



# TAXI NEWS



OCTOBER 2009

An information leaflet for taxi operators who provide contract services for Leicestershire County Council.

## Taxi tenders by email

Most of you will already be aware of this system as it has been running since February this year very successfully. Comments from taxi operators have been very positive. A quick reminder of the key elements:

- You must have an email address to participate!
- We'll email you all the details of a job asking you for a price back by email - you must check these carefully (are we asking for an escort or larger vehicle for example?) as we cannot negotiate on your price after it is submitted.
- We'll generally give you at least 2 days to reply by email and send you a confirmation when we have received your tender. Occasionally we may reduce this to 24 hours for urgent work. Keep an eye on your email inbox!
- We can only accept the price you submit – corrections or negotiations cannot be accepted after the closing date – please read the tender details carefully!
- Operators may also wish to review their pricing strategy and avoid “rounding” prices – remembering that email tendering is a bit like ebay™ in reverse...try £9.99 instead of £10 etc.
- Taxi company staff must also be contactable in order to award the contract!
- If not quoting no need to reply to the tender email
- We'll assess all valid submitted tenders shortly after the closing date and inform the winning contractor as quickly as possible

→ We'll post the details of the tender on our website afterwards: winning price, number of tenders etc.

If you need more information you can contact us at [PTU@leics.gov.uk](mailto:PTU@leics.gov.uk) or call Matt or Jill on 0116 3057254 or 3057306. You can find out more information from our website at: [www.leics.gov.uk/bus\\_and\\_taxi\\_operators](http://www.leics.gov.uk/bus_and_taxi_operators)



## Taxi Framework Agreement Tender






In early November we will be issuing a paper Tender for a Framework Agreement for our taxi tenders.

**This is very important – please don't ignore it when it arrives!**

This tender will set up what is very similar to a “standing list” of operators that we can work with – if you don't tender then we won't be able to ask you to quote for lots of our work in the future.

### How will it work?

You must tender to be on the Framework, and then you will be emailed individual tenders (or “mini-competitions” as they are also known) as you do now. Here's how it works in easy steps:

- 1 Submit a tender to be on the Framework Agreement. 
- 2 “Win the tender” which means you get accepted on to the “list of operators”. Hopefully nearly all those who tender will win a place on the list. 
- 3 After this don't worry too much about the Framework. 
- 4 Get email tenders for individual contracts as you do now. 
- 5 Tender for those as usual. If successful operate the contract(s). 
- 6 Re-apply for the new Framework again next year (or when we renew it).





Further information will be available in your tender pack – if you have received this newsletter directly from the PTU you are already on our list of interested operators and you will therefore receive a pack automatically; if not it will also be available from our website after 9th November at: [www.leics.gov.uk/bus\\_and\\_taxi\\_operators](http://www.leics.gov.uk/bus_and_taxi_operators) or by contacting us at [PTU@leics.gov.uk](mailto:PTU@leics.gov.uk).

As this tender is very important for both you and us, council staff will be on hand to assist you all the way through the process. There is also a general operator information meeting on this on **19th November 2009 at 11.00 in the Council Chamber at County Hall** – make a note in your diary now.

### Changes to contract conditions

As a consequence of working on the above Framework Agreement we have needed to revise and update our Contract Conditions. All new contracts let under the Framework will be under these new conditions from 1st April 2010. We will also apply these new conditions to all existing contracts from the same date – operators will be given the opportunity to decline the new conditions by terminating contracts before this date if they wish. More information will follow on this.

### First aid training

One of the changes to the contract conditions outlined above is the need to increase training on First Aid to ensure our clients have the highest care possible. Operators should take note of the future requirements immediately and start thinking about what they need to do to comply with the new rules which are shown below:

- 1 Contracts that do not specify an escort have no first aid training requirements.
- 2 Contracts calling for escorts will require the escort and/or the driver to have Certified Basic Life Support training unless the Contract carries service users attending one of the following establishments:
  - a mainstream school
  - a Special Unit attached to a mainstream school
  - an establishment administered by the Behaviour and Attendance Service
- 3 Individual passengers may have risk assessments/travel plans that require more first aid training than the requirement in (2) above.
- 4 Where medical procedures or rescue medication may be need to be undertaken, permissions should be sought and recorded. This will only relate to specified individual travel plans.

### Driver and Escort Registration

A reminder that we require taxi operators to provide details of ALL drivers and escorts to us, including any changes. Spot checks will continue and severe penalties imposed for drivers and escorts who have not been notified to LCC. In respect of escorted contracts, operators should note that unless they have registered their staff, they will not be asked to quote for new escorted contracts and existing contracts they have may not be extended.

The Framework Agreement above will also ask for an updated list and if not provided you may not score highly enough to be accepted on to the Framework. The advice is “register your staff now” – for more information on this contact Dave or Peter on 0116 3057245 or 3057199.

**Further information for taxi operators, including Taxi Forum presentations and Working Group minutes, can be found on our website as below.**

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