

HAMPSHIRE COUNTY COUNCIL**Decision Report**

Decision Maker:	Executive Member – Environment and Transport
Date:	6 November 2012
Title:	Award of Community Transport Contracts
Reference:	4279
Report From:	Director of Economy, Transport and Environment

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1. Executive Summary

1.1. A report to the Executive Member for Environment on 6 March 2012 set out the basis on which a number of Dial-a-Ride, Call and Go, and some Minibus Group Hire services should be tendered. These services have now been tendered and this report outlines the results of this process and recommends the award of new contracts.

2. Contextual information

2.1. In 2007 the Executive Member agreed new arrangements for supporting community transport services. Of particular relevance was the move from service agreements to tendered contracts for the majority of Dial-a-Ride and Call and Go services in Hampshire. The current contracts for these Dial-a-Ride and Call and Go services expire on 31 January 2013.

2.2. The new approach also included supporting Group Hire Minibus Schemes (district-wide) through single tender contracts where these schemes are operated by a Council of Voluntary Service and the single tender criteria could be met. Two Group Hire Minibus Schemes have previously been tendered because they do not meet these criteria. The current contracts for these schemes also expire on 31 January 2013.

3. Tendering Process

3.1. A restricted tendering process has been followed to ensure that organisations on the tender list have relevant experience, good references and are financially sound. The conditions of contract and service specifications have also been designed to set clear quality standards for the services being tendered to ensure that the quality of service to users remains high.

- 3.2. In order to manage tender prices, tenderers have been required to indicate the level of service they can provide for the available budget for each service. In addition they have also been given the opportunity to submit variant and combination bids.
- 3.3. Where the booking facility for these services is currently provided by the County Council's Travel Centre in the Passenger Transport Group, then tenderers have also been required to submit a tender for providing this facility themselves. Operators have also been able to submit tenders which allow them to use their own vehicles rather any vehicles which may be provided by the council for a given service.
- 3.4. The evaluation of tenders has been based on service pattern (40%), quality (30%) and price (30%). Tenderers have been required to submit a Quality Statement which has been used to assess the extent to which they can meet or exceed the quality standards set out in the contract, and a Service Statement which has been used to assess the scope and level of service which will be provided for the available budget.
- 3.5. Services have been tendered in the following lots:

Lot	Service
1	Basingstoke Community Transport (Group Hire Minibus Scheme)
2	Basingstoke Dial-a-Ride
3	East Hampshire Call and Go, Denmead Shopper and Community Transport East Hampshire (Group Hire Minibus scheme)
4	Eastleigh Dial-a-Ride
5	Fareham Dial-a-Ride
6	Fleet Link
7	Gosport Dial-a-Ride
8	Hart Shopper
9	Havant Call and Go
10	New Forest Call and Go
11	Rushmoor Dial-a-Ride
12	Winchester Dial-a-Ride

- 3.6. Current procurement initiatives include developing a Transport Category Plan, to take a broader look at the council's transport needs with a view to achieving efficiencies through the procurement of services. Consequently, several of these lots have included options for integrating existing home-to-school special educational needs and day centre contracts with the community transport services being tendered.
- 3.7. Many of the services which have been tendered are jointly funded with other organisations, mainly district councils. Given the financial constraints facing the public sector some district councils asked for a number of funding options

to be included within their particular lot to identify what level of service could be provided for lower levels of funding.

- 3.8. The tender evaluation panels have included representatives from other funders, mainly district councils, which jointly fund these services with the County Council.
- 3.9. Consultation with Dial a Ride and Call and Go users, was undertaken as part of the preparation of the tenders, to ensure that users' views were reflected. This involved a questionnaire being sent to every registered user in Hampshire. A summary of the comments for each of the services was included in the tender documentation for each of the lots.

4. Tender Results

- 4.1. Tenders have been received from 10 tenderers, eight of which were existing operators with one new tenderer from Hampshire and one from outside.
- 4.2. For ten of the twelve lots only one tender was received. For each of these lots the existing operators have submitted tenders that offer either the current level of service or modest enhancements for options where the current level of funding is maintained. This is an excellent achievement given the above-inflation rise in diesel and other costs which operators have experienced during the life of the current contracts. It is proposed that contracts for the services set out in the table below be awarded subject to contributions from other funders being confirmed.

Service	Operator	Tender Price	Current Service Hours	Proposed Service Hours	% of Current Service	Initial Contract Term
Basingstoke Community Transport (Group Hire Minibus Scheme)	Basingstoke Community Transport	£32,976	40*	40*	100%	2 years
East Hampshire Call & Go	Winchester Area Community Action	£26,358	10.35	11.72	113.2%	2 years
Denmead Shopper		£2,443	2.00	2.00	100%	
Community Transport East Hampshire (Group Hire Minibus scheme)		£41,432	40*	40*	100%	

Fareham Dial-a-Ride	Community Action Fareham	£48,493	54.00	58.00**	107.40	4 years and 2 months
Fleet Link	Rushmoor Voluntary Services	£24,073	32.17	32.17	100.00	2 years
Gosport Dial-a-Ride	Community Action Fareham	£42,202	39.25	46.00**	117.20	4 years and 2 months
Hart Shopper	Rushmoor Voluntary Services	£5,554	5.85	5.85	100.00	2 years
New Forest Call and Go	Community First New Forest	£49,392	46.00	46.00	100.00	2 years
Rushmoor Dial-a-Ride	Rushmoor Voluntary Services	£44,638	55.50	55.50	100.00	4 years
Winchester Dial-a-Ride	Winchester Area Community Action	£89,700	114.00	132.75	116.45	4 years

* Denotes office opening times

** Operating hours provided by a combined tender for the Fareham and Gosport Dial-a-Ride services.

- 4.3. The different initial contract terms in the table above reflect the duration of funding which the different funders are willing to commit to at the outset of these contracts. The contracts themselves will have the option to run for a maximum of six years and two months and will be able, subject to future confirmation from other funders, to be extended until 31 March 2019.
- 4.4. Where the booking facility for the above services is currently provided by the County Council's Travel Centre in the Passenger Transport Group this will continue to be the case under the new contracts as the options involving the contractor operating the booking service did not offer better value. In addition, all of the above operators will continue to use council owned vehicles where these are provided as part of the contract.
- 4.5. In order to submit tenders that offered either the current level of service or modest enhancements some operators have proposed changes to the current pattern of service and where these have occurred they are set out below:
- a) **East Hampshire Call and Go** – additional monthly service included to various destinations. Facility also being offered on most journeys to take people to the recycling bank. Extended journey booking hours offered.

- b) **East Hampshire Group Hire Minibus Scheme** – office open for additional hours
 - c) **Fareham Dial-a-Ride** – five day a week service offered on second vehicle (instead of the three days currently operated) but with various earlier finishing times each day (12:45 – 15:00). Bus one still continues to operate until 16:00 hours. Earlier and later journey booking hours offered.
 - d) **Gosport Dial-a-Ride**.- additional full day service offered by means of a second bus on Thursdays. Earlier and later journey booking hours offered
 - e) **Winchester Dial-a-Ride** – Single wheelchair vehicle being operated on additional days using volunteer drivers. Additional journey booking times offered.
- 4.6. A number of district councils asked for one or more reduced funding options to be included within the tender for their particular lot. However, given the disproportionate reduction in service levels which has been identified through the evaluation of tenders for nearly all of the reduced funding options, the district council officers involved in the evaluation process have indicated that they will be recommending to their councils that the current level of funding should be retained for all of the above services.
- 4.7. The one exception to the above is the level of funding which will be provided by Havant Borough Council and East Hampshire District Council for the Havant Call and Go Service. The position here is less clear and therefore this report is not able to recommend a contract award for this service at this time. It is proposed, therefore, that the Director of Economy, Transport and Environment be given delegated authority to award a contract for the Havant Call and Go Service in consultation with the Executive Member for Environment and Transport and subject to contributions from East Hampshire District Council and Havant Borough Council being confirmed.
- 4.8. Competitive bids have been received for two of the lots: Basingstoke Dial-a-Ride and Eastleigh Dial-a-Ride. In both cases a tender was received from the current operator and a new operator not currently providing Dial-a-Ride services for Hampshire County Council. The evaluation process shows that in both cases the highest scoring tenders have been submitted by the existing operators. It is proposed that contracts for these services, set out in the table below, be awarded subject to contributions from other funders being confirmed.

Service	Operator	Tender Price	Current Service Hours	Proposed Service Hours	% of Current Service	Initial Contract Term
Basingstoke Dial-a-Ride	Basingstoke Dial-a-Ride	£257,657	264.25	266.00	– 100.67%	2 years and 2 months
Eastleigh Dial-a-Ride	One Community	£162,880	160.00	164.00	102.50%	4 years and two months

4.9. A number of funding options were tendered for the Basingstoke Dial-a-Ride service including combining the service with an Adult Services day centre contract. The contract award proposed above allows the existing service provision in Basingstoke and Deane to be maintained and a one day a week service in Alton to continue to be delivered through this. A contribution of £4,000 is expected from East Hampshire District Council with the remaining costs being funded by Basingstoke and Deane Borough Council (£124,828) and the County Council (£128,828).

4.10. Should any discussions with district councils result in the need to ultimately award contracts with reduced funding levels, which result in less service provision, then it will be necessary to undertake an impact assessment prior to the award of any new contract.

5. District Council Contract Contributions

5.1. The contributions from other funders, mainly district councils, towards the proposed contract awards set out in this report will need to be covered by Deeds of Agreement with the County Council. These will confirm other funders' financial contributions for the initial contract award period as set out in 4.2 and 4.8 of the report. The contracts themselves will have the option to run for a maximum of six years and two months and further Deeds of Agreement may need to be put in place beyond the initial contract award to allow contracts to run their full term until 31 March 2019. It is therefore proposed that the Executive Member gives approval for the County Council to enter into Deeds of Agreement with each of the respective funding partners for the initial contract term and subsequently to cover any contract extensions up to 31 March 2019.

6. Conclusion

- 6.1. This report has set out the basis on which a number of Dial-a-Ride, Call and Go, and some Minibus Group Hire services should be tendered. These services have now been tendered and this report outlines the results of this process and recommends the award of new contracts, where this is possible, subject to the confirmation of funding contributions from other funding partners.
- 6.2. In most cases, existing operators have submitted tenders that offer either the current level of service or modest enhancements. This is an excellent achievement given the above-inflation rise in diesel and other costs which operators have experienced during the life of the current contracts. This is a much better outcome than might have been expected at the start of this process.

7. Recommendations

- 7.1. That contracts be awarded to the operators as set out in paragraphs 4.2 and 4.8 of this report, subject to matching contributions from other funders being confirmed.
- 7.2. That the Director of Economy, Transport and Environment be given delegated authority to award a contract for the Havant Call and Go Service in consultation with the Executive Member for Environment and Transport and subject to contributions from East Hampshire District Council and Havant Borough Council being confirmed.
- 7.3. That the Executive Member for Environment and Transport gives approval for the County Council to enter into Deeds of Agreement with each of the respective funding partners for the initial contract term and subsequently to cover any contract extensions up to 31 March 2019.

CORPORATE OR LEGAL INFORMATION:**Links to the Corporate Strategy**

Hampshire safer and more secure for all:	no
Corporate Improvement plan link number (if appropriate):	
Maximising well-being:	yes
Corporate Improvement plan link number (if appropriate):	
Enhancing our quality of place:	no
Corporate Improvement plan link number (if appropriate):	

Section 100 D - Local Government Act 1972 - background documents

The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)

DocumentLocation

None

IMPACT ASSESSMENTS:

1. Equalities Impact Assessment:

- 1.1 The proposals in this report have been developed with due regard to the requirements of the Equality Act 2010, including the Public Sector Equality Duty and the Council's equality objectives. An assessment of the impacts in this service area can be found at [Safe and efficient transport systems in Hampshire](#).

It is considered that the issues covered by this report will not have impacts requiring further specific actions by the Council above those already established in its existing policies and working procedures. For those Dial-a-Ride, Call and Go and Minibus Group Hire services for which contracts are being awarded, the current service provision will be maintained and there should therefore be no negative impact on service users as a result of the recommendations in this report.

2. Impact on Crime and Disorder:

- 2.1. The Call and Go and Dial-a-Ride services will offer limited transport options for young people. The two Minibus Group Hire Schemes may offer transport for youth groups and support wider community involvement.

3. Climate Change:

- 3.1. How does what is being proposed impact on our carbon footprint / energy consumption?

Use of demand responsive services reflects the needs of users and can reduce the need for individual journeys. Minibus Group Hire Schemes can provide group transit journeys thus reducing some individuals journeys which may have otherwise taken place.

- 3.2. How does what is being proposed consider the need to adapt to climate change, and be resilient to its longer term impacts?

Not applicable