

## **Royal Borough of Windsor and Maidenhead Transport DPS Frequently Asked Questions**

### **Do I need a password to access the Bravo DPS site?**

Yes. When you register you will be emailed a temporary password to use the first time you log into the system. The first time you log in you will be asked to change the temporary password to something you remember.

### **When will I be able to register?**

The DPS system will be live from Thursday 30 June 2016 for you to register. Operators can register at any time, but you will not be able to respond to any ITT's until you have registered and become accredited.

### **Can you have more than one log in to the system per operator?**

Yes, you can set up a 'core' user and add other members of your organisation so everyone receives notifications and can access and update your details on the system.

### **What if I can't attend one of the training sessions?**

We have arranged several training sessions to launch the system, and will be organising further sessions as required. We can also arrange one-to-one sessions with operators at different times and places, or you can call us or the Bravo Helpdesk to ask questions if you get stuck.

### **What if I have problems registering on the Bravo website?**

The Bravo Helpdesk is open between 8am and 6pm for any problems or queries relating to the system itself. For any problems relating to the DPS or an individual ITT you should contact the Transport Team at the council.

### **Are there a minimum number of drivers required to qualify for the DPS?**

No, there is no minimum number of drivers required and we would welcome small operators and 'one-man-bands'.

### **How long will it take before we are told if we are accredited or not?**

The Transport Team aim to assess all requests to join the DPS within 10 working days. If there are any questions or problems with information you submit you will be sent an action plan telling you what you need to change or improve for the Transport Team to be able to complete their assessment and allow you to be accredited to join the DPS.

### **Do other councils use DPS or the Bravo system?**

Several councils local to Windsor and Maidenhead are already using DPS to tender their transport services, although none of our immediate neighbours are using the Bravo system.

## **Do we need to register for Lot 3 – Driver and Passenger Assistant Provision if we have passenger assistants?**

No, not unless you want to be considered for tenders to provide only a driver or passenger assistant (we may need a driver for a council vehicle or an additional passenger assistant on a route). Any of the lots that involve providing transport may also involve a passenger assistant, if that is the case the Route Specification and ITT will give further details.

## **How do I respond to an ITT?**

Once you have registered and become accredited on the system you will be sent instructions on how to respond to an ITT and also given details of training sessions, if you should wish to book in on one.

## **Can I respond to an ITT without registering?**

No; registration asks for general information about things like your insurances, vehicles, finances, the type of services you offer and staff policies and procedures before you are invited to respond to an ITT; this is to make sure all operators can reach a minimum standard before they are asked to respond to an ITT. If you have not registered and become accredited you will not be invited to respond to an ITT.

## **Do I have to respond to every ITT I am notified of?**

No, although it may be worth responding, even if you cannot take on the job; this will let the council know you have seen the ITT and allow you to keep a record of the ITTs you have seen, especially if you have more than one person in your organisation responding to ITTs.

## **Will other operators be able to see the price I submit on an ITT?**

No, all prices are confidential, even the Transport Team will not be able to see the prices until after the ITT has closed.

## **How long will I get to respond to an ITT?**

This will depend on the type of route and how quickly we need to get it in place. A simple taxi route may only be open for 48 hours, whereas a larger minibus or coach route with a lot of pick up points may be open for longer.

## **How will I know about the needs of the students you want me to transport?**

Details of all the students we want to place on a route will be included in the 'Route Specification' which will be part of the ITT documentation – this will include the pick up points, the school or place they need to be dropped off, any special needs the students may have, etc. If you have any queries regarding any of the information in an ITT you can contact the Transport Team for further clarification.