

## **REPORT TO PLANNING & ENVIRONMENT OVERVIEW AND SCRUTINY PANEL**

Title: **DIAL-A-RIDE AND SHOPMOBILITY SERVICES**

Date: September 2010

Officer reporting: Lynne Penn

Contact officer: Lynne Penn            01628 796481

Wards affected: All

### **Background**

Overview and Scrutiny Panel have requested information on the lead-up to the recently let combined dial-a-ride and shopmobility service. The tender of these contracts was a joint project between Adult Services and Environment and was required to be delivered within a tight timescale.

### **The tendering process**

Given the value to the two contracts over a seven-year period, contract rules required that the EU procurement process be followed (Appendix 1).

The invitation to tender specified that bidders should demonstrate how they would operate the services(s) with a progressively reducing level of public subsidy during the five+two year period of the contract. For the dial-a-ride service the requirement was to reduce the subsidy in stages from £105,000 in the first year to £65,000 in the fifth year. For the shopmobility service the requirement was to reduce the subsidy in stages from £90,000 in the first year to £50,000 in the fifth year. This was done to encourage the providers to draw in other funds rather than rely on the Council for all their funding.

Service specifications were developed based on the existing provision, improvements identified by the Destination Access Audit for 2012, undertaken in 2007/08, and enhancements identified from the results of user satisfaction surveys carried out in 2009 for both of the services (Appendices 2 & 3).

Accordingly a hybrid care services/transport services agreement was created and this enabled officers to invite tenders for either or both of the services. This in turn facilitated the widest possible range of innovative solutions to be offered and the selection criteria allowed for single, combined bids, and bids for one of the two services to be considered, such that the best overall outcome might be achieved by either one or two agreements.

### **Expressions of interest**

Initially, ten expressions of interest were received. Those interested in tendering included both private and charitable/not for profit organisations, including the two current incumbents.

**The winning bid**

At the close of tender two bids were received. The first, for only one of the two elements of the service, was from a private organisation. This bid did not meet our service level specifications and financially exceeded the subsidy available.

The second bid, from People to Places, one of the current incumbents, met both our service level and financial expectations and they were awarded the contract. The evaluation criteria summary is attached (Appendix 4).

To acknowledge the efforts of WAMU over the 12 years they had operated Shopmobility the Mayor, Cllr Grey, held afternoon tea with the staff and volunteers. Staff have since been TUPEd across to People to Places and volunteers have joined the Friends of People to Places, which is their volunteering body.

The combined service has now been running for some 4 months and customers' reaction has been very positive.

## APPENDIX 1

### Timetable for: Dial a Ride and Shopmobility contract

Procedure: Open

Estimated Value: £1 005 000

Task	Date
Notice despatched to OJEU	19 February 2010
Time limit for requests for information	26 March 2010
Close of Tender	12 April 2010
Tender Opening	13 April 2010
Evaluation	14-16 April 2010
Interviews	19-23 April 2010
Contract Award	30 April 2010
Contract Standstill	03 May-14 May 2010
Contract lead in	17 May-28 May 2010
Contract starts	1 June 2010

## APPENDIX 2

### Specification – Dial a Ride

<b>Service Summary:</b>	<p>Dial a Ride Service – to provide an accessible transport service for people in the Royal Borough of Windsor and Maidenhead, specifically:</p> <ul style="list-style-type: none"> <li>• A Dial a Ride service offering individual and group membership;</li> <li>• Provision of transport for people with impaired mobility and people with a disability, (and their carers where applicable), who may find it difficult to use public transport;</li> <li>• Provision of transport for individuals or groups who are considered to be vulnerable, on behalf of the Royal Borough of Windsor and Maidenhead.</li> </ul>
<b>To Commence:</b>	1 June 2010
<b>Days of Operation:</b>	Monday – Friday Saturday and Sunday (pilot schemes from September 2010)
<b>Operational Hours:</b>	0800 hrs until 1800 hrs Saturday and Sunday hours to be agreed
<b>Duration:</b>	The service will operate for a period of 5+2 years but may be suspended according to the terms and conditions of the contract. A formal review will take place on an annual basis and the service may be suspended if the number of service users declines.
<b>Area Covered:</b>	Royal Borough of Windsor and Maidenhead
<b>Charges:</b>	Annual Membership fees for individuals and groups plus specific journey rate(s) to be agreed with RBWM.
<b>Vehicle:</b>	Fully accessible vehicles must be used to deliver the service.
<b>Special condition:</b>	Tenderers must give full details of vehicles and fuel to be used including the Euro Emission Standards Classification. TUPE regulations will apply.
<b>Background:</b>	The Dial a Ride service has operated for over ten years and is currently managed under contract by a charity, People to Places (P2P), details of which are included in the Tender pack. Information relating to this existing service has been included. Further information can be made available on request.

We confirm the contract arrangement as detailed in this service specification:

SIGNED..... Print  
Name.....

Company..... Position.....

On behalf of the Operator (Tenderer) Date.....

SIGNED..... Print  
Name.....

on behalf of Royal Borough of Windsor & Maidenhead Council

Date .....

## APPENDIX 3

### Specification – Shopmobility

<b>Service Summary:</b>	Shopmobility – to enable people with impaired mobility to access services and facilities in their locality, specifically: <ul style="list-style-type: none"> <li>• The loan of appropriate vehicles at Shopmobility Premises to enable people to access the services and facilities of central Maidenhead and central Windsor.</li> <li>• Outreach activities in the Royal Borough of Windsor and Maidenhead to be agreed with the Council.</li> </ul>
<b>Premises:</b>	To maintain the premises provided by the Council in Maidenhead and Windsor for the purposes of delivering the scheme.
<b>To Commence:</b>	1 <sup>st</sup> June 2010
<b>Days of Operation:</b>	Monday – Saturday Sunday (pilot scheme from September 2010)
<b>Operational Hours:</b>	10.00 hrs – 17.00 hrs (Monday-Saturday) Sunday hours to be agreed
<b>Duration:</b>	The service will operate for a period of 5+2 years but may be suspended according to the terms and conditions of the contract. A formal review will take place on an annual basis and the service may be suspended if the number of service users declines.
<b>Area Covered:</b>	Royal Borough of Windsor and Maidenhead
<b>Charges:</b>	Annual Membership fees for individuals and groups plus specific rate(s) for occasional users and visitors to the Royal Borough to be agreed with the Council.
<b>Vehicles:</b>	3 and 4 wheeled electric mobility Scooters, electric, manual and powered wheelchairs and associated equipment.
<b>Special condition:</b>	TUPE regulations will apply.
<b>Background:</b>	The Shopmobility service has operated for over ten years and is currently managed under contract by WAMU (Windsor and Maidenhead Users Network (Registration No 03080952). WAMU also has a Charitable Trust, details of which are included in the Tender pack. Information relating to this existing service has been included. Further information can be made available on request.

We confirm the contract arrangement as detailed in this service specification:

SIGNED..... Print  
Name.....

Company..... Position.....

On behalf of the Operator (Tenderer) Date.....

SIGNED..... Print  
Name.....

on behalf of Royal Borough of Windsor & Maidenhead Council

Date .....

APPENDIX 4

**Quality Evaluation Criteria for Dial-a-Ride and Shopmobility Services**

Heading		Criteria	How measured	Weighting
Quality evaluation - 100%	Good Practice – 40%	Demonstrate good practice in delivering high quality services as indicated by the draft Agreement and Service Specifications.	Tender and interview	15%
		Demonstrate a personalised approach to service delivery	Tender and interview	15%
		Completeness and sufficiency of Tender Documentation	Tender	5%
		Evidence to support a robust approach to all risk management.	Tender and interview	5%
	Partnership – 25%	Demonstrate a clear commitment to staff welfare, development and training.	Tender and interview	5%
		Suitability of References	References received	5%
		Demonstrate a clear commitment to partnership working	Tender and interview	5%
		Have a clear appreciation of current good practice and strategic development for transport and mobility Services	Tender and interview	10%
	Capability – 25%	Financial viability	Tender	10%
		Have a demonstrable record – minimum of 3 years is desirable - of providing comparable services	Tender	5%
		Capable of becoming operational within six weeks of contract award	Tender and interview	5%
		A management infrastructure which supports local provision	Tender	5%
	Ethical – 10%	Demonstrate a strong commitment to equality and making services accessible to all sectors of the community	Tender and interview	5%
		Demonstrate a commitment to providing sustainable services that minimise negative impacts on the environment	Tender and interview	5%