

Finance and Resources Committee

10.00am, Thursday, 11 October 2018

Framework Agreement for Unescorted Passenger Journeys

Item number	7.12
Report number	
Executive/routine	
Wards	All
Council Commitments	3, 18, 34

Executive Summary

This report seeks the approval of the Finance and Resources Committee to establish a framework agreement for Unescorted Passenger Journeys, which will replace a similar framework agreement.

The framework agreement will commence on 15 December 2018 for a period of three years, with an option to extend for a further 12 months.

The framework agreement will have two providers, Central Radio Taxis (Tollcross) Ltd and Edinburgh City Private Hire Ltd, ranked respectively first and second in accordance with the outcome of evaluation of their bids.

The Scottish Government (Scottish Ministers) will have the option to use the framework agreement and will be responsible for all administrative procedures related to their use of it, including bookings and payments.

Framework Agreement for Unescorted Passenger Journeys

1. Recommendations

- 1.1 It is recommended that the Finance and Resources Committee approves the establishment of the framework agreement and the award onto the framework agreement of two providers, Central Radio Taxis (Tollcross) Ltd and Edinburgh City Private Hire Ltd, ranked first and second respectively. The framework agreement will commence on 15 December 2018 for a period of three years, with an option to extend for a further 12 months, and the estimated value is between £1,000,000 and £1,500,000 per annum, depending on usage.
- 1.2 It is recommended that the Finance and Resources Committee notes that changes have been made to the service specification to reduce environmental impact, specifically by imposing restrictions on vehicle age and emissions.

2. Background

- 2.1 The Council's current framework agreement for Unescorted Passenger Journeys is administered by the Council's Travel Hub (formerly Passenger Operations Team) within the Place Directorate. Approximately 70,000 passenger journeys a year are booked using this framework agreement, primarily for a range of vulnerable people. The primary users of the framework agreement are the Edinburgh Health and Social Care Partnership (EHSCP) and Communities and Families (C&F), including Safer and Stronger Communities (SSC). The framework agreement is also used for bookings by elected members and council staff on council business. The current framework agreement ends on 14 December 2018.

3. Main report

- 3.1 Following a Council decision on 20 November 2014, it is Council policy to "...mainstream co-production across the Council when forming policy and strategy and in the design, delivery and review of services".
- 3.2 The Council's Travel Hub undertook a review of community and accessible transport and engaged extensively with Parent Councils of all Additional Support Needs (ASN) schools in 2017/18.

- 3.3 The Council published a Prior Information Notice (PIN) on Public Contracts Scotland (PCS) on 28 February 2018 and a coproduction meeting was held with interested organisations on 16 April 2018.
- 3.4 Key insights and outcomes from the consultation and coproduction (3.2.and 3.3 above) informed revisions to the service specification and related procedures and guidance, such as an appeals procedure relating to eligibility for service and a requirement for drivers to be trained in customer care and equality requirements by a Council approved training provider.
- 3.5 The Council's Commercial and Procurement Services (CPS) benchmarked requirements with Scottish Procurement (the procurement section of the Scottish Government), which has similar contractual arrangements for Scottish public bodies requiring transport of people within Edinburgh. The Scottish Government's current arrangements end in 2019. Scottish public bodies are expected to undertake collaborative procurements when appropriate. Consequently, on the basis that there will be no additional resource implications for the Council's Travel Hub, the procurement procedure undertaken allows the Scottish Government the option to use the new Framework Agreement for Unescorted Passenger Journeys.
- 3.6 On 6 June 2018, the Council published a Contract Notice on Public Contracts Scotland and a related Invitation to Tender on Public Contracts Scotland – Tender (PCS-T). The procurement was undertaken using an 'Open Procedure', therefore anyone interested in the opportunity could submit a tender.
- 3.7 Sixteen organisations registered interest in tendering and two bids were received by the tender deadline of 31 July 2018.
- 3.8 The overall volume of business (70,000 journeys per annum) is such that a limited number of organisations have adequate capacity to meet the requirements.
- 3.9 The framework agreement for Unescorted Passenger Journeys will be a ranked multiple supplier framework agreement. The first ranked provider will be offered all business and the second ranked provider will be offered any business that the first ranked provider is unable to accept or for which the first ranked provider is unable to provide capacity within agreed timeframes. This ensures an alternative source of supply, for example at peak periods of demand or when additional specialist vehicles are required, such as wheelchair accessible vehicles or rear loading wheelchair accessible vehicles.
- 3.10 Tenders were assessed on qualification criteria, including financial probity, then technical and commercial content, with a weighting of 70% cost and 30% quality, to determine the most economically advantageous offers.

3.11 Bids were scored as follows:

	Cost	Quality	Total
Central Radio Taxis (Tollcross) Ltd	70.00	22.58	92.58
Edinburgh City Private Hire Ltd	59.30	22.50	81.80

- 3.12 Evaluation of the cost element of the bids was based on the percentage discount offered against the Edinburgh Taxi Tariff.
- 3.13 A summary of tendering and the tender evaluation process is provided in Appendix 1.

4. Measures of success

- 4.1 The contracted service will provide high quality, responsive and cost-effective passenger transport with the fleet size, diversity and flexibility required.
- 4.2 Service users will be transported by adequately insured drivers with Protection of Vulnerable Groups (PVG) Scheme Record clearance.
- 4.3 The Council's Travel Hub will be able to track the whereabouts of a vehicle and passenger(s) at any time by means of real time access to the contractors' booking systems and management information. This will provide an additional level of security and reassurance for vulnerable passengers, their carers, and the Council.

5. Financial impact

- 5.1 Based on previous usage data, the estimated contract value is between £1,000,000 and £1,500,000 per annum. The upper end of that estimate includes usage by the Scottish Government. Actual contract values will depend on actual usage.
- 5.2 The costs associated with procuring this framework agreement are estimated at between £10,001 and £20,000.

6. Risk, policy, compliance and governance impact

- 6.1 The current framework agreement ends on 14 December 2018 and it is proposed that the new framework agreement shall commence on 15 December 2018. Any delay in approving the establishment of the new framework agreement and the award of contracts could result in a lack of service provision and / or increased costs in the interim.
- 6.2 The new framework agreement supports the following [Council commitments](#):
 - 6.2.1 [3.](#) Work with the business community to grow the number of Living Wage employer's year on year.
 - 6.2.2 [18.](#) Improve Edinburgh's air quality and reduce carbon emissions. Explore the implementation of low emission zones.
 - 6.2.3 [34.](#) Prioritise services for vulnerable children and families and looked after children, and support organisations working to end domestic abuse.
- 6.3 The Council's Travel Hub will be responsible for contract management and will monitor performance throughout the duration of the framework agreement.

7. Equalities impact

- 7.1 The Travel Hub undertook an Integrated Impact Assessment and updated the service specification to take account of the needs of individuals with protected characteristics as described in the Equalities Act 2010.
- 7.2 The Travel Hub also consulted extensively with practitioners working in Communities & Families and the Edinburgh Health and Social Care Partnership to ensure the needs of vulnerable service users were included in the service specification and tender documentation.

8. Sustainability impact

- 8.1 The specification requires vehicles to be licensed as a taxi or private hire car in terms of Section 10 of the Civic Government (Scotland) Act 1982. This includes any related age limitations or emissions standards that may be stipulated by the licensing authority.
- 8.2 The Contractors are required to apply the minimum mandatory standards for CO² emissions for the relevant vehicle category from the Government Buying Standards for any new vehicles acquired for use on this framework agreement.
- 8.3 The Cleaner Road Transport Vehicles (Scotland) Regulations 2010 also apply to any vehicles acquired for use on this framework agreement.
- 8.4 The main community benefits resulting from the award of this framework agreement are employment opportunities for locally recruited staff, training opportunities, including SVQ3 in Business Administration, and continuation of support for local charities and the Taxi Kids Outing.

9. Consultation and engagement

- 9.1 The Council's Travel Hub undertook a review of community and accessible transport and engaged extensively with Parent Councils of all Additional Support Needs (ASN) schools in 2017/18.
- 9.2 The Council published a Prior Information Notice (PIN) on Public Contracts Scotland (PCS) on 28 February 2018 and a coproduction meeting was held with contractors on 16 April 2018.

10. Background reading/external references

- 10.1 None

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11. Appendices

Appendix 1 – Summary of Tendering and Tender Evaluation Processes

Summary of Tendering and Tender Evaluation Processes

Contract	Framework Agreement for Unescorted Passenger Journeys CT2478	
Contract Period	Three years with option to extend by additional 12 months	
Estimated Contract Value (including extensions)	£6,000,000	
Procurement Route Chosen	<ul style="list-style-type: none"> • Open Procedure – any interested party can tender • advertised locally • advertised on Public Contracts Scotland 	
Tenders Returned	2	
Names of Recommended Supplier(s)	1. Central Radio Taxis (Tollcross) Ltd 2. Edinburgh City Private Hire Ltd	
Price / Quality Split	Price 70%	Quality 30%
Quality Evaluation Criteria and Weightings and reason for this approach	Service Delivery 35% Account Management 15% Quality Management System 5% Performance Management 5% The Environment 15% Passenger Behaviour 5% Incident Reporting 5% Fair Work Practices 10% Community Benefits 5% The approach taken attributed 50% of quality evaluation to basic operational matters (service delivery and account management) and 50% to specific items of particular importance.	
Evaluation Team	Council Officers from Place and from Communities and Families	