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***Question pack Lot C : Replacement Services***

**Please complete this questionnaire alongside the main PQQ document if you are interested in joining our Supplier List for *Replacement Services* and return it to:** dps@tfgm.com **along with the completed mandatory PQQ document.** Your responses to the questions below will be evaluated in accordance with the scoring methodology outlined in section 5. If you require any clarification or assistance completing this form please contact us on 0161 244 1769.

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| **1. Licence Details *(pass/fail)*** |
| Does your company have a valid Operator’s licence?  | Yes |  | No |  |
| Operators Licence Number: | PC |
| Licence Type (Restricted, National or International), please state: |  |
| PCV Vehicle Authorisation: |  |
| CPC Holder/Transport Manager(s): |  |
| Please self-certify that your company (or subcontractors) has, or can commit to obtain, prior to commencement of the contract, sufficient discs to be able to operate the Passenger Service without prejudicing any other passenger service provided by the Operator at the Contract Award date in the Greater Manchester area? **(pass/fail)** | Yes |  | No |  |
| Please self-certify that your company or subcontractors have, or will commit to obtain prior to contract commencement, all necessary licenses to use bus stations when operating the Passenger Service in time for the Contract start date? **(pass/fail)** | Yes |  | No |  |

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| **2. Vehicles & Maintenance *(pass/fail)*** |
| Total Number of Vehicles in Fleet including spares: |  |
| Type of Vehicles Operated – Please indicate Yes or No |
| Single decker bus | Yes |  | No |  | Double decker bus | Yes |  | No |  |
| Coach | Yes |  | No |  |  |
| If not already will your company have sufficient vehicles (including spare vehicles) that meet the service specification for the operation of the Passenger Service in time for the contract start date/ or ensure that your subcontractor will comply with this requirement? **(pass/fail)** | Yes |  | No |  |
| Will your company have sufficient drivers in place for the operation of the Passenger Service in time for the Contract start date / or ensure that your subcontractor will comply with this requirement? **(pass/fail)** | Yes |  | No |  |
| Will your company have sufficient resources (including staff and equipment) to provide the information to TfGM in the timescales and format set out in Part 3 of the Conditions of Contract? **(pass/fail)** | Yes |  | No |  |
| Does your company have access to vehicle maintenance facilities and a vehicle maintenance regime that meets VOSA requirements? **(pass/fail)** | Yes |  | No |  |

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| **3. Driver Training, Policies & Procedures** |  |
| *Please self-certify and answer “Yes” or “No” to the following questions:* |
| Are your drivers required to wear a company uniform | Yes |  | No |  |
| Does your company/or subcontractors have a Drugs & Alcohol Policy in place | Yes |  | No |  |
| Does your company/or subcontractors carry out random testing for drugs and/or alcohol | Yes |  | No |  |
| Does your company/or subcontractors have a Safety Management System and Safety Policy in place | Yes |  | No |  |
| Does your company/or subcontractors have a structured training programme for Driver CPC | Yes |  | No |  |
| Are your drivers/ or subcontractors trained in fire safety and emergency evacuation | Yes |  | No |  |
| Have your drivers/ or subcontractors received training in customer care | Yes |  | No |  |
| Have your drivers/ or subcontractors received training in disability awareness | Yes |  | No |  |
| Are your drivers/ or subcontractors Disclosure & Barring Service (formerly CRB) checked | Yes |  | No |  |
| Are these Enhanced checks | Yes |  | No |  |
| Have your drivers/ or subcontractors completed a MiDAS training course (permit operators) | Yes |  | No |  |
| Have your drivers/ or subcontractors completed the DVSA Taxi Driving Test (taxi operators) | Yes |  | No |  |
| Have your drivers/ or subcontractors received training in conflict resolution (taxi/permit operators) | Yes |  | No |  |
| Does your company/or subcontractors have conditions of carriage that have been approved by TfGM? | Yes |  | No |  |
| Does your company/or subcontractors have a complaints handling procedure that has been approved by TfGM? | Yes |  | No |  |
| Does your company/or subcontractors have a code of conduct for Drivers that has been approved by TfGM? | Yes |  | No |  |
| Does your company/or subcontractors have a satisfactory safety management system in accordance with the requirements of this Part 2 of the Contract Management Manual? | Yes |  | No |  |

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| **4. Experience *Maximum score available – 40%*** |
| Years company has been trading: | Less Than 5 |  | 5-10Years |  | More than 10 |  |
| Types of Service Provided within last 5 years: | *From (Year)* | *To (Year)* |
| Coach Hire/Other | Yes |  | No |  |  |  |
| Event/Rail Replacement Services | Yes |  | No |  |  |  |
| What skills, knowledge and attributes can your organisation offer with reference to this tender opportunity ? Up to one side of A4 can be provided **(20%)** |
|  |
| Please provide below details of contract and agreements that your company has entered into in the last 3 years for the provision of passenger transport services. TfGM will use this information to assess the number and size of contracts it will be prepared to award to your company **(20%)** |
| Name of other Local Authorities company has worked for: | Description of Work Provided(e.g. home to school, baths, local bus.) | Period of Contract:Date From/To | Approximate Annual Value of Contract(s) Held |
|  |  |  | £ |
|  |  |  | £ |
|  |  |  | £ |
|  |  |  | £ |
|  |  |  | £ |

Transport for Greater Manchester may contact any of the above organisations for a reference.

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| **5 How this Questionnaire will be evaluated** |  |

1. This question pack will be scored alongside the main mandatory Pre-Qualification (PQQ)and will be used to select suppliers of road passenger transport services to join our suppliers list to tender for Replacement Services opportunities with Transport for Greater Manchester (TfGM).
2. Pre-qualification will be on the basis of your responses to both documents listed above and each section must be completed in full in order for it to be evaluated.

Responses to questions with a percentage weighting will be scored out of 5, using the methodology below:

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| **Score** | **Methodology** |
| 0 | Unanswered or failed to provide an adequate response. |
| 1 | Response has some major deficiencies and does not meet the requirements. |
| 2 | Response with significant deficiencies that will require additional effort and/or resource to meet the requirement in full. |
| 3 | Response with minor deficiencies that can easily be worked around, without additional effort and / or resource to meet the requirement in full. |
| 4 | Response that meets the requirements without deficiencies. |
| 5 | Response that exceeds the requirements providing additional value and benefits. |

1. This question pack is worth 40% of your overall score, the remaining potential 60% will be scored from the main PQQ document. The pass mark for entry onto the Replacement Services supplier list is 55% of your total combined score. Feedback will be given to operators who do not meet the pass mark and guidance provided on how individual scores could be improved.

**I confirm that the details I have provided are correct and agree to notify TfGM of any material change to this information in the future. I understand that we will be required to supply copies of our insurance and other relevant information on request.**

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| **Name:** |  | **Date:** |  |

*The information supplied with this Questionnaire will be held in confidence by Transport for Greater Manchester and only used to determine your organisation’s suitability for meeting our general requirements for the provision of the services required. Further assessment and selection may be required before any indication can be given on the success of your application for inclusion onto the Suppliers List.*