**TR3; Technical Quality Questions**

**Riverside College**

**Tender for Supplementary Student Transport Services**

**MultiQuote Reference** CA15801

**Date & Time for Return of Tenders:** 5pm, 27 June 2025

**Anticipated Contract Commencement Date:** 1 September 2025 – 31 August 2027

**Anticipated Optional Contract Extension Periods:** 2 x 12-months

**TR3: Technical Quality Questions**

1. Please respond to each of the below questions regarding Technical Quality Requirements, with an overall Weighting of 60%.
2. Each question has a prescribed maximum response word count; and the weighing afforded that question in the tender evaluation process is noted.
3. Additional information can be submitted as separate appendices in support of the response to any of the below questions, subject to the following:
   1. The information is clearly referenced to the question to which it relates; and
   2. The information is provided supplementary to and in support of the response and not additional to the upper word count limit for the question to which relates.

**Question 1; Service Delivery & Capability (weighting – 20%)**

* Details of the fleet available to support this contract:
  + Size of fleet
  + Age of fleet
  + Standard of fleet
* How you will deliver the service including:
  + Proposals for flexibility in service delivery both in terms of student numbers and routes at short notice
  + Detail of how you will mobilise (the process) the right vehicle(s) and driver(s) at short notice to deliver the ad-hoc services as required
* Disaster recovery, emergency procedures and business continuity proposals.

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| **Response** (maximum of 1,000 words for all 3 questions within the Service Delivery & Capability section) |

**Question 2; Customer Care (weighting of 20%)**

* Helpdesk / back-office provision available to support this contract including full contact details of the proposed Account Manager
* Details of any CCTV systems that are fitted to the vehicles which would be utilised on this contract. Sample images of CCTV coverage are required
* Vehicle tracking mechanism including details on how this information is provided to the College and bus users and how students and parents would be informed of any delays to service. Screen shots from vehicle tracking software system are required.

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| **Response** (maximum of 1,000 words for all 3 questions in the Customer Care section) |

**Question 3; Staffing (weighting – 20%)**

* Driver checks relevant to this contract, including:
* Safeguarding training
* Vetting (i.e. Right to Work, References), and levels of security checks
* Confirmation of Enhanced DBS checks for all drivers who will be working on this contract
* Proposed measures to ensure the safety of College students including:
* Health and Safety proposals
* Frequency and type of vehicle safety checks
* Vehicle maintenance provision for the fleet

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| **Response** (maximum of 1,000 words for both questions in the Staffing section) |