



Tender for Admission to the  
Dynamic Purchasing System (DPS) for  
Care Hired Passenger Transport

Tender Reference: DN243575

Attachment F  
Dynamic Purchasing System  
Supplier Entry Guide

All tender documents and submissions will be treated as  
strictly private and confidential

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## **1. The System**

This Entry Guide takes suppliers through what a Dynamic Purchasing System (DPS) is and sets out what suppliers need to do to offer placements through the DPS

Hounslow Council will use the web-based Pro-Contract (Due North) system to manage the Dynamic Purchasing System (DPS) for the Application and Admission process for Suppliers wishing to join the Hired Passenger Transport DPS.

## **2. What is a Dynamic Procurement System (DPS)?**

A DPS is a fully-electronic process used by public sector bodies to award contracts for works or services. The use of a DPS to award such contracts ensures that the end-to-end procurement process is competitive, fair and transparent. Suppliers must meet the minimum criteria for entry onto the DPS. There are no other restrictions on who can or cannot join the DPS and Suppliers may apply to join at any time during the lifetime of the DPS

## **3. How a DPS works**

Suppliers who wish to offer placements to the participating boroughs will apply via Pro-Contract (Due North) online and complete the application and admission process. Once registered on the system, suppliers will receive a notification of the tender opportunities (Requirements) and can apply and respond to any of these via the system.

## **4. How Suppliers can join the DPS**

It is a simple 3 step process consisting Registration, Application and Admission:

### **Registration**

- Suppliers must first register on Pro-Contract (Due North) online at <https://procontract.due-north.com/register>
- Once registered, Suppliers will be able to complete the next step.

### **Application**

- The Application process consists of a series of questions which require your response.
- To be considered as a Supplier, organisations must meet the entry criteria.
- During the Application process, Suppliers will be asked a series of mandatory questions that need to be answered – also commonly referred to as the Qualifying Questionnaire
- Invitation to Tender (ITT), and Form of Tender documents will be loaded onto the system.
- Suppliers will complete each of these documents as instructed in the ITT.

## Admission

- Once completed, Applications will be checked and validated
- Suppliers will receive an email notification confirming whether or not their Application to join the DPS has been successful.
- If the Application to join the DPS is unsuccessful due to the Supplier NOT meeting the entry criteria, then Hounslow Council will provide feedback to allow the Supplier to rectify any issues and reapply, if appropriate, in due course
- As this is a DPS Suppliers may apply again at any time.

## Communication via the Dynamic Purchasing System (DPS)

- The participating boroughs will use Pro-Contract (Due North) to communicate with Suppliers at the entry stage.
- The system will also allow Suppliers to communicate directly with Borough Officers in an open and transparent manner.

## 5. LOTS

The Hired Passenger Transport DPS consists of 7 LOTS:

LOTS
<b><u>LOT 1A</u></b> <b>With Attendant:</b> Cars MPV 9 Seaters MPV (or equivalent) wheelchair accessible
<b><u>LOT 1B</u></b> Cars MPV 9 Seaters Hackney Carriage Taxi MPV (or equivalent) wheelchair accessible
<b><u>LOT 2A</u></b> <b>With Attendant:</b> 17 Seater wheelchair accessible minibus (tail lift) 9 Seater wheelchair accessible minibus (tail lift)
<b><u>LOT 2B</u></b> 17 Seater wheelchair accessible minibus (tail lift) 9 Seater wheelchair accessible minibus (tail lift)
<b><u>LOT 3A</u></b> <b>With Attendant:</b> 17 Seater Minibus 9 Seater Minibus
<b><u>LOT 3B</u></b> 17 Seater Minibus 9 Seater Minibus
<b><u>LOT 4</u></b> Coaches

During the application and admission stage Suppliers will stipulate which LOT they

wish to supply hired passenger transport for to the participating boroughs

## 6. Requirements and Offers

Once a Supplier has been admitted onto the DPS they will be able to make Offers for placements against Requirements issued by the participating boroughs.

### Requirements

When a participating borough requires hired passenger transport for a route it will create and distribute a **Requirement** via its e-procurement solution to those DPS Suppliers on the particular service category for which the placement is required. The participating boroughs will use one or more of the call-off domains when issuing a Requirement (referral) to Suppliers:

- A. Best market price
- B. Price/Quality Ratio which will be split
  - o 40% Price
  - o 60% Quality

### Open for Offers

Once a Requirement (or referral) has been distributed, Suppliers can then submit an **Offer** during the 'Offer' period. An Offer is the term used for the formal response / bid submitted by a Supplier.

Once the period ends; no further 'Offers' can be submitted by the Suppliers. Each participating borough will stipulate the timescale for responses at the time of issuing the Requirement.

To create an Offer, Suppliers will state / evidence whether or not they can meet the Requirement (against one or more of the domains above) as instructed and submit a proposed price (within the agreed price banding set out in the Pricing Schedule).

If a Supplier is unable to meet the Requirement then they will not be considered for that particular route.

Every Offer submitted will be evaluated either using best market price or price versus quality criteria weightings of 40% / 60% respectively. You will be asked to submit a price per Requirement in your Offer. The quality element of the score will be equivalent to your Supplier Quality Score in Section 9 or 10 in Attachment A.

In the event of a tie in the combined price and quality scores of 2 or more Offers, the Offer which has received the highest quality score will be considered the top-ranked Offer.

## 7. Service Agreements

Participating boroughs will inform Suppliers of the outcome at the end of the call-off exercise / period. When a Supplier Offer is accepted, a Route **Agreement** will be issued and entered into between Supplier and the participating borough.

## 8. Suspensions

The participating boroughs reserve the right to suspend Suppliers from the DPS, for reasons such as a safeguarding embargo or a failure on the Suppliers part to meet the critical service requirements as set out in the category specifications.

Suppliers may also choose a voluntary suspension from the DPS while addressing concerns with the participating boroughs (or regulatory body)

## 9. Communication

All communication will be made via Pro-contract (Due North) only.

## 10. Next Steps

Suppliers need to join the DPS if they wish to supply routes to the participating boroughs named in the Agreement. This can only be done by successfully by completing the Registration, Application and Admission process on Pro Contract (Due North).

## 11. Glossary

- **Admission** – this is the second part of the Application and Admission process the Supplier needs to complete to join the DPS.
- **Application** – this is the first step after Registration that a Supplier must complete when joining the DPS, it consists of a series of questions and documents.
- **DPS** – Dynamic Purchasing System used for the procurement of Services.
- **Intermission** – a “hold” on the delivery of a service whilst the Service Agreement remains in force.
- **Open for Offers** – timeframe in which Suppliers are able submit an Offer against a Requirement.
- **Offer** – a Suppliers submission against a Requirement stating if they are able meet the requirement domains and what their price will be
- **Public Contract Regulations** – the regulations within which the DPS and all public

sector procurement must operate

- **Requirement** – the placement opportunity and requirements sent to Suppliers via their e-procurement or e-brokerage solution.
- **Entry Criteria** – means the requisite criteria that a Supplier must meet and maintain throughout the Term of the DPS in order to successfully complete and maintain their Application and Admission on the DPS as set out in the qualifying questionnaire, invitation to tender, pricing schedule and the form of tender documents
- **Service Agreement** – this is the contract to deliver Services, incorporating the Requirement and Offer to agree what Services are going to be delivered and within what price and incorporating the Contract Documents.
- **Supplier Agreement** – this is the overarching contract between the Council and a Supplier. A Supplier will need to agree to this document during the Application and Admission process.