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| Question | Guidance notes |
| Confirm you have read and understood the attached guidance notes? |  |
| Has your company or nominated Transport manager been called into any public enquiries called by the Traffic Commissioner or local Authority Licencing committee in the last 5 years? | Please state Yes or No as appropriate. If you have selected ‘Yes’ a member of the team at Somerset County Council will be in touch for further information. |
| Has your company received any immediate prohibitions, issued by VOSA or relevant Taxi licencing authority during the last 2 years? | Please state Yes or No as appropriate. If you have selected ‘Yes’ a member of the team at Somerset County Council will be in touch for further information. |
| Have you, or any person who will be concerned with the operation of vehicles ever been convicted of any offence relating to the operation of Public Service vehicles? | Please state Yes or No as appropriate. If you have selected ‘Yes’ a member of the team at Somerset County Council will be in touch for further information. |
| What is your procedure for dealing with complaints | Answers will be scored on the basis of risk. |
| How do you ensure that your drivers' licences, Insurance, MOT, Tax and DBS's (Disclosure and Barring Services) documents are up to date? | Answers will be scored on the basis of risk |
| Explain how you will manage communication with the Authority to ensure that your service continues to meet our needs? | Answers will be scored on the basis of risk |
| What procedures and systems do you have in place to monitor the performance of the contract if you are successful? | Answers will be scored on the basis of risk |
| What systems do you have in place to deal with unexpected staff and vehicle shortages? | Answers will be scored on the basis of risk |
| In the event a vehicle breaks down what contingency plans do you have in place to ensure continuity of service? | Answers will be scored on the basis of risk |
| What procedures and processes do you have in place to ensure vehicles are checked on a daily basis and how defects are reported, recorded and rectified? | Answers will be scored on the basis of risk |
| What is your policy regarding driver license penalty points? | Answers will be scored on the basis of risk |
| What is your policy on driver etiquette and professionalism? | Answers will be scored on the basis of risk |
| What is your policy on vehicle cleanliness? | Answers will be scored on the basis of risk |
| I declare that to the best of my knowledge the answers submitted to these questions are correct. 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 my submission if there is a failure to answer all relevant questions fully or if I provide false/misleading information. | All responses provided are subject to further investigation or audit as per the terms and conditions of the Agreement |

**Agreement to timescales for Lot 1-3 (where appropriate)**

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| By expressing an interest in this Lot, I understand i understand that wherever possible response time for opportunities will be no less than 10 working days however in circumstances where this is not possible I agree to opportunities being let under reduced timescales. The response period for each opportunity will be stated at the time of publishing. | Please state Yes or No as appropriate. This is a Pass/Fail question |

**Agreement to timescales for Lot 4 (where appropriate)**

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| By expressing an interest in this Lot, I agree to there being no set minimum time period to respond to opportunities. I understand that the response period for each opportunity will be stated at the time of publishing and opportunities may be advertised and awarded within the same day. | Please state Yes or No as appropriate. This is a Pass/Fail question |