



# Hired Passenger Transport

Tender Reference: DN243575

## Attachment A Selection Questionnaire (SQ)

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

**Please tick "x" to state which LOT/S you are bidding for:**

**LOT 1A**

**With Attendant:**

Cars  
MPV  
9 Seaters  
MPV (or equivalent) wheelchair accessible

**LOT 1B**

Cars  
MPV  
9 Seaters  
Hackney Carriage Taxi  
MPV (or equivalent) wheelchair accessible

**LOT 2A**

**With Attendant:**

17 Seater wheelchair accessible minibus (tail lift)  
9 Seater wheelchair accessible minibus (tail lift)

**LOT 2B**

17 Seater wheelchair accessible minibus (tail lift)  
9 Seater wheelchair accessible minibus (tail lift)

**LOT 3A**

**With Attendant:**

17 Seater Minibus  
9 Seater Minibus

**LOT 3B**

17 Seater Minibus  
9 Seater Minibus

**LOT 4**

Coaches

**Part 1: Applicant information (see Part 3 of Attachment A for instructions)**  
(Please note that the numbering on this form may not match the numbering on the electronic version)

Please complete the following information:

Question Number	Question	Response	
1.1(a)	Full name of the potential supplier submitting the information		
1.1(b) (i)	Registered office address (if applicable)		
1.1(b) (ii)	Registered website address (if applicable)		
1.1(c)	Trading Status	a) a public limited company	<input type="checkbox"/> Yes
		b) a limited company	<input type="checkbox"/> Yes
		c) a limited liability partnership	<input type="checkbox"/> Yes
		d) other partnership	<input type="checkbox"/> Yes
		e) sole trader	<input type="checkbox"/> Yes
		f) third sector	<input type="checkbox"/> Yes
		g) other (please specify below)	<input type="checkbox"/> Yes
1.1 (d)	Date of registration in country of origin		
1.1 (e)	Company registration number (if applicable)		
1.1 (f)	Charity registration number (if applicable)		
1.1 (g)	Head office DUNS number (if applicable)		
1.1 (h)	Registered VAT number		
1.1 (i) (i)	If applicable, is your organisation registered with the appropriate professional or trade register(s) in the member state where it is established?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	

1.1 (i) (ii)	If you responded yes to 1.1(i) - (i), please provide the relevant details, including the registration number(s).							
1.1(j) - (i)	Is it a legal requirement in the state where you are established for you to possess a particular authorisation, or be a member of a particular organisation in order to provide the services specified in this procurement?	Yes <input type="checkbox"/> No <input type="checkbox"/>						
1.1(j) - (ii)	If you responded yes to 1.1(j) - (i), please provide additional details of what is required and confirmation that you have complied with this.							
1.1(k)	Trading name(s) that will be used if successful in this procurement							
1.1(l)	Relevant classifications (state whether you fall within one of these, and if so which one)	<table border="0"> <tr> <td>a) Voluntary Community Social Enterprise (VCSE)</td> <td><input type="checkbox"/></td> </tr> <tr> <td>b) Sheltered Workshop</td> <td><input type="checkbox"/></td> </tr> <tr> <td>c) Public service mutual</td> <td><input type="checkbox"/></td> </tr> </table>	a) Voluntary Community Social Enterprise (VCSE)	<input type="checkbox"/>	b) Sheltered Workshop	<input type="checkbox"/>	c) Public service mutual	<input type="checkbox"/>
a) Voluntary Community Social Enterprise (VCSE)	<input type="checkbox"/>							
b) Sheltered Workshop	<input type="checkbox"/>							
c) Public service mutual	<input type="checkbox"/>							
1.1(m)	Are you a Small, Medium or Micro Enterprise (SME)?	Yes <input type="checkbox"/> No <input type="checkbox"/>						
1.1(n)	<p>Details of Persons of Significant Control (PSC), where appropriate:</p> <ul style="list-style-type: none"> <li>- Name;</li> <li>- Date of birth;</li> <li>- Nationality;</li> <li>- Country, state or part of the UK where the PSC usually lives;</li> <li>- Service address;</li> <li>- The date he or she became a PSC in relation to the company (for existing companies the 6 April 2016 should be used);</li> <li>- Which conditions for being a PSC are met; <ul style="list-style-type: none"> <li>- Over 25% up to (and including) 50%,</li> <li>- More than 50% and less than 75%,</li> <li>- 75% or more.</li> </ul> </li> </ul> <p>(Please enter N/A if not applicable)</p>							

1.1(o)	<p>Details of immediate parent company:</p> <ul style="list-style-type: none"> <li>- Full name of the immediate parent company</li> <li>- Registered office address (if applicable)</li> <li>- Registration number (if applicable)</li> <li>- Head office DUNS number (if applicable)</li> <li>- Head office VAT number (if applicable)</li> </ul> <p>(Please enter N/A if not applicable)</p>	
1.1(p)	<p>Details of ultimate parent company:</p> <ul style="list-style-type: none"> <li>- Full name of the ultimate parent company</li> <li>- Registered office address (if applicable)</li> <li>- Registration number (if applicable)</li> <li>- Head office DUNS number (if applicable)</li> <li>- Head office VAT number (if applicable)</li> </ul> <p>(Please enter N/A if not applicable)</p>	

Please note: A criminal record check for relevant convictions may be undertaken for the preferred suppliers and the persons of significant in control of them.

**Bidding Model**

Please provide the following information about your approach to this procurement:

1.2(a) - (i)	Are you bidding as the lead contact for a group of economic operators?	Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please provide details listed in questions 1.2(a) (ii), (a) (iii) and to 1.2(b) (i), (b) (ii), 1.3, Part 2 and 3.  If no, and you are a supporting bidder please provide the name of your group at 1.2(a) (ii) for reference purposes, and complete 1.3, Part 2 and 3.
1.2(a) - (ii)	Name of group of economic operators (if applicable)	
1.2(a) - (iii)	Proposed legal structure if the group of economic operators intends to form a named single legal entity prior to signing a contract, if awarded. If you do not propose to form a single legal entity, please explain the legal structure.	
1.2(b) - (i)	Are you or, if applicable, the group of economic operators proposing to use sub-contractors?	Yes <input type="checkbox"/> No <input type="checkbox"/>
1.2(b) - (ii)	If you responded yes to 1.2(b)-(i) please provide additional details for each sub-contractor in the following table: we may ask them to complete this form as well.	Name Registered address Trading status Company registration number Head Office DUNS number (if applicable) Registered VAT number Type of organisation SME (Yes/No) The role each sub-contractor will take in providing the works and /or supplies e.g. key deliverables The approximate % of contractual obligations assigned to each sub-contractor

## Contact details and declaration

I declare that to the best of my knowledge the answers submitted and information contained in this document are correct and accurate.

I declare that, upon request and without delay I will provide the certificates or documentary evidence referred to in this document.

I understand that the information will be used in the selection process to assess my organisation's suitability to be invited to participate further in this procurement.

I understand that the authority may reject this submission in its entirety if there is a failure to answer all the relevant questions fully, or if false/misleading information or content is provided in any section.

I am aware of the consequences of serious misrepresentation.

Section 1

Contact details and declaration

Question number	Question	Response
1.3(a)	Contact name	
1.3(b)	Name of organisation	
1.3(c)	Role in organisation	
1.3(d)	Phone number	
1.3(e)	E-mail address	
1.3(f)	Postal address	
1.3(g)	Signature (electronic is acceptable)	
1.3(h)	Date	

## Part 2: Exclusion Grounds

Please answer the following questions in full. Note that every organisation that is being relied on to meet the selection must complete and submit the Part 1 and Part 2 self-declaration.

Please note the numbering on The London Tenders Portal may not reflect the numbering of the questions in this section.

### Section 2 – Grounds for Mandatory Exclusion

2.1(a)	<p><b>Regulations 57(1) and (2)</b>            The detailed grounds for mandatory exclusion of an organisation are set out on this <a href="#">web page</a>, which should be referred to before completing these questions.            Please indicate if, within the past five years you, your organisation or any other person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences within the summary below and listed on the <a href="#">webpage</a>.</p>	Please indicate your answer by marking 'X' in the relevant box.	
		Yes	No
	Participation in a criminal organisation.	<input type="checkbox"/>	<input type="checkbox"/>
	Corruption.	<input type="checkbox"/>	<input type="checkbox"/>
	Fraud.	<input type="checkbox"/>	<input type="checkbox"/>
	Terrorist offences or offences linked to terrorist activities	<input type="checkbox"/>	<input type="checkbox"/>
	Money laundering or terrorist financing	<input type="checkbox"/>	<input type="checkbox"/>
	Child labour and other forms of trafficking in human beings	<input type="checkbox"/>	<input type="checkbox"/>
2.1(b)	<p>If you have answered yes to question 2.1(a), please provide further details.            Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction,            Identity of who has been convicted            If the relevant documentation is available electronically please provide the web address, issuing authority, precise reference of the documents.</p>		
2.2	If you have answered Yes to any of the points above have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion ? (Self Cleaning)	Yes <input type="checkbox"/> No <input type="checkbox"/>	
2.3(a)	<p><b>Regulation 57(3)</b>            Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisation is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions?</p>	Yes <input type="checkbox"/> No <input type="checkbox"/>	



2.3(b)	If you have answered yes to question 2.3(a), please provide further details. Please also confirm you have paid, or have entered into a binding arrangement with a view to paying, the outstanding sum including where applicable any accrued interest and/or fines.

Please Note: The authority reserves the right to use its discretion to exclude a potential supplier where it can demonstrate by any appropriate means that the potential supplier is in breach of its obligations relating to the non-payment of taxes or social security contributions.

### Section 3 - Grounds for Discretionary Exclusion

Please note the numbering on The London Tenders Portal may not reflect the numbering of the questions in this section.

3.1	<b>Regulation 57 (8)</b> The detailed grounds for discretionary exclusion of an organisation are set out on this <a href="#">web page</a> , which should be referred to before completing these questions.  Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision or control in the organisation.	Please indicate your answer by marking 'X' in the relevant box.	
		Yes	No
3.1(a)	Breach of environmental obligations?	<input type="checkbox"/>	<input type="checkbox"/>
3.1(b)	Breach of social obligations?	<input type="checkbox"/>	<input type="checkbox"/>
3.1(c)	Breach of labour law obligations?	<input type="checkbox"/>	<input type="checkbox"/>
3.1(d)	Bankrupt or is the subject of insolvency or winding-up proceedings, where the organisation's assets are being administered by a liquidator or by the court, where it is in an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any State?	<input type="checkbox"/>	<input type="checkbox"/>
3.1(e)	Guilty of grave professional misconduct?	<input type="checkbox"/>	<input type="checkbox"/>
3.1(f)	Entered into agreements with other economic operators aimed at distorting competition?	<input type="checkbox"/>	<input type="checkbox"/>
3.1(g)	Aware of any conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure?	<input type="checkbox"/>	<input type="checkbox"/>
QQ3.1(h)	Been involved in the preparation of the procurement procedure?	<input type="checkbox"/>	<input type="checkbox"/>
3.1(i)	Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions?	<input type="checkbox"/>	<input type="checkbox"/>

3.1(j)	Please answer the following statements		
3.1(j) - (i)	The organisation is guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria.	<input type="checkbox"/>	<input type="checkbox"/>
3.1(j) - (ii)	The organisation has withheld such information.	<input type="checkbox"/>	<input type="checkbox"/>
3.1(j) –(iii)	The organisation is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulations 2015. award.	<input type="checkbox"/>	<input type="checkbox"/>
3.1(j)-(iv)	The organisation has influenced the decision-making process of the contracting authority to obtain confidential information that may confer upon the organisation undue advantages in the procurement procedure, or to negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection or award.	<input type="checkbox"/>	<input type="checkbox"/>
3.2	If you have answered Yes to any of the above, explain what measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (Self Cleaning)		

## Part 3: Selection Questions

### Section 4 - Economic and Financial Standing

	Question	Response
4.1	Are you able to provide a copy of your audited accounts for the last two years, if requested? If no, can you provide <b>one</b> of the following: answer with Y/N in the relevant box.	Yes <input type="checkbox"/> No <input type="checkbox"/>
(a)	A statement of the turnover, Profit and Loss Account/Income Statement, Balance Sheet/Statement of Financial Position and Statement of Cash Flow for the most recent year of trading for this organisation.	Yes <input type="checkbox"/> No <input type="checkbox"/>
(b)	A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position.	Yes <input type="checkbox"/> No <input type="checkbox"/>
(c)	Alternative means of demonstrating financial status if any of the above are not available (e.g. forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status). statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position	Yes <input type="checkbox"/> No <input type="checkbox"/>
4.2	Where we have specified a minimum level of economic and financial standing and/or a minimum financial threshold within the evaluation criteria for this procurement, please self-certify by answering 'Yes' or 'No' that you meet the requirements set out.  Please refer to paragraph 7.3 of this QQ for Economic and Financial Standing thresholds	Yes <input type="checkbox"/> No <input type="checkbox"/>

### Section 5 - If you have indicated in the Selection Questionnaire question 1.2 that you are part of a wider group, please provide further details below:

Name of organisation		
Relationship to the Supplier completing these questions		
5.1	Are you able to provide parent company accounts if requested to at a later stage?	Yes <input type="checkbox"/> No <input type="checkbox"/>
5.2	If yes, would the parent company be willing to provide a guarantee if necessary?	Yes <input type="checkbox"/> No <input type="checkbox"/>
5.3	If no, would you be able to obtain a guarantee elsewhere (e.g. from a bank)?	Yes <input type="checkbox"/> No <input type="checkbox"/>

**Section 6 - Technical and Professional Ability**

<b>Relevant experience and contract examples</b>			
<b>6.1</b>	<p><b>Relevant experience and contract examples</b></p> <p>Please provide details of up to three contracts, in any combination from either the public or private sector; voluntary, charity or social enterprise (VCSE) that are relevant to our requirement. VCSEs may include samples of grant-funded work. Contracts for supplies or services should have been performed during the past three years. Works contracts may be from the past five years.</p> <p>The named contact provided should be able to provide written evidence to confirm the accuracy of the information provided below.</p> <p>Consortia bids should provide relevant examples of where the consortium has delivered similar requirements. If this is not possible (e.g. the consortium is newly formed or a Special Purpose Vehicle is to be created for this contract) then three separate examples should be provided between the principal member(s) of the proposed consortium or Special Purpose Vehicle (three examples are not required from each member).</p> <p>Where the Supplier is a Special Purpose Vehicle, or a managing agent not intending to be the main provider of the supplies or services, the information requested should be provided in respect of the main intended provider(s) or sub-contractor(s) who will deliver the contract.</p>		
	<b>Contract 1</b>	<b>Contract 2</b>	<b>Contract 3</b>
	Name of customer organisation		
	Point of contact in customer organisation		
	Position in the organisation		
	E-mail address		
	Description of contract		
	Contract start date		
	Contract completion date		
	Estimated contract value		
<b>6.2</b>	<p>Where you intend to sub-contract a proportion of the contract, please demonstrate how you have previously maintained healthy supply chains with your sub-contractor(s)</p> <p>Evidence should include, but is not limited to, details of your supply chain management tracking systems to ensure performance of the contract and including prompt payment or membership of the UK Prompt Payment Code (or equivalent schemes in other countries)</p>		
<b>6.3</b>	<p>If you cannot provide at least one example for questions 6.1, in no more than 500 words please provide an explanation for this e.g. your organisation is a new start-up or you have provided services in the past but not under a contract.</p>		

**Section 7 - Modern Slavery Act 2015: Requirements under Modern Slavery Act 2015**

	<b>Question</b>	<b>Response</b>
7.1	Are you a relevant commercial organisation as defined by section 54 ("Transparency in supply chains etc.") of the Modern Slavery Act 2015 ("the Act")?	Yes <input type="checkbox"/> N/A <input type="checkbox"/>
7.2	If you have answered yes to question 1 are you compliant with the annual reporting requirements contained within Section 54 of the Act 2015?	Yes <input type="checkbox"/> Please provide relevant the url  No <input type="checkbox"/> Please provide an explanation

**Section 8 - Additional Questions**

Suppliers who self-certify that they meet the requirements to these additional questions will be required to provide evidence of this if they are successful at contract award stage.

	<b>Question</b>	<b>Response</b>
8.1	<b>Insurance</b> Please self-certify whether you already have, or can commit to obtain, prior to the commencement of the contract, the levels of insurance cover indicated below:	
	Employer's (Compulsory) Liability Insurance = £5,000,000  <i>*It is a legal requirement that all companies hold Employer's (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders.</i>	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
	Public Liability Insurance = £5,000,000	Yes <input type="checkbox"/> No <input type="checkbox"/>
8.2	<b>Operational Licences</b>	
(a)	Please confirm that you hold a current and valid Operator's Licence appropriate to the Service you are providing and please advise what licence(s) you operate under.  O'licence <input type="checkbox"/>  PCO <input type="checkbox"/>  Other – please state <input type="checkbox"/> <hr/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
(b)	Please confirm that drivers allocated to the Council's contract(s) will hold current appropriate licences issued by the DVLA for the class of vehicles driven in the execution of this contract.  and..  As a Private Hire Supplier certify that all drivers are registered with the Public Carriage Office in London or with the relevant Local Authority for companies based outside the London area.	Yes <input type="checkbox"/> No <input type="checkbox"/>

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**Section 9 and 10 – Project Specific Questions**

**Please Note.** The following must be answered by all Suppliers except Hackney Carriage Taxi Drivers (who must complete section 10).

No.	Question	
9.1		<b>Weighting 10%</b>
<b>Health &amp; Safety</b>		
<p>Outline how your organisation will address significant risks with regard to providing the services as set out in the specification. You are required to outline the standards of operation and Health &amp; Safety that you currently have in place and will be adopting for the transport provision under this contract and what additional standards you will need to include in order to meet the requirements of the specification. Your submission should have particular regard for the following and include example documents where possible.</p> <ol style="list-style-type: none"> <li>a. Protection of passengers</li> <li>b. Protection of Council employees and members of the public</li> <li>c. Protection of Suppliers staff</li> <li>d. Training of staff</li> <li>e. Safe working procedures and systems</li> <li>f. Welfare, hygiene, health and medical arrangements</li> <li>g. Details of procedure for Driver medical reviews and assessments, as set out in the specification (no matter what driving licence is held).</li> <li>h. Routine Health &amp; Safety monitoring/inspection arrangements</li> <li>i. Arrangements for carrying out risk assessments and how often they are reviewed</li> <li>j. Details of how you ensure all staff are aware of yours and their Health &amp; Safety responsibilities and how do you ensure they are being adhered to</li> <li>k. Provide example of relevant transport related risk assessments and safety working procedures issued to employees.</li> </ol>		
Max word count – 1000		

9.2	<b>Weighting 10%</b>
<p><b>Recruitment</b></p> <p>Provide details of how you do, or how you propose to implement safer recruitment.</p> <p>What is your process for recruitment and selection and determining that the most appropriate staff are / will be deployed to work with Special Education Needs pupils and other vulnerable service users.</p> <p>Please provide examples of documentation used as part of your recruitment and selections process.</p>	
Max word count – 500	
9.3	<b>Weighting 10%</b>
<p><b>Training</b></p> <p>Provide details of staff induction, training and refresher training with particular regard to training of staff prior to being deployed on this contract, including ensuring that all staff are aware of service user needs (special educational needs) and relevant details of the specification.</p>	
Max word count – 500	
9.4	<b>Weighting 10%</b>
<p><b>Disclosure &amp; Barring Service (DBS)</b></p> <p>Set out your procedure for ensure all staff have an enhanced DBS check, that they are renewed every 3 years and how you formally risk assess and record the outcome of the assessments to determine the suitability of staff working with vulnerable service users if their check highlights previous convictions/cautions.</p> <p>Please also advise how you propose to comply with the Childcare Disqualification legislation (Under 8's disqualification) as outlined in the specification.</p>	
Max word count – 500	
9.5	<b>Weighting 5%</b>
<p><b>Day to Day Management of the Service</b></p> <p>a) How would you deliver the service on a day-to-day basis, including:</p> <ul style="list-style-type: none"> <li>• Detailed arrangements for the provision of replacement vehicles in the event of accidents, breakdown or other delays, together with full details of maintenance/breakdown facilities (including who undertakes maintenance work).</li> <li>• Rostering staff and how you provide cover for staff who are sick, on holiday or absent for any other reason.</li> <li>• Office support arrangements.</li> </ul> <p>b) Please provide details of your business continuity arrangements</p>	

Max word count – 500	
9.6	<b>Weighting 5%</b>
<b>Customer Relations</b>	
What arrangements are in place to instruct, maintain and improve customer relations, including the provision of written guidelines for staff and investigating and handling disciplinary matters	
Max word count – 500	
9.7	<b>Weighting 5%</b>
<b>Contract Management</b>	
Provide details of your contract management arrangements and working methods in order to provide the service in line with the specification.	
Max word count – 500	
9.8	<b>Weighting 5%</b>
<b>Mobilisation</b>	
What mobilisation arrangements will be put in place from the award of the contract to the commencement date, include arrangements to ensure that Drivers are fully aware of the route/s and the likely traffic conditions? Include how you will inform the Authority of all staff to be employed on routes.	
Max word count – 500	



**Please Note. The following must be answered by Hackney Carriage Taxi Drivers only. All other Suppliers must respond to the questions above (section 9).**

No.	Question
10.1	<b>Weighting 10%</b>
<p><b>Health &amp; Safety</b></p> <p>Outline how you will address significant risks with regard to providing the services as set out in the specification. You are required to outline the standards of operation and Health &amp; Safety that you currently have in place and will be adopting for the transport provision under this contract and what additional standards you will need to include in order to meet the requirements of the specification. Your submission should have particular regard for the following and include example documents where possible.</p> <ul style="list-style-type: none"> <li>a. Protection of passengers</li> <li>b. Protection of Council employees and members of the public</li> <li>c. Training</li> <li>d. Safe working procedures and systems</li> <li>e. Details of medical reviews and assessments, as set out in the specification</li> <li>f. How would you assess risks</li> </ul>	
Max word count – 1000	
10.2	<b>Weighting 10%</b>
<p><b>Recruitment</b></p> <p>How do you propose to cover your route if absent from work and what is your process for determining and ensuring that the most appropriate driver is deployed to cover your work transporting Special Educational Needs pupils and other vulnerable service users Please provide examples of documentation used as part of your recruitment and selections process.</p>	
Max word count – 500	
10.3	<b>Weighting 10%</b>
<p><b>Training</b></p> <p>Provide details of how you will ensure you are aware of Hounslow’s requirements with regard to transport provision and how will you manage your training and refresher training, including ensuring that you are aware of service user needs (special educational needs) and relevant details of the specification.</p>	
Max word count – 500	
10.4	<b>Weighting 10%</b>
<p><b>Disclosure &amp; Barring Service (DBS)</b></p> <p>Provide details regarding your ongoing DBS checks and how you will ensure the Council is aware of the contents. Please also explain how you would ensure compliance with regard to drivers who may replace you during absences.</p>	

Max word count – 500	
10.5	<b>Weighting 5%</b>
<b>Day to Day Management</b>	
How would you deliver the service on a day-to-day basis, including:	
<ul style="list-style-type: none"> <li>• Arrangements for the provision of replacement vehicle in the event of accidents, breakdown or other delays, together with full details of maintenance/breakdown facilities (including who undertakes maintenance work).</li> <li>• How cover will be provided when you are sick, on holiday or absent for any other reason.</li> <li>• Administrative support arrangements.</li> </ul>	
Max word count – 500	
10.6	<b>Weighting 5%</b>
<b>Customer Relations</b>	
What arrangements are in place to maintain customer relations, including co-operation with complaints made against you.	
Max word count – 500	
10.7	<b>Weighting 5%</b>
<b>Contract Management</b>	
Provide details of you how you would provide the service in line with the specification.	
Max word count – 500	
10.8	<b>Weighting 5%</b>
<b>Mobilisation</b>	
What mobilisation arrangements will be put in place from the award of the contract to the commencement date, include arrangements to ensure that you and your replacement cover are fully aware of the route/s and the likely traffic conditions? Include how you will inform the Authority of replacement drivers to cover your absences.	
Max word count – 500	