



- FAQs

QUESTION	RESPONSE
<p>Do I need to have PATS trained in order to apply for the DPS?</p>	<p>Suppliers do not need to be PATS (Passenger Awareness Training Scheme) trained at the point of entrance into the DPS.</p> <p>However, the training will still be required from ALL SUPPLIERS. Suppliers that do not have the training at the point of submitting their application into the DPS will be able to complete the training within a period of up to 9 months from the date in which they have been approved into the DPS.</p> <p>It should be noted that the Council will not be able to award any route until the supplier has completed that training.</p>
<p>Do I need to have MIDAS trained in order to apply for the DPS?</p>	<p>MIDAS training applies only to Buses, Coaches and Mini Bus suppliers. Suppliers do not need to be MIDAS (Minibus Driver Awareness Scheme) trained at the point of entrance into the DPS.</p> <p>Although, the training will still be required, where applicable, suppliers are able to complete the training within a period of up to 9 months from the date in which they have been approved into the DPS.</p> <p>However, it should be noted that, the Council will not be able to award any route that involve the use of buses, coaches or mini-buses until the supplier has completed that training.</p>
<p>How is the 1% charge to be added when pricing for routes? Should we add this per journey or per tender?</p>	<p>The charge should be added per journey so for example if you want to charge £100 for a route, you quote £101 when tendering for that route and invoice accordingly.</p>
<p>How will LBTH recover this 1%?</p>	<p>LBTH will invoice suppliers monthly or quarterly, for an amount based on the total spend with the company over that period.</p>
<p>In terms of providing current references from other local authorities as part of the DPS application form, how can we provide this if we've only worked for Tower Hamlets?</p>	<p>It is in our interest to main relationship with experienced providers. Simply quote LBTH as your reference.</p>

Will our subsidiaries be able to deliver the services?	The Application Form allows 'family' companies to submit an Application and provides for an explanation where this applies
If we are a new company set up and unable to provide two references, will we be accepted onto the DPS?	Provided you can demonstrate a track record of successfully delivering a service of this nature your Application will be considered.
The operator's Licensing cost goes up considerably when 100 drivers is exceeded, how can we get around this?	LBTH cannot – obviously - advise on commercial decisions and company structures. However, your attention is drawn to the response regarding subsidiaries above.
Do you ever provide advice on the commercial aspects of providing the service?	No. Suppliers must make their own commercial decisions when routes become available. LBTH would expect a Supplier to make all due considerations – including financial risk assessments – prior to submitting a quote for a route.
Can we add graphics/images to our response?	These should only be used if they are essential in helping to explain your response. LBTH cannot see how they would be required.
In terms of GDPR, we will need to share personal data with our staff for example passenger service agents, does GDPR mean we cannot share any data?	Yes you can share data within your organisation that enables you to effectively deliver the passenger transport service however you must be mindful of the consequences should the data be lost or wrongly shared. It is an obligation of the Council to assess applicants General Data Protection Act compliance and policies to ensure you have adequate systems and policies in place to protect personal data.
When will the opportunity be issued?	Draft documents will be issued to attendees for comments as we'd like to hear your views on the documents and process. We anticipate the DPS itself will become available for suppliers to apply in January 2020.
Will past corporate misdemeanours preclude us from Applying?	Applications will be assessed purely on the questions the Application Form sets. Where an Application has been rejected on any grounds, the company may re-apply if and when they have addressed the areas that caused the rejection.
Do you require the ESPD Certificate when applying?	You do not need to provide any more than is asked for – at the moment, only proof of insurance cover, financial information and the statement of due GDP process are required. This does not obviate the possibility that evidence of other declarations may not be required at some future date.
Eligibility to apply due to company age and status	LBTH is trying to make the process as open as possible, not forbidding. We suggest that, when applying, if some specific circumstances apply, they are explained within the response (the section "Additional Information" provides for this) and the Administrator – with the input of the client, will make a decision based on the details provided.

Can we apply to join at any time?	Yes – the benefit of a DPS is that Suppliers can apply to join at any time in its life – this DPS lasts for seven years.
What happens if your Application is rejected?	You can apply as often as you wish. If you have addressed the points on which you failed you can re-submit an application at any time.
Do the Suppliers have to provide the Passenger Assistants?	If they are requested – yes. Suppliers have to provide all the equipment stipulated in the Request for Quote. There may be occasions when no Passenger Assistant or additional equipment is required.
Can small companies apply?	Yes. Definitely. Companies only need to offer a bid or quote for routes they can cope with.
Do companies have to have different types of vehicles?	No – companies only need bid for routes (jobs) they are equipped to handle.