

Appendix A - Tender Compliance and Quality Checks

General provider Information

- Full name of the potential supplier submitting the information
- Registered office address (if applicable)
- Registered website address (if applicable)
- Trading Status - Please specify your trading status
- Date of registration in country of origin
- Company registration number (if applicable)
- Charity registration number (if applicable)
- Head office DUNS number (if applicable)
- Registered VAT number
- Trading name(s) that will be used if successful in this procurement
- Details of immediate parent company:
 - Full name of the immediate parent company
 - Registered office address (if applicable)
 - Registration number (if applicable)
 - Head office DUNS number (if applicable)
 - Head office VAT number (if applicable)
 (Please enter N/A if not applicable)

Finance

- Dunn and Bradstreet - credit rating scoring
- A statement of the turnover, profit & loss account

Quality

Quality questions related to:

Safety, which covered the following areas:

- Safer Recruitment Policy
- Safeguarding training
- Other staff training
- Awareness of what constitutes a safeguarding concern
- Awareness of the process for reporting a safeguarding concern
- DBS checks of staff
- Specific medical or safety training including manual handling and wheelchair specific (MiDAS, WTORS)
- Assessment of passenger needs
- Procedures in case of accident or breakdown
- Awareness of Parent/Carer not at Home procedure and how/when to put this into practice
- Understanding of causes of stress for vulnerable children and young people
- Communication skills
- Appropriate licences

Communication/passenger experience, which covered the following areas:

- Drivers and/or passenger assistants are able to understand children/parents and be understood by them
- Drivers and/or passenger assistants are able to appropriately talk to or communicate with children, young people with communication difficulties. Continuity of staff on routes
- Experience of staff
- Staff training

Company relationship with passenger / family, which covered the following areas:

- Communication if staff have to change
- Communication with passengers if route has to change due to traffic or other incident.
- Parents/carers aware of how to get in contact.
- Interaction with passengers by driver and/or passenger assistants.
- Treat passengers as individuals
- Awareness of passenger needs
- Home visits ahead of routes starting

Vehicle and equipment, which covered the following areas:

- Selection of vehicle
- Environment within vehicle e.g. cleanliness, passenger seating locations, seating of PA
- Comfort of passengers – e.g. choice of music, windows open/closed, air-con up/down etc.

Staff training, which covered the following areas:

- Disability awareness training for staff
- Awareness of passengers needs
- Awareness of social dynamics between passengers
- Awareness of how timeliness of pick up/drop off can affect passengers/parents

Business Continuity, which covered the following areas:

- Service plan for short term staff shortages (e.g. sickness, accident) provided
- Out of hours contact telephone number for use by LA in emergencies
- Service plan for long term staff shortages (e.g. maternity) provided
- Risk assessments of routes
- Home visits ahead of routes starting
- Incident reporting procedure ensuring transport services for relevant borough are informed within timescales.
- Communication with passengers/parents/carers to alleviate concerns or worries.
- Communication with schools
- Replacement vehicle procedure for break down/accident.
- Incident reports submitted to local authority.
- Use of smart/GPS technology to track vehicles and identify issues affecting service provision