checks

In order to join the DPS, suppliers have confirmed that they comply with all statutory requirements surrounding insurance, licensing and security checks as required. You can determine levels and types of these requirements that they require as part of their contract, and test through competition.

Sub contractors

It is advisable that you seek detail and assurances of any sub-contractors that will be used by the supplier they appoint. This can be asked as part of the competition, and the contract terms can reflect the requirement to keep the customer updated as to any sub-contractor changes.

Step 2: Invitation to Quote

To ensure compliance with current procurement regulations, you must issue the ITQ to ALL capable suppliers. Under a DPS, this means all suppliers on the shortlist obtained after filtering against specific customer requirements. Details of the procurement process, timeline, award criteria and evaluation procedure must be published to all capable suppliers at the same time the ITQ is published. If suppliers ask any questions during the ITQ process, all suppliers must be treated fairly and equally without discrimination. Any questions received must be anonymised, making sure that they do not reveal the identity of the originator, or reveal any potentially commercially sensitive information relating to the originator. Appropriate responses must be issued, sharing both the question and answer to all participating suppliers, at the same time. You should allow a reasonable amount of time for proposals to be submitted. Under a DPS, at least 10 calendar days must be allowed for suppliers to submit their bids. You may use whichever eProcurement system you deem suitable.

You are also able to make use of the CCS eSourcing Suite which enables you to:

- Respond to supplier clarification questions
- Track bid responses
- Send reminders to bidders
- Communicate to successful and unsuccessful suppliers
- Provide feedback to all parties

For information on how to do this, please refer to the <https://www.gov.uk/government/publications/eSourcing-tool-guidance-for-suppliers> for further information on using CCS' portal.

Step 3: Evaluation

After the closing date, responses need to be evaluated in accordance with the evaluation criteria and procedures that were set out. You must ensure that you maintain a fully documented audit trail of your results and final award decision.

You will need to decide in advance what information you need from suppliers and include this in your specification. Evaluation criteria must be linked to your requirements. This will allow suppliers to see how their proposals will be evaluated and the weightings that will be applied against the quality and price scores.

The suppliers have provided contract examples as part of their selection process of being appointed to the DPS. You can request to see evidence of these examples as part of your compliance check prior to awarding your agreement, further detail on this process is in the step 4 award section of this document. As generic contract examples have already been provided by suppliers when joining the DPS, you should not assess this in your call for competition criteria. You may seek relevant experience of personnel assigned to perform the agreement to ensure they can meet the specified level of quality.

Evaluating process - All suppliers will need to provide a written proposal in response to your specification. It is recommended that you assign three people to evaluate the proposals as this makes reaching an objective decision easier. You should also have at least one evaluator on the panel that is independent to the commissioning team, this will help maintain professional standards and protect your organisation from any accusations of bias (such as towards an incumbent supplier). Responses should not be discussed

outside of the evaluation team and pricing information should be treated as commercially sensitive. Make sure that you maintain a fully documented audit trail of the results and final award decision, which will be useful when providing feedback to the participating suppliers.

Tip: To help make evaluating proposals easier, a template has been developed for scoring written proposals. See How to Bid and Evaluation Criteria template under documents on the website page and available to download: <https://ccs-agreements.cabinetoffice.gov.uk/contracts/rm6121>

Step 4: Award the agreement

As part of your compliance check before awarding your agreement, you have the option to request evidence of contract examples provided by the suppliers on the DPS. To do this, you will need to log-in to the DPS and navigate back to your saved search. Find the supplier(s) you wish to see further information for and click on 'see evidence'. The suppliers will then be sent a notification and will give you access to see the evidence.

Following the successful completion of your competition evaluation you can now award an agreement to the successful supplier. Once you have the relevant internal approvals in place you can notify all participating suppliers of the outcome. A standstill period is not mandatory but can be used voluntarily for high value agreements.

You must use the letter of appointment to form your agreement, which is aligned to the contract terms set out in the agreement. There are some sections of this agreement that you can alter depending on your organisation and requirements.

The letter of appointment must be completed by the customer prior to being sent to the supplier for signature. The document includes guidance so you understand how to fill in the relevant sections.

Once your agreement has been signed, please send your award details to info@crowcommercial.gov.uk, including:

- Agreement name
- agreement length (including any extension options)
- agreement total value
- Winning supplier name

Please remember to fulfil your organisation's transparency requirements and publish details of your award on Contracts Finder, where necessary.

Provide feedback to suppliers

You should provide constructive, written feedback to all participating suppliers and include a full breakdown of their scoring. Feedback comments should be objective and link back to the evaluation criteria. This will help suppliers understand how they can improve for future opportunities.

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Managing your agreement and being a good customer

The focus is to work in partnership with our suppliers. A collaborative approach will allow us to ensure the correct transport solution is achieved whilst creating a strong transparent relationship with our supplier(s).

Our obligations as customers

There are a number of obligations we have as customers. These include:

- Providing a clear specification setting out your requirements (services and deliverables) and timelines of each phase of work
- Communicating with your supplier on a regular basis to discuss progress and service performance
- Promptly addressing any issues with your supplier
- Agreeing at the start of the agreement how frequently you expect to receive MI from your supplier, this should be in line with the requirements in your specification.
- Pay your supplier within 30 days of approving the invoice. Check invoices against the rates and deliverables agreed in your agreement

You should be able to rely on your supplier to give you expert advice and consultation that comes from their collective wisdom and experience. A good supplier will explain its strategy, offer honest advice and acknowledge when the provision of service has shifted outside of its expertise. As a customer, you should also proactively advise the supplier on anything it needs to know to deliver the best results.

How to manage issues

By ensuring you have regular communication with your supplier you should be able to avoid any major issues. In the event that you do experience performance issues with your supplier, you should take the following steps to address the issue as quickly as possible.

1. Raise the issue with your supplier lead and / or commissioner lead as soon as possible
2. Clearly set out your concerns and agree a plan of action with the supplier including a deadline for resolution - put in place more frequent status updates if necessary
3. If the issue is not resolved by the agreed deadline, escalate the matter internally and to supplier directors
4. If the issue is not resolved by the agreed deadline, contact the CCS Travel category team to notify them and agree next steps.
5. If you have carried out all reasonable steps to rectify the issue, allowed time for recourse and are still not satisfied, then you will need to decide how to resolve the issue with internal colleagues and CCS

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Glossary of terms

Specification	This is equivalent of a statement of requirement and forms part of your call for competition
Agreement Terms	A legally binding agreement for the provision of the service made between a customer and supplier. This is completed following a call for competition.
Call for Competition	Is undertaken to establish which of the suppliers can offer the best value for your specific needs. Your specification and supporting documents are issued for this tendering process
Capability Assessment	An optional stage in the further competition process which allows the customer to pass or fail suppliers before the written proposal stage

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Annex 1 - Capability Assessment Template

Department/Organisation:

Contact name:

Contact email:

Agreement ref: RM6121 Public Sector Passenger Transport DPS

Date issued:

Response deadline:

Summary

a) The agreement objectives

(full outline of specification provided in statement of requirements template)

b) Mandatory constraints/ services required

c) Constraints that may preclude suppliers from accepting this specification

d) Budget and contract duration (including any extension options)

e) Timescales for tender (stages/ award)

Further competition process

Stage 1 – Capability Assessment resulting in a shortlisted supplier list. Suppliers must be able to answer yes to all the capability assessment questions to become shortlisted.

Stage 2 – submit a written response to the full specification issued as part of a call for competition. Responses will be evaluated against the published criteria and the successful bidder will be notified. All unsuccessful bidders will also receive feedback as per the agreement guidance.

Capability questions

Please confirm you have the capability to provide the following services by responding Yes or No to the questions listed below. Only those bidders answering yes to these mandatory questions will progress to Stage 2.

[Guidance Note: The questions below are examples only and can be amended according to the mandatory requirements of your specification.]

1. Can you deliver [.....] as required in Annex X?

YES	NO

2. Can you provide [.....] within the timescales given in Annex X?

YES	NO

3. Can you provide a passenger assistant/escort service as stated in Annex X?

YES	NO

4. Can you provide wheelchair accessible vehicles as stated in Annex X?

YES	NO

5. Can you meet the route plan requirements stated in Annex X?

YES	NO

6. This agreement must be delivered within our travel policy guidelines. Can you meet the guidelines set out in Annex X?

YES	NO

Please note that any Nil Responses to this invitation will be treated as confirmation of your intention NOT to participate in this competition and you will not be invited to participate in Stage 2.

All responses to Stage 1 should be submitted no later than [Insert date and time] via [insert submission process i.e. portal instructions]

Should you have any queries regarding the Capability Assessment please enter them in the portal by [Insert date and time].

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Annex 2 - Document checklist before issuing your call for competition

Document	Checked?
State RM6121 Passenger Transport at the start of your competition document	
Dates for the clarification period	
Tender timetable which sets out the high level stages of the process and when you intend to award and start the agreement	
Detail on the process and evaluation of the Capability Assessment stage (if used)	
Detail on the process, evaluation and weighting of stage one written proposals	
Detail on the process, evaluation and weighting of the presentation stage (if used)	
Appendices (if used)	
Letter of appointment and agreement terms	
Tendering instructions (detail on the submission process specific to your organisation)	
Procurement tool registration details (if inviting suppliers to your organisation's own portal)	



Contact us

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 Crown Commercial Service