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***Question pack Lot B : Demand Responsive Transport***

**Please complete this questionnaire alongside the main PQQ document if you are interested in joining our Supplier List for *Demand Responsive Transport services* and return it to:** [dps@tfgm.com](mailto:dps@tfgm.com) **along with the completed mandatory PQQ document and a copy of your audited company accounts for the last 2 years**. 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: |  | | | |
| Section 22 Permit Number(s): |  | | | |
| CPC Holder/Transport Manager(s): |  | | | |
| Are you a licensed private hire operator operating under section 11 or 12 of the 1985 Transport Act’ | 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 | | | | | | | | | | | |
| Accessible Taxi\* | Yes |  | No |  | 7-16 seat minibus (fully accessible) | | Yes |  | | No |  |
| 16+ minibus (fully accessible) | 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? **(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? **(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 |  |
| Is your fleet fitted with telematics to encourage safe and fuel efficient driving? | | | | | | | Yes | |  | No |  |

\*Please note a minibus with a minimum of seven seats must be provided

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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 |  |
| Do you have a Drugs & Alcohol Policy in place | | Yes |  | No |  |
| Do you carry out random testing for drugs and/or alcohol | | Yes |  | No |  |
| Do you have a Safety Management System and Safety Policy in place | | Yes |  | No |  |
| Do you have a structured training programme for Driver CPC | | Yes |  | No |  |
| Are your drivers trained in fire safety and emergency evacuation | | Yes |  | No |  |
| Have your drivers received training in customer care | | Yes |  | No |  |
| Have they received training in disability awareness | | Yes |  | No |  |
| Are your drivers Disclosure & Barring Service (formerly CRB) checked | | Yes |  | No |  |
| Are these Enhanced checks | | Yes |  | No |  |
| Have your drivers completed a MiDAS training course (permit operators) | | Yes |  | No |  |
| Have your drivers completed the DVSA Taxi Driving Test (taxi operators) | | Yes |  | No |  |
| Have your drivers received training in conflict resolution (taxi/permit operators) | | Yes |  | No |  |
| Does your company have conditions of carriage that have been approved by TfGM? | | Yes |  | No |  |
| Does your company have a complaints handling procedure that has been approved by TfGM? | | Yes |  | No |  |
| Does your company have a code of conduct for Drivers that has been approved by TfGM? | | Yes |  | No |  |
| Does your company 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 |  | | 5-10  Years | |  | | | More than 10 |  |
| Types of Service Provided within last 5 years: | | | *Yes/No* | | | | | | | *From (Year)* | *To (Year)* |
| Demand Responsive Transport | | | Yes |  | | No | |  | |  |  |
| Community Transport | | | Yes |  | | No | |  | |  |  |
| Taxi/Private hire car | | | 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 | | |
|  |  | |  | | | | | | £ | | |
|  |  | |  | | | | | | £ | | |
|  |  | |  | | | | | | £ | | |
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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 Demand Responsive Transport subsidised service 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 tangible 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 Demand Responsive Transport 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.

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| **6 New Entrant Operators** |  |

1. Your overall score will determine whether you will be granted access to the supplier list and influence the number of contracts you can be awarded in the first year as a New Entrant. This value, based on your company’s size and relevant experience, will be advised when your response to the PQQ has been evaluated.
2. Contracts awarded to New Entrants during the first year will be in accordance with these limits and to the normal contract length specified in the tender, subject to a probationary period of 12 months satisfactory performance.
3. Operator performance is measured by TfGM each quarter as part of its Supplier Rating System. An operator’s score must exceed a pre-determined Threshold to remain eligible to tender for further work with TfGM.
4. New Entrants will be able to continue operating contracts beyond the probationary period subject to achieving a Supplier Rating score above the minimum Threshold for two successive quarters.
5. Further information regarding the tendering process can be found in TfGM’s Conditions of Contract and Contract Management Manual which can be found as Appendix B and C within the main PQQ document.

**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, and have noted the Conditions in Section 6 relating to New Entrants operators.**

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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.*