



Carmel College
Prescot Road
St. Helens
WA10 3AG

INVITATION TO TENDER

FOR THE PROVISION OF

STUDENT TRANSPORT University of Liverpool to Carmel College and return

1 academic year (starting Sept 2024) +2 further year option annually

TENDER REFERENCE

Transport/CC/UNIOFLIVERPOOL/24-25

Carmel College
Prescot Road
St. Helens
WA10 3AG

Tel: 01744 452200
e-mail: procurement@carmel.ac.uk

Invitation to Tender for the Provision of Student Transport (Liverpool University to Carmel College and return)

Transport/CC/UNIOFLIVERPOOL/24-25

Carmel College would like to invite you to tender for individual lots described in this contract.

The following documents are enclosed:

Part 1: To be retained by the tenderer

Schedule A Instructions to Tenderers
Schedule B Conditions of Tender Submission
Schedule C Terms and Conditions for Transport Services
Schedule D Specification of Services
Schedule J Postcode analysis

Part 2: To be returned to the College

Schedule E Letter of Acknowledgement
Schedule F Form of Tender
Schedule G Price Schedule and Method Statement
Schedule H Subcontractors
Schedule Q Qualification of Offer

You are required to hold all information pertaining to this contract confidential and to limit the dissemination of information within your organisation on a need-to-know basis.

Your tender submission must be received by **noon on Friday 17th May 2024**.

It is our aim to complete our tender evaluation in such time that we can notify tenderers of our intended award decision by **Friday 7th June 2024**. There will then be a standstill period (of 10 working days) prior to a final award being made. The details relating to the application of the standstill period will be provided in the intention to award communications.

We look forward to receiving your completed Tender.

Yours sincerely,

M L Williams
Vice Principal - Finance, Resources & Systems

Schedule E

Letter of Acknowledgement

Carmel College
Prescot Road
St. Helens
WA10 3AG

Tel: 01744 452200
e-mail: procurement@carmel.ac.uk

Dear Mrs Williams

**Invitation to Tender for the provision of Student Transport (Liverpool University to Carmel College and return)
(Reference Transport/CC/UNIOFLIVERPOOL/24-25)**

We acknowledge receipt of your Invitation to Tender package and:

1. Confirm our intention to submit a tender by **NOON** on the due date of **Friday 17th May 2024**
2. Regret that we are unable to submit a Tender on this occasion and return the documents herewith.*

[* Delete as appropriate.]

Signed:

Date:

Printed Name:

Job title:

On behalf of:

Registered address:

Tel No;

Email address:

Fax No:



PART 1

TO BE RETAINED BY TENDERER

INVITATION TO TENDER

FOR THE PROVISION OF

**STUDENT TRANSPORT for University of Liverpool to Carmel
College and return for the academic year 2024-25**

Transport/CC/UNIOFLIVERPOOL/24-25

Schedule A Instructions to Tenderers

1. Introduction

1.1 Carmel College (referred to as the College) wish to appoint a Contractor to provide Student Transport to the College as set out in this Invitation to Tender pack.

1.2 The duration of the contract will be one year from commencement of the agreement with the option to extend for a further two years in 1-year increments.

1.3 The requirement is set out in the Service Specification, Part 1, Schedule D of this invitation to tender.

2. Completion of Tender

2.1 Your tender submission should be returned via email to procurement@carmel.ac.uk clearly marked in the subject **ORIGINAL TRANSPORT TENDER - Transport/CC/UNIOFLIVERPOOL/24-25. DO NOT OPEN UNTIL Friday 17th May 2024** and should comprise of the following documents:

Part 2: To be returned to the College

For return immediately:

- Schedule E Letter of Acknowledgement

For return by Tender Closing Date – NOON Friday 17th May 2024

- Schedule F Form of Tender
- Schedule G Price Schedule and Method Statement

Complete Schedule G, the Price Schedule and Method Statement by inserting all of the detail requested. Your answers should relate only to the services and method of recompense set out in the Service Specification.

Where additional information is requested or you have additional information to support your tender submission it should be attached in the specified format. The prices you quote should be **exclusive** of VAT, and any VAT elements should be clearly stated as a **separate charge** at the current rate.

This Schedule forms part of the offer made in the Form of Tender.

- Schedule H Subcontractors

Please provide a list of all sub-contractors you intend to use together with any goods and / or services that will be supplied by the sub-contractors, including contact names, telephone / fax numbers, and the relevant company names and addresses.

Note: Acceptance of the Tender will not imply consent to these proposals.

- Schedule Q Qualification of Offer

Include here details of any areas where you will not be able to comply with the contract as set out in this Invitation to Tender. Qualifications should only be made if you cannot comply with the requirements of the contract at any price.

If your tender is qualified we reserve the right to reject it in total. You are not required to submit any other documents.

Schedule B

Conditions of Tender Submission

1. General

1.1 Contents of the Invitation to Tender

The Tender is to be made strictly in accordance with the requirements of this Invitation to Tender which, together with any addenda that are issued, are together referred to as the Invitation to Tender.

1.2 Return if not Tendering

If, after completing Schedule E, acknowledging receipt of this package, the Tenderer decides not to submit a Tender, the Tenderer should notify the college immediately.

1.3 Enquiries concerning the Tender

Enquiries in connection with the Tender or the Invitation to Tender shall be submitted by email initially and confirmed in writing to:

procurement@carmel.ac.uk

Michelle Williams
Vice Principal - Finance, Resources & Systems
Carmel College
Prescot Road
St. Helens
WA10 3AG

Lenore Burgess
Finance Manager
Carmel College
Prescot Road
St Helens
WA10 3AG

The response by the College as well as the nature of the query will be notified to all Tenderers, without disclosing the name of the Tenderer who initiated the query. On no account before the Tender Date is the Tenderer to contact or communicate with any other person involved in work concerning this Invitation to Tender unless the College redirects the enquiry.

1.4 Independent Tender

By submission of a Tender, the Tenderer warrants that:

- (a) The Tender is a bona fide competitive Tender and prices in the Tender have been arrived at independently, without consultation, communication, agreement or understanding for the purpose of restricting competition, as to any matter relating to such prices, with any other Tenderer or with any competitor.
- (b) The Invitation to Tender shall be treated as private and confidential and the Tenderer shall not disclose that they have been invited to Tender, or release details of the Tender documents, other than on an "in confidence" basis to those who have a legitimate need to know or to those professional advisers whom the Tenderer needs to consult for the purpose of preparing the Tender.
- (c) Unless otherwise required by law, the prices which have been quoted in the

Tender have not knowingly been disclosed by the Tenderer, directly or indirectly, to any other Tenderer or competitor, nor will they be so disclosed.

- (d) No attempt has been made or will be made by the Tenderer to induce any other person or firm to submit or not to submit a Tender for the purpose of restricting competition.

1.5 Modification by the College

Any advice of a modification to the Invitation to Tender shall be issued at least seven days before the Tender Date and shall be issued as an addendum to, and shall be deemed to constitute part of, the Invitation to Tender. If necessary, the College shall revise the Tender Date in order to comply with this requirement. Except under exceptional circumstances no extension of time and date by which the Tender must be submitted will be granted.

2. Preparation of Tender

2.1 Cost of Tender

The College will not be responsible for any costs or expenses incurred by the Tenderer in connection with the preparation or delivery or in the evaluation of the Tender.

2.2 Language of Tender

The Tender and all accompanying documents are to be in English.

2.3 Validity Period of Tender

All details of the Tender, including prices and rates, constitute a legal Offer by the Tenderer and shall remain valid for Acceptance or Rejection by the College for 90 days after the tender return date.

The College reserves the right to claim any reasonable costs, including the time and costs of the tender evaluation panel and any related administration time, from the Tenderer if the Tender is withdrawn before the expiry of the 90-day period.

2.4 Currency of Tender

Tender prices shall be in Sterling (GB pounds)

3. Delivery of Tender

3.1 Tender Submission

Full details of the documents to be returned are given in this invitation to Tender. These documents shall together comprise the "Tender". Please upload your tender submission (clearly marked **ORIGINAL with the words stated in 2.1**) via email.

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3.2 Delivery Date

The Tender must be return by email **no later than noon on Friday 17th May 2024** this date being the Tender Return Date.

The words **ORIGINAL TRANSPORT TENDER - Transport/CC/UNIOFLIVERPOOL/24-25** should be quoted in the subject of the email.

Failure to follow these instructions may render the Tender invalid.

4. Treatment of Tender

4.1 The College's discretion/Awards criteria

The College does not undertake to accept the lowest Tender, or part, or all of any Tender, and the acknowledgement of receipt of any submitted Tender shall not constitute any actual or implied agreement between the College and the Tenderer.

The College reserves the right to accept any part, or all, of any Tender or Tenders at its sole discretion.

The College will accept the most economically advantageous Tender based on the following awards criteria:

- Pricing Proposal 50%
- Proposed Service Levels 15%
- Added Value Proposals 15%
- Social Value 10%
- Contract Management 10%.

4.2 Tender not Returned

No part of the Tender submitted will be returned to the Tenderer.

4.3 Results of Tendering

A Tender panel consisting of members of the Governing Body will consider all tenders correctly submitted and will select one or more with a view to reaching a contractual agreement subject to clarification of any outstanding matters.

Upon completion of the tender process, all tenderers will be advised of the name of the proposed contractor and the notification (standstill letter) issued. At the end of this standstill period, a final decision will be made on whether to confirm the contract award or not and, all tenderers shall be notified of the final award decision.

5. Anticipated Procurement Timetable

Action	Date of action
Contract specification approved, routes and tender documents agreed	Thursday 21st March 2024
Invitation to tender issued to qualified potential providers and advertised on college website	Wednesday 27th March 2024
Site visit (if requested) and/or final specification questions answered	Thursday 25th April 2024
Tender submission return date * (electronically held until the opening date and shared on day of opening)	12 noon Friday 17th May 2024
Tender opening/initial evaluation (prepare summary paper for Governor panel)	Thursday 23rd May 2024
Governor panel - final evaluation and decision	Thursday 6th June 2024
Notification of intent (alcatel 10-day standstill period triggered)	Friday 7th June 2024
Final tender award notification	Monday 24th June 2024

*** Any final modifications must be submitted 7 days prior to deadline**

Schedule C

Terms and Conditions for Transport Services

This document specifies the Terms and Conditions of Contract. No other Terms and Conditions in any correspondence between the Parties shall apply to this Contract unless expressly agreed by the Parties and confirmed in writing.

1. Interpretation and Definitions

1.1 In these Conditions:

“College” shall mean **[Carmel College]**.

“Contract” shall mean the agreement made between The College and The Contractor, including all specifications and documents, and the Contract shall comprise of these conditions.

“Contractor” shall mean the Contracting party who undertakes to provide the Services to the College as detailed in the Service Specification and as provided for in the Contract, meaning a person or persons, firm, Company or other legal entity whose quotation has been accepted by The College.

"Contract Price" means the price exclusive of Value Added Tax payable to the Contractor by the College under the Contract for the full and proper performance by the Contractor of their part of the Contract.

“Driving Licence shall mean a licence with full entitlement for the holder to drive a Passenger Carrying Vehicle (PCV)”.

“Passenger” shall mean any person carried in a vehicle supplied by the Contractor, or any subcontractor, in the provision of the Service.

“Passenger Carrying Vehicle (PCV) shall mean any vehicle used for carrying passengers must comply with the Government Home to School statutory guidance (*Road Traffic Act 1991*)”

"Premises" means the location or locations where the services are to be performed as specified in the Purchase Order.

"Purchase Order" means the College's Purchase Order or other official document specifying the College's requirements for the Contract to which these Conditions are annexed.

“Schedule of Passengers” shall mean any itinerary issued to the Contractor detailing names and special needs / medical conditions of passengers, pick-up / drop off locations and required times of routes / journeys to and from College premises, and emergency contact details of parents or guardians.

“Scheduled Regular Service” shall mean any Lot or route required to be undertaken at least on a weekly basis and detailed as such as part of this Tender, including any routes added after the commencement of the Contract.

"Services" means all work which the Contractor is required to supply under the Contract and shall, where the context so admits, include any materials, articles and goods to be supplied there under.

1.2 Unless the context otherwise requires, reference in these Conditions to any enactment, order, Regulation or other similar instrument shall be construed as a reference to the enactment, order, Regulation or instrument as amended or re-enacted by any subsequent enactment, order, Regulation or instrument.

1.3 The headings to these Conditions shall not affect their interpretation.

2. Validity

If any provision of these Conditions is held by any competent authority to be invalid or unenforceable in whole or in part, the validity of the other provisions of these Conditions and the remainder of the provision in question shall not be affected thereby.

3. Variation of Conditions

The Services shall be supplied in accordance with these Conditions. Any conditions which the Contractor may seek to impose and which in any way add to, vary or contradict these Conditions shall be excluded and not form part of the Contract, unless each of such conditions has been specifically agreed to in writing by the College.

4. Notice

a) A minimum 90-day notice is required in writing under the Contract and should be sent electronically by email to the named persons within the specification.

b) Notices sent by email shall be sent requesting a 'read' receipt.

5. Contractor's Status

In carrying out the Services the Contractor shall be acting as principal and not as the agent of the College. Accordingly:

a) the Contractor shall not (and shall procure that his agents and servants do not) say or do anything that might lead any other person to believe that the Contractor is acting as the agent of the College, and

b) nothing in the Contract shall impose any liability on the College in respect of any liability incurred by the Contractor to any other person, but this shall not be taken to exclude or limit any liability of the College to the Contractor that may arise by virtue of either a breach of the Contract, or any negligence on the part of the College, its staff or agents.

6. Contractor's Personnel

6.1 The Contractor shall employ sufficient persons of good character, with the appropriate qualifications, levels of competence, skills and experience to ensure that the Service is provided at all times in accordance with the Contract.

6.2 All Contractor personnel and any subcontractors used in the provision of this Service shall be deemed to be employed directly by the Contractor at all times throughout the duration of this Contract.

6.3 Owing to the nature of this Contract there is substantial contact with young adults and vulnerable groups. Individuals employed as drivers or escorts for this Service are required under the Rehabilitation of Offenders Act 1974 (Exemptions) Order

1975 (as amended), to reveal any criminal convictions, bindovers or cautions, including those which would normally be regarded as spent. In addition, under the Disclosure of Criminal Background of those with Access to Children (Children Act 2004), these individuals will also be subject to an enhanced Disclosure and Barring Service (DBS) check. The Contractor shall be responsible for meeting these statutory obligations at no cost to the College.

- 6.4 The Contractor shall be responsible for ensuring that all drivers used for the provision of this Service hold, at all times, a valid driving licence which gives them full entitlement to drive the Contractor's vehicle(s).
- 6.5 When instructed by the College, the Contractor shall give to the College a list of names and addresses of all persons who are or may be at any time concerned with the Services or any part of them, specifying the capacities in which they are so concerned, and giving such other particulars and evidence of identity and other supporting evidence as the College may reasonably require.
- 6.6 The Contractor shall take the steps reasonably required by the College to prevent unauthorised persons being admitted to the Premises. If the College gives the Contractor notice that any person is not to be admitted to or is to be removed from the Premises, or is not to become involved in or is to be removed from involvement in the performance of the Contract, the Contractor shall take all reasonable steps to comply with such notice including the surrender of all identity cards, badges or passes issued to that person.
- 6.7 The decision of the College as to whether any person is to be admitted to, or is to be removed from the Premises, or is not to become involved in, or is to be removed from involvement in the performance of the Contract, and as to whether the Contractor has furnished the information or taken the steps required of him by this Condition shall be final and conclusive.
- 6.8 If required by the College the Contractor shall replace any person removed under this Condition with another suitably qualified person.
- 6.9 The Contractor shall bear the cost of any notice, instruction, or decision of the College under this Condition.

7. Manner of Carrying out the Service

- 7.1 The Contractor shall make no delivery of materials, vehicles, plant or other things nor commence any work on the Premises without obtaining the College's prior consent.
- 7.2 Access to the Premises shall not be exclusive to the Contractor but only such as shall enable him to carry out the Services concurrently with the execution of work by others. The Contractor shall co-operate with such others as the College may reasonably require.
- 7.3 The College shall have the power at any time during the progress of the Services to order in writing:
 - a) the removal from the Premises of any materials or vehicles which in the opinion of the College pose a health and safety risk or are not in accordance with the Contract, and/or
 - b) the substitution of proper and suitable materials or vehicles, and/or

- c) the re-execution of any Service which, is not in the opinion of the College in accordance with the Contract.

- 7.4 On completion of the Services the Contractor shall remove all vehicles, equipment and unused materials and shall clear away from the Premises all rubbish arising out of the Services and leave the Premises in a neat and tidy condition.

8. Time of Performance

The Contractor shall begin performing the Services on the date stated in the Order and shall complete them by the date stated in the Order or continue to perform them for the period stated in the Order (whichever is applicable). Time is of the essence of the Contract.

9. Forms

An advice note shall accompany each complete performance of the Services or of any separable part thereof. A bill shall be rendered on the Contractor's own invoice form to the College. All advice notes, other relevant correspondence and invoices, shall be clearly marked with the College's Order number, the consignee and the description and dates of the Services concerned.

10. Free-Issue Materials

Where the College for the purpose of the Contract issues materials free of charge to the Contractor such materials shall be and remain the property of the College. The Contractor shall maintain all such materials in good order and condition and shall use such materials solely in connection with the Contract. The Contractor shall notify the College of any surplus materials remaining after completion of the Services and shall dispose of them as the College may direct. Waste of such materials arising from bad management or negligence of the Contractor or any of his servants' agents or sub-contractors shall be made good at the Contractor's expense.

11. Audit

The Contractor shall keep and maintain all documentation until two years after the Contract has been completed and shall make such records available to the college if requested.

12. Patents, Logos and Trademarks

- 12.1 It shall be a condition of the Contract that, except to the extent that the Services incorporate designs furnished by the College, the Contractor will not infringe any patent, trademark, registered design, copyright or other right in the nature of industrial property of any third party, and the Contractor shall indemnify the College against all actions, claims, demands, costs and expenses which the College may suffer or incur as a result of or in connection with any breach of this Condition.
- 12.2 All rights (including ownership and copyright) in any specifications, instructions, plans, drawings, patents, models, designs or other materials furnished to or made available to the Contractor by the College are hereby assigned to and shall vest in the College absolutely.
- 12.3 The provisions of this Condition 12 shall apply during the continuance of the Contract and after its termination howsoever arising.

13. Publicity and Confidentiality

- 13.1 The Contractor shall at all times endeavour to act in the best interests of the College under a duty of trust and confidence.
- 13.2 The Contractor and the College shall not, without prior written permission, use any confidential information for any purpose other than is necessary for the performance of its obligations under the Contract, nor make use of any information contained in any material prepared or provided by the College or the Contractor pursuant to the Contract, all of which information shall be deemed to be confidential.
- 13.3 The Contractor shall not refer to the College or the Contract nor use the College logo or other identifier in any advertisement or other public announcement without the College's prior written consent. This does not preclude the Contractor from issuing publicity approved in advance by the College.
- 13.4 The Contract is subject to the Freedom of Information Act 2000.

14. Warranties and Default

- 14.1 The Contractor warrants the College that the Services will be performed by appropriately qualified and trained personnel with due care and diligence and to such high standard of quality as it is reasonable for the College to expect in all the circumstances.
- 14.2 The Contractor agrees that the said vehicle shall not, while it is being used in connection with the Contract, carry or pick-up, whether for hire or reward, any person or goods other than those carried in fulfilment of the Contractor's obligations under the Contract, unless otherwise agreed in writing by the College.
- 14.3 If the Contractor fails to comply with any terms of the Contract, either in relation to provision of the Services or otherwise, the College shall be entitled (whether or not the Services or any part thereof have been accepted by the College) to avail itself of any of the following remedies at the College's discretion:
 - a) rescind the Contract; or
 - b) give the Contractor the opportunity to carry out remedial work in respect of the Services at the Contractor's expense so that they comply with the terms of the Contract; or
 - c) refuse to accept any further performance of the Services without any liability to the Contractor; or
 - d) carry out at the Contractor's expense such work as may be necessary to make the Services comply with the Contract; or
 - e) claim such damages, costs and expenses as the College may have sustained in consequence of any breach of the terms of the Contract or failure by the Contractor to comply with any statutory or other legal obligations herein specified or implied by law.

These rights shall be in addition to and without prejudice to any other rights the College may have.

15. Assignment and Sub-Contracting

- 15.1 Any change in ownership of The Contractor's company or business, or change of partners and in the case of a Company a change in shareholders that constitutes a substantial change in the ownership of the business, whether or not this involves change of name, must be notified by The Contractor to The College in writing fourteen days prior to such change occurring. Failure to do so may be regarded as a breach of Contract.
- 15.2 No part of this contract shall be sub-contracted, transferred or assigned to a third party without the express written agreement of the College.
- 15.3 In the event of an emergency the Contractor may arrange for temporary sub-contracting, providing the drivers and conductors have recently passed an enhanced DBS check, and that all legal requirements are in place. The Contractor **must** notify the College prior to its intention to sub-contract. In such circumstances the College will decide whether to permit the emergency sub-contracting, and the continuance of the temporary emergency arrangements, or the College shall arrange suitable provision itself. Failure by the Contractor to comply with this condition will allow the College to terminate the contract immediately and without warning.

16. Substitution

- 16.1 If the Contractor fails to observe or perform any of the terms or conditions of the Contract to the satisfaction of the College or the Contract is terminated or suspended, the College may employ another person or persons to perform any part or the Contractor's entire obligation under the Contract and the Contractor will not be paid the sums due during these periods.
- 16.2 If the College is required to pay to that person or those persons a sum of money greater than that due to the Contractor the excess may be recovered by the College from the Contractor as a debt.

17. Health and Safety

- 17.1 The Contractor shall ensure that all personnel have received sufficient training in all areas of Health and Safety relating to the delivery of this Contract, and that they carry out their duties in compliance with all such Regulations.
- 17.2 All Contractor personnel shall undertake tasks in a way which complies with the Contractor's Health and Safety policy, safe systems of work, risk assessments and any other legislative requirements.
- 17.3 The Contractor shall make all Health and Safety documents available to the College upon request
- 17.4 All Service personnel shall observe the correct procedures for the lifting, handling and movement of passengers, equipment and luggage, in accordance with the Manual Handling Operations Regulations 1992.
- 17.5 The Contractor shall have procedures in place for the reporting and investigation of injuries and accidents, which shall satisfy the requirements of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

17.6 All injuries and accidents must be reported immediately to the College.

18. Waiver

Any failure or delay by the College to insist at any time upon the performance of any of the terms, provisions or undertakings of the Contractor contained in the Contract, or failure to exercise any rights under the Contract, shall not constitute or be construed as a waiver thereof or a relinquishment of the College's rights to require the future performance of any such term, provision or undertaking, but the obligation of the Contractor with regard to the same shall continue in full force and effect.

19. Purchase Order

19.1 A Purchase Order raised electronically or in writing by the College constitutes an Offer on the part of the College to acquire the Services subject to these Conditions which must be accepted either in writing by the Contractor or by the actual execution of the Purchase Order.

19.2 Acceptance of the Purchase Order will be deemed to bind the Contractor to these Conditions and the Services shall not be supplied or performed by the Contractor, his employees, agents or representatives, except in accordance herewith. The Contractor's Conditions of Sale do not form any part of the Contract whatsoever.

19.3 The Contractor is deemed to have understood the nature and extent of the Services and to have visited the Premises and shall make no claim founded on his failure to do so. The College shall not be liable for any Order unless it is issued or confirmed on its Purchase Order or other official document and signed by an authorised officer of the College.

20. Contract Price

20.1 The Contract Price shall be quoted in Sterling (GB Pounds) 'net', that is, after deduction of all agreed discounts. Value Added Tax, where applicable, should be shown as a separate charge.

20.2 If the College suspects that the Tenderer has made an error in the pricing of his Tender, the College reserves the right to seek such clarification as it considers necessary from that Tenderer only.

20.3 All route pricing must relate only to the distance travelled between the initial collection point and the final destination, including the same for any return journeys. Transportation of Contractor personnel and the vehicles to or from collection and destination points will be at the expense of the Contractor.

20.4 Contractor tendered prices shall be fixed for a minimum period of 12 calendar months from the commencement of the Services.

20.5 Thereafter and subject to contract extension, the Contractor may apply for a price amendment on an annual basis and shall give not less than three calendar months notice in writing of the proposed increased price to the College.

20.6 Contractor(s) applying for a price amendment shall clearly identify the proposed

price in pounds Sterling, rather than expressed as a percentage or any other measure of movement.

- 20.7 The Contractor(s) application for a price amendment must be accompanied by factual supporting information, but is not limited to copies of third-party invoices, which detail all cost increases incurred since the commencement of the Contract or the implementation of the last price amendment (whichever is the most recent). The College cannot consider any price application without such supportive information.
- 20.8 The maximum price amendment in any one year shall be 3%, or the Retail Price Index percentage movement over the immediately preceding 12 months, whichever is the lesser.
- 20.9 Any agreed variation in pricing shall be confirmed in writing at least 28 calendar days in advance of implementation.
- 20.10 After any Contract extension or acceptance of a price amendment, no further price amendments may be made whatsoever (whether on account of increased material, labour or transport costs, fluctuations in rates of exchange or otherwise) within the next twelve calendar months.

21. Service Provision, Variation and Cancellation

- 21.1 The College shall give not less than one month's notice to the Contractor of all main and mid-term holidays, occasional holidays and closures, and the Contractor shall not be entitled to any payment in respect of such periods.
- 21.2 The College may at any time, by notice to the Contractor, cancel the Services to be provided under the Contract for any day specified in such notice.
- 21.3 The College shall pay to the Contractor the agreed sum for any previously agreed day on which the transport is no longer required and for which less than 24 hours notice of cancellation was given, with the exception of any emergency closure of the College, when the payment due shall be agreed by the parties.
- 21.4 In the event of a period of notice of 24 hours or longer being given by the College to the Contractor to cancel a Service, no payment shall be made for the period of the cancellation.
- 21.5 The detail relating to number of passengers, places, routes and times may be varied at the request of the College, and the Contractor shall not unreasonably object to any modifications requested by the College.
- 21.6 Should the operational needs of the College change, the College reserves the right to revise and renegotiate specific lots / journeys / routes or any other part of the contract under this Tender.
- 21.7 The revision of any journeys / routes as requested by the College shall be at no additional cost to the College, unless the total distance of a particular route is increased by more than 5% of that particular journey/route mileage, in which case the Contractor shall submit to the College a revised rate for that particular lot / journey / route.
- 21.8 In these circumstances, if any revised lot / journey / route rates are viewed to be uncompetitive the College reserves the right to cancel the Contract and seek Tenders for those lots / journeys / routes.

22. Invoicing and Payment

- 22.1.1 Invoices should be submitted after the end of the month for which Services have just been provided.
- 22.2 To prevent delays in payment invoices should quote the Purchase Order number along with any relevant booking reference numbers and should be submitted with signed journey receipts attached (where applicable). Value Added Tax (where applicable), shall be shown separately on all invoices as a strictly net extra charge.
- 22.3 The College will pay the Contractor in accordance with the agreed Contract rates or as modified from time to time as provided for in the Contract.
- 22.4 Due payment amounts shall be adjusted for variations in Service performance and in conjunction with any agreed Service Credit Scheme the College has in place, as detailed within the section on 'Performance of Services' in the Service Specification. The Contractor shall raise Credit Notes to validate these adjustments, or clearly indicate such adjustments on its Invoices.
- 22.5 Whenever under the Contract any sum of money shall be recoverable from, or payable by, the Contractor, the same may be deducted from any sum then due, or which at any time thereafter may become due to the Contractor under this Contract or under any other Contract with the College.
- 22.6 Payment for the Services rendered, unless stated otherwise in the Contract, shall be made 30 days after receipt of a correctly submitted invoice.
- 22.7 The College will seek to encourage genuine early settlement discounts offered by the Contractor.
- 22.8 Payment Terms shall not be varied without the express written authority of the Vice Principal – Finance, Resources & Systems, or the Finance Manager.

23. Indemnity

Except insofar as such loss, damage or injury shall have been caused by negligence on the part of the College, its servants or its agents:

- 23.1 The Contractor shall at its sole cost and expense indemnify, protect, defend and hold The College harmless from and against any and all claims, demands, losses, costs, expenses, obligations, disbursements, liabilities and damages of any kind or nature whatsoever which may be imposed upon, incurred by or asserted or awarded against The College, which arises from or are as a result of the Contractor's actions and/or omissions in relation to this Contract or any breach of this Contract by the Contractor.
- 23.2 In the event The College incurs any expense in carrying out any work that The Contractor is obliged to carry out under The Contract due to any cause whatsoever, The Contractor shall fully indemnify The College against such expenses incurred, including any costs arising from the need to arrange replacement services.
- 23.3 The Contractor shall be responsible for and shall indemnify The College against all liability for damage or personal injury or death arising out of or in connection with the performance of this Contract.

- 23.4 Without prejudice to the generality of the foregoing The Contractor shall indemnify The College against any loss, claims, or proceedings arising out of The Contractor's ownership and/or operation of the vehicle(s).
- 23.5 The Contractor shall bear the responsibility and any additional cost incurred as a result of future changes to vehicle legislation, for example regarding exhaust emissions.

24. Insurance

- 24.1 Without prejudice to their liability to indemnify the College the Contractor shall affect and maintain at all times during the period of this Contract, at their own expense, and from a reputable organisation:

Public and Products Liability insurance in a sum not less than £10 million for each and every occurrence (please confirm what actual Public and Products Liability cover held).

Employer's Liability Insurance in a sum not less than £5 million for each and every occurrence (please confirm what actual employer's liability insurance cover is held).

Motor Insurance with relevant limits and confirmation of specific vehicles which will be used for the contract (please confirm what actual motor insurance cover is held).

- 24.2 Any such insurance shall name the College as a Co-insured Party on all relevant policies, and must be endorsed by the Underwriters / Insurers to prevent any exercise or rights of subrogation against the College, its other Contractors, and/or its employees.
- 24.3 If the Contractor wishes to self-insure against such risks, details of these arrangements must have first been approved by the College in writing prior to the execution of the Contract.
- 24.4 The Contractor shall provide sight of original documentation (including cover notes, policies, and premium receipts) and shall provide copies of this documentation to the College. The Contractor shall notify the College in the event of any change therein, including policy expiry and renewal. The details of such insurance shall be supplied to the College as and when required.
- 24.5 If the Contractor defaults in insuring, the College may itself effect insurance and charge the cost together with an administrative charge of 5% to the Contractor.

25. Conflicts of Interest

The Contractor shall take all appropriate steps to ensure that neither it nor any employee, servant, agent, supplier or sub-contractor is placed in a position where there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Contractor, or such persons, and the duties owed to the College under the provisions of the Contract. The Contractor shall disclose to the College full particulars of any such conflict of interest which may arise.

26. Fraud

The Contractor shall safeguard the College's funding of the Contract against fraud generally and, in particular, fraud on the part of the staff, or the Contractor's directors. The Contractor shall notify the College immediately if it has reason to suspect that any fraud has occurred, or is occurring, or is likely to occur.

27. Competition Law

The Contractor warrants that it has engaged in no price fixing, bid rigging, illegal price information exchange agreement or other arrangement in breach of UK, EU or other competition laws relevant to the Contract or arrangements between the parties.

28. Discrimination

- 28.1 The Contractor, and any sub-contractors shall comply with its responsibilities under the Race Relations Act 1976 (as amended by the Race Relations (Amendment) Act 2000 and the Race Relations Act 1976 (Amendment) Regulations 2003) to eliminate unlawful racial discrimination, promote equal opportunities and promote good relations between people of different racial groups.
- 28.2 The Contractor shall comply with the College's policies and procedures to prevent unlawful discrimination on the grounds of sex, race, disability, sexual orientation, age, religion and belief
- 28.3 The Contractor warrants that its own practices and procedures comply with legislation to prevent unlawful discrimination and that its employees are fully trained on matters relating to the prevention of unlawful discrimination.
- 28.4 The Contractor shall provide such information as required by the College in relation to its compliance with anti-discrimination legislation and will co-operate with any investigation by the College or a body empowered to carry out such investigations under the relevant legislation.

29. Rights of Third Parties

Nothing in this Contract is intended to confer a benefit of any kind on any third party in relation to it, and in particular a person who is not a Party to the Contract may not enforce any of the terms nor object to any variation, and neither shall any person who is not a Party have any rights under the Contracts (Rights of Third Parties) Act 1999 in relation to this Contract.

30. Freedom of Information

- 30.1 The Contractor acknowledges that the College is subject to legal duties which may require the release of information under the Freedom of Information Act 2000 and/or Environmental Information Regulations and that the College may be under an obligation to provide Information on request. Such Information may include matters relating to, arising out of, or under, this Contract.
- 30.2 In the event that the College receives a Request for Information, the College will advise the Contractor of the request.
- 30.3 In the event that the College receives a Request for Information and requires the

Contractor's assistance in obtaining such Information, the Contractor will respond to any related request for assistance from the College, at its own cost and within five (5) days of receiving the request for assistance.

- 30.4 The College shall be entitled to disclose all Information to the extent that it is obliged to do so, within the required 20 days, in order to respond to that request in accordance with FOIA and/or EIR.

31. Dispute Resolution and Arbitration

- a) In the event of any dispute arising from or in connection with the Contract which cannot be settled by negotiations between the Contractor and the College within 14 days, either party may serve written notice on the other to request the matter is referred to arbitration, in which case each party shall jointly appoint a sole arbitrator within 28 days in accordance with the terms of the Arbitration Acts 1996.
- b) The seat of arbitration shall be England and the arbitrator's decision shall be final and binding on both parties. Costs shall be in the award of the arbitrator.

32. Termination

Without prejudice to any other rights or remedies it may have, The College shall have the right at any time to terminate The Contract forthwith, in whole or in part, and to claim for all resulting losses and expenses (including, without limitation, the cost of replacing the Services in respect of which The Contract has been terminated with services of a similar description) if:

32.1 Breach of Contract

The Contractor commits a breach of the Contract and, in the case of such a breach which is capable of remedy, fails to remedy the breach within 7 calendar days (or such longer period as the College may as its option agree in writing) of written notice from the College to do so.

32.2 Statutory Health and Safety Regulations

There is any infringement by the Contractor of any Statutory Health and Safety Regulation.

32.3 Insolvency

- a) The Contractor shall become insolvent or cease to trade or compound with its creditors; or
- b) a bankruptcy petition or order is presented or made against The Contractor or, where The Contractor is a partnership, against any such partner, or if a trustee in sequestration is appointed in respect of the assets of The Contractor or (where applicable) any such partner; or
- c) a receiver or an administration receiver is appointed in respect of any of The Contractor's assets; or
- d) a petition for an administration order is presented or such an order is made in relation to The Contractor; or
- e) a resolution or petition or order to wind up The Contractor is passed or presented or made or a liquidator is appointed in respect of The Contractor (otherwise than for reconstruction or amalgamation).

32.4 Corruption

- a) The Contractor has offered, given, agreed to give, received or solicited to or from anyone a bribe, gift, consideration, inducement or reward for doing or not doing anything in relation to The Contract, the delivery of the Service, or
- b) The Contractor has committed any offence under the Prevention of Corruption Acts 1889-1916, or
- c) The Contractor has given any fee or reward the receipt of which is an offence under Section 117(2) of the Local Government Act 2000.

32.5 Discrimination

The College may terminate the Contract if notice has been given to the Contractor of a substantial or persistent breach of this clause providing that a reasonable period has been given during which the breach may have been rectified and the Contractor has failed to remedy the breach within the stated period.

32.6 Non-Fault Termination

- a) Otherwise, than by the seller's insolvency or bankruptcy, the Contract is terminable by either party giving a minimum of three month's notice in writing to the other party.
- b) A fair and reasonable price shall be paid for any part of the Services performed at the time of the cancellation.
- c) The College shall not be liable for any loss to the Contractor including consequential loss.

33. Compliance

The Contractor must be compliant with, and aware of the statutory regulations issued by the Department for Education Home to School travel and transport guidance.

The Contractor must observe the College's tendering policy (provided) and procedures outlined within the body of this tender specification.

34. Force Majeure

Neither party shall be liable to the other for any failure to perform its obligations under the Contract where such performance is rendered impossible by circumstances beyond its control, but nothing in this Condition shall limit the obligations of the Contractor to use his best endeavours to fulfil his Contractual obligations.

35. Law

This Contract shall be subject to English Law and the exclusive jurisdiction of the English Courts.

Schedule D

Specification of Services

1. Transport Tender Specification

This document specifies the requirements for a comprehensive student transport service between the College and the University of Liverpool.

The contract shall be awarded for one year initially from 1st September 2024 to end of term July 2025 (subject to satisfactory performance and the outcome of periodic reviews) with the option to extend to a second year.

1.1 Summary of Requirements

The main requirement of this Service will be:

- a) To transport students from the University of Liverpool to Carmel College, for the start of the College Day at 9am, with a return journey at the end of the College day leaving Carmel at 4.15pm and occasionally an additional lunch time collection from College as and when the College closes for a specific reason (approximately 6 times per year).

1.2 Current Provision and Requirements

Some of the students who use this Service may be additional support students, possibly with learning difficulties and/or other disabilities, who would be classed as vulnerable students. They will therefore have special needs and may require extra care and support.

If you are awarded a contract with The College, the Contractor / drivers / conductors, where applicable, may need to:

- Hold an Educational permit;
- Hold Enhanced DBS clearance
- Adhere to the Contractor's Safeguarding Policy and Procedures
- Adhere to the College's Safeguarding Policy and Procedures

Please ensure that you carefully consider these key requirements when preparing your proposal.

2. Definitions

"The College" shall mean [**Carmel College**].

"The Contractor" also referred to as the "Service Operator", shall mean the party, whom The College enters into The Contract to supply the services as provided for in The Contract, meaning a person or persons, firm, Company or other legal entity whose quotation has been accepted by The College.

"The Contract" shall mean the agreement made between The College and The Contractor and shall comprise of these conditions.

3. Objectives of the College Transport Service

The aim of the College Service will be to provide a high quality transport Service for the students. The following are identified as the key objectives which the Contractor (Service Operator) will be expected to address:

- Health and safety of all passengers
- Reliable and flexible Service
- Student satisfaction
- Promoting positive relations with the wider community
- Comply with the Modern Slavery Risk (PPN 02/23) – providers are expected to demonstrate that employees are protected from the risks associated with modern slavery
- Social value – providers should consider any additional benefits they are able to offer for the community locally and regionally as part of their submission

4. The Contract

4.1 Contract Duration

A Service for the provision of student transport is required for one academic year September 2024 to July 2025 inclusive, with the option to extend for a further 2 years on an annual basis. Calendar to be provided.

4.2 Contract Review

- a) The continuance of this contract beyond the first year is subject to several factors including satisfactory performance by the Contractor and the outcome of an annual College Service review and availability of a suitable framework.
- b) The College reserves the right to retender any part or this entire contract.

5. Scope of Services

- a) All Services are required to operate Monday to Friday during:

Term time only for **24 weeks plus the occasional day may be necessary**

With service starting from Monday 23rd September 2024 to Friday 30^h May 2025 inclusive.

The Contractor will be provided with a schedule of regular passengers before the Services commence (All passengers will be required to carry a college pass or approval letter).

- b) A breakdown of this year's University of Liverpool term dates are provided below. Weeks highlighted in yellow require the transport service to be operating.

**COLLEGE DEGREE STUDENT
CALENDAR 2024/25**

Week Number	University of Liverpool - Science/Engineering
Welcome Week	No transport required
1	23 rd September to 27 th September 24
2	30 th September to 4 th October
3	7 th October to 11 th October
4	14 th October to 18 th October
5	21 st October to 25 th October
6 (Reading Week)	No transport required
7	4 th November to 8 th November
8	11 th November to 15 th November
9	18 th November to 22 nd November
10	25 th November to 29 th November
11	2 nd December to 5 th December
12	9 th December to 13 th December
WINTER BREAK	No transport required
Revision Week	No transport required
S1 Exam Period	13 th January to 24 th January 25

Week Number	University of Liverpool - Science/Engineering
1	27 th January to 31 st January
2	3 rd February to 7 th February
3	10 th February to 14 th February
4 (Reading Week)	No transport required
5	24 th February to 20 th February
6	3 rd March to 7 th March
7	10 th March to 14 th March
8	17 th March to 21 st March
9	24 th March to 28 th March
10	31 st March to 4 th April
SPRING BREAK	No transport required
11	28 th April to 2 nd May
12	5 th May to 9 th May
Revision Week	No transport required
S2 Exam Period	19 th May to 30 th May

c) Subsequent yearly calendars will be provided to the Contractor as an when necessary.

- d) The following schedules provide details on each Lot (route). You will be provided with a list of service users of the Warrington transport service. Please note this will change annually. Within the remit of the bid please provide alternate routes with appropriate costing and a start time no earlier than 7.35 am.
- e) Each Lot confirms the frequency of Service, the vehicle type, the anticipated number of students, and the (existing) route which may be subject to change, to include the pickup/arrival points and the relevant times required. Student numbers for 23-24 will be confirmed in July 2023.

Lot 1 route:

Inward AM journey: (to get students to college for 8.45am)

From Myrtle Street, Edge Hill, Liverpool L7, Grove Street, Wavertree, Liverpool L15, Edge lane, Merseyside, Carmel College, Prescott Road, WA10 3AG.

Return from Carmel College via reverse route **at 4.15pm**

Frequency

- One return Service per day to arrive at the College no later than 08.45 hours, and to depart at 16.15 hours. Plus possibly approx. 6 ad-hoc lunch time return journeys per year when the College closes early.
- Monday to Friday, term time only (as per degree calendar on page 24)

Passengers

- Note that not all students attend every day
- To carry up to **80 students** & possibly college staff (subject to demand on an annual basis)

Vehicle requirements

- The college's anticipated vehicle requirements are outlined below, however, the tenderer may determine that an alternative vehicle profile may offer a more value for money solution:
- Double Decker bus/coach (subject to demand on an annual basis)

6. Charging and Invoicing for Services

6.1 Charge Rates

Regardless of the method of arranging, requesting or booking any journey to or from, or on a route between any College site, the Contractor and his drivers shall ensure the correct charge for the journey is applied at all times, in accordance with the Contract rates quoted and detailed in Schedule G – Price Schedule and Method Statement.

6.2 Recording of Journeys

The Contractor and their drivers / conductors shall ensure that all journeys to or from, or on a route between, any College site, are recorded electronically in

such a manner that the information may be presented for the purpose of Contract reviews.

6.3 Scheduled Regular Journeys

All Scheduled Regular Journeys shall be recorded by the driver / conductor upon completion (in a method agreed by the College and the Contractor), and passed to the Contractor who shall subsequently raise a consolidated invoice at the end of the month for the provision of all Scheduled Regular Journeys.

6.4 Special Bookings – ‘On Account’

Where the College requests an ad-hoc Service it will provide the Contractor with a Booking reference or Purchase Order number and state the journey is ‘On Account’ and should be invoiced direct to the College. The Contractor shall subsequently submit a consolidated invoice at the end of the month for the provision of all ad-hoc Special Bookings.

7. Managing the Service

7.1 Statutory Requirements

- a) The Contractor shall have obtained planning permission for the use of premises from which to operate a Coach or Bus hire company.
- b) The Contractor shall hold, and provide the College with sight of, a valid Passenger Carrying Vehicle Operator's Licence of the relevant classification as required by Section 12 of the Public Passenger Vehicles Act 1981, or a permit issued under Section 19 of the Transport Act 2000, which allows the operation of the Contract in the manner proposed.
- c) Where applicable, the Contractor shall hold, and provide the College with sight of, a valid Radio Communication Agency Licence at all times throughout the provision of this Service.
- d) If a passenger is disabled and is dependent upon a guide, hearing or other assistance dog the driver MUST allow the dog to be carried, at no charge, unless exempted under section 37 of the Disability Discrimination Act 1995 and the vehicle is clearly displaying the statutory exemption certificate. Refusal to carry an assistance dog without good reason or exemption is an offence, and the College shall inform the relevant authorities of any instances where the Contractor or his staff fail to comply with this legal requirement.

7.2 Service Information

- a) Vehicles shall display adequate signage for the College Service and the destination to avoid any passenger confusion.
- b) The College may (at its own cost) supply the Contractor with College branded timetables, leaflets, posters or cards (including Braille versions) for issue to Passengers. The Contractor shall be expected to meet all reasonable requests to display or carry such items within his vehicles.

7.3 Image and Marketing

- a) The Contractor agrees to assist the College by ensuring that all marketing materials in connection with this Service reflect the Colleges attainment of being

an outstanding College. All branding, imagery and design concepts will be provided by the College to sit within the corporate brand identity.

7.4 Service Requirements and Expectations

- a) The Contractor shall ensure his operational base is sufficiently equipped to always fulfil his contractual obligations.
- b) The Contract shall be invalid and liable to termination with immediate effect should an Operator's Licence / Permit previously granted, be suspended, withdrawn or have conditions attached to it for any reason by the relevant authorities which prohibits the operation of this Contract.
- c) The Contractor shall establish a two-way communication system between drivers and the operating base whilst their vehicles are in transit, to enable information to be passed to the College in case of emergencies, or other untoward incidents, safeguarding the overall interests of all passengers.
- d) The Contractor shall provide all employees allocated to this Service with an Identification Card bearing their photograph (or a suitable company badge), to be carried / worn at all times, and which should be presented when requested by a representative of the College, any Passenger or the guardian / parent of any passenger. A sample copy of the ID card or badge shall be provided with the tender documents.
- e) The Contractor is responsible for providing a reliable and punctual service to meet the specification, which includes the provision of the vehicle and any appropriate equipment aids and adaptations, the driver, and a conductor / escort when required.
- f) The Contractor shall ensure (at his own cost) that adequate staff, vehicles and resources are available to deliver all journeys requested by the College within 10 minutes (pick-up and arrival) of the specified time, and shall have sufficient capacity and resources to quickly arrange the provision of Services for urgent or unforeseen work.
- g) The Contractor shall co-operate in ensuring that an effective working relationship between the Contractor's staff and College staff is maintained.
- h) The Contractor shall organise, in so far as practical, that the same vehicle / driver be used on Scheduled Regular Journeys to establish trust and co-operation between all parties involved, in particular between the drivers and the passengers and their parents / guardians.
- i) In the event that the Contractor is unable to fulfil a scheduled Regular Journey or confirmed Booking, the Contractor or the driver of the vehicle concerned shall notify the College as soon as possible.

8. Delivering the Service

8.1 Service Requirements and Expectations

- a) The Contractor shall notify the College and passenger or their representatives immediately of any lateness or non-attendance of staff and the action taken to continue to provide the Service, including the name of the alternative staff member to be provided.

- b) Drivers shall carry a Schedule of Passengers and emergency College contact details.
- c) Drivers are required to be always punctual to within 10 minutes of the required pick-up and arrival times.
- d) The Contractor and his employees shall ensure prior to departure that all College passengers using a Scheduled Regular Service are listed on their Schedule of Passengers.
- e) The driver shall ensure that no unnecessary detours or unscheduled stops be made during the discharge of the Service. Where a detour is unavoidable, for example road works, the driver shall explain to the passenger(s) and the College why this was necessary. Where the detour delays any student's arrival at College / home by more than 20 minutes, the Contractor / driver shall make every effort to pass the information on to the College.
- f) Passengers on a Scheduled Regular Service shall be picked up and set down only at those locations and within the range of times as specified under this Service provision, unless modified in writing by the College.
- g) The driver shall comply with any instruction within the Schedule of Passengers, for example specifying that a passenger must be delivered to the care of a named person.
- h) In cases where any passenger listed on the Schedule of Passengers is not physically present at the agreed collection point at the designated time, the driver would be expected to wait for a short period, providing this would not cause significant delays to the remainder of the journey. If, after waiting, the passenger still hasn't arrived at the pick-up point the College must be informed as soon as possible by the Contractor or the driver of the vehicle concerned.

8.2 Student and Staff Passengers

- a) Students and staff will have been issued with a College identity card, boarding pass, permit or ticket (to be confirmed) entitling them to travel on the College Service. These will only be valid for specific routes and during those periods covered by the College Service Contract, unless otherwise agreed by the College and the Contractor to meet exceptional circumstances.
- b) It will be the Contractors responsibility to ensure students and staff have the relevant documentation for each journey.

8.3 Passenger Care and Safety

- a) A strict no smoking policy for all Contractor personnel and passengers shall be enforced for this Service.
- b) Vehicles must be safely parked and engines shall be switched off while waiting at terminal points.
- c) Drivers shall ensure that all passengers are safely seated and that all seat belts (if fitted), harnesses, and wheelchair restraints are safely secured prior to departure.

- d) Except for the use of a hands-free system drivers shall not use a mobile telephone whilst the vehicle is moving, but shall first pull over to a suitable area and ensure the vehicle is safely parked before using such equipment.
- e) Passengers shall not be permitted to sit 3 to a double seat.
- f) Passengers are not to be left unattended in a vehicle except in an extreme emergency, when the driver shall switch off the engine, apply the handbrake and hazard warning lights and remove the keys from the vehicle.
- g) Passengers must embark and disembark from a safe position and the driver / conductor / escort shall ensure that passengers are not exposed to any hazards, including those posed by other road users, cyclists and pedestrians.
- h) Drivers should consider that some passengers may be particularly frail and may need extra assistance in entering into or alighting from vehicles, especially during inclement weather conditions.
- i) Regular difficulties with any passenger in respect of mobility or special attention should be reported in all cases to the College for discussion.
- j) In the event of any passenger being taken ill during a journey the driver shall administer First Aid to the passenger where possible and practical, and shall contact the emergency services where required. Instructions for reporting such incidents to the College are detailed in Section 13 - Reportable Incidents.

9. Contractor Service Personnel

9.1 Service Personnel Requirements

All drivers employed by the Contractor, and those provided as substitute operatives, however used on this Service **must**:

- a) Have undergone and passed the relevant enhanced DBS checks.
- b) Ensure all drivers have undertaken training adequate to familiarise them with student protection issues / responsibilities and the College procedures and policies, with refresher training at least every 3 years. A 'Safeguarding awareness course' approved by the Local Safeguarding Children Board or by the College's Safeguarding Managers will suffice. Contractors must agree to adhere to the College's Safeguarding principles.
- c) Have undergone a medical examination by either their General Practitioner or the Contractor's company doctor within the last 12 months, and have been declared medically fit at that examination.
- d) Disclose to their employer (the Contractor) any concerns they may have regarding their current health which may affect their ability to perform their duties.
- e) Be fluent to a reasonable standard in the use of the English language.
- f) Have received sufficient training and be fully aware of the rules, procedures and statutory requirements concerning health and safety.
- g) Have received sufficient training and be fully aware of the particular and diverse special needs of some passengers, and should have some experience of providing assistance to those passengers who are; Blind or partially sighted,

Deaf or hard of hearing, wheelchair users, or otherwise mentally or physically disabled.

- h) Have received sufficient training in administering basic First Aid.
- i) Carry out their duties in a professional and courteous manner, always exercising patience and tolerance towards passengers and members of the public.
- j) Not exceed their level of professional competence or undertake any tasks not required in this Contract.
- k) Be presentable and wear appropriate attire or a company issued uniform.
- l) Always carry the identity card or company badge issued by the Contractor and any identity card or badge issued by the College. These shall be presented when requested by any College official, passenger, or the parent or guardian of any passenger.
- m) Have sufficient local knowledge, be familiar with the routes of the scheduled regular journeys, and be capable of operating any satellite navigation device which is fitted to the vehicle.
- n) Not accept or solicit any gratuity, tip or other benefit or reward.
- o) Not engage in behaviour or activities that are contrary to the College's interest, or which may damage the College's reputation.

9.2 Professional Driver Competence and Safety

- a) The Contractor shall provide full details of College Service drivers qualified or experienced to the level of Driver Certificate of Professional Competence, and will inform the College immediately in writing of any changes to the status of College Service drivers.
- b) The College reserves the right to request the removal from its Service of any driver who no longer holds the Driver Certificate of Professional Competence.
- c) All drivers of vehicles classified as a Public Service Vehicle must hold the relevant Public Service Vehicle licence.
- d) The Contractor shall provide the college with copies of all driving licences and associated documents for all drivers involved in the delivery of this Service.
- e) The Contractor shall provide the College with details of any College Service driver convicted of any moving traffic offence during the last 4 years.
- f) After the commencement of this Contract the Contractor shall notify the College immediately of any road traffic offence, or other traffic incident, involving any driver normally allocated to the College Service, regardless of whether the incident occurred during the provision of this Service.

10. Vehicles Providing the Service

10.1 Statutory Requirements

- a) Any vehicle designed to carry more than 8 passengers (excluding the driver) used in the delivery of this Contract must be licensed by the Traffic

Commissioner as a Public Service Vehicle (PSV) and shall always display the relevant PSV licence in the windscreen.

- b) Any vehicle designed to carry up to 8 passengers (excluding the driver) used in the delivery of this Contract must be a Hackney Carriage or Private Hire Vehicle licensed by the appropriate Local Authority, and shall display such licence at all times.
- c) Vehicles shall not be loaded beyond their licensed capacity.
- d) The Contractor shall bear the sole responsibility of ensuring that all vehicles used for this Service are fit for purpose in all respects and comply with all relevant statutory requirements including, without limitation; Road Traffic and Licensing Legislation, the Motor Vehicles (Construction and Use) Regulations 1986, Public Service Vehicles (Conditions of Fitness, Equipment and Use) Regulations 2020.
- e) All PSV vehicles shall have a Certificate of Initial Fitness (COIF) or a Certificate of Conformity to show the vehicle has been built or adapted to PSV standards.
- f) All vehicles shall have a current relevant MOT certification or equivalent certification for Public Service Vehicles
- g) All vehicles shall clearly display on the windscreen a valid vehicle excise licence
- h) All vehicles shall clearly display the Service Operator's name and address.
- i) Where a passenger is transported in a wheelchair this must be in accordance with the Department of Transport Code of Practice, The Safety of Transport of Passengers in Wheelchairs (Publication VSE 87/1) even though the vehicle may not be a public service vehicle. The driver of such a vehicle shall have received adequate training in the securing of wheelchairs or other mobility equipment in the vehicle, and will preferably have been issued with a wheelchair assessment certificate by the Driver Standards Agency.
- j) Where a tail-lift or ramp is fitted to the vehicle this is to comply with B.S. 6109 Part 2.

10.2 Prohibition Notices / Defective Vehicles

- a) If any enforcement or prohibition notice is served under any Road Traffic and Licensing Legislation, including the Public Passenger Vehicles Act 1981 or any amendment or re-enactment thereof, in respect of any of his vehicles, whether in use for the purposes of this Contract or otherwise, the Contractor shall immediately notify the college in writing of the details, and provide a copy of the enforcement or Prohibition Notice.
- b) As the safety of students is imperative, the College reserves the right to terminate the Contract due to concerns with vehicle safety.

10.3 Vehicle Resources

- a) The Contractor shall ensure the availability of well maintained and roadworthy vehicles, to fully always meet the requirements of this Service.

- b) In the event of planned vehicle maintenance, a substitute vehicle, at least meeting (or exceeding) the specification of the original vehicle, shall be provided by the Contractor at no extra cost to the College.
- c) In the event of vehicle breakdown or an accident a replacement vehicle, at least meeting (or exceeding) the specification of the original vehicle, shall be provided as soon as possible by the Contractor at no extra cost to the College.

10.4 Service Vehicle Requirements

PSV Licensed Vehicles

- a) On all PSV licensed vehicles the driver must have direct control over the opening and closing of the passenger door either by electrical or mechanical means, unless a conductor or an escort is provided.
- b) Vehicles must be fitted with a correctly functioning speed limiter.
- c) Vehicles must be fitted with an automatic audible reversing warning device.
- d) In the case of a minibus, a vehicle with lateral facing seats is not acceptable except where the majority of seats are forward facing and only the rear pair of seats are lateral facing. All passenger seats must have seat belts fitted.

All vehicles used to deliver this Service must:

- a) Be covered by a comprehensive vehicle insurance policy from a reputable company.
- b) Be covered by a 24 hour comprehensive breakdown and recovery service from a reputable company.
- c) Undergo relevant daily safety checks and be fully roadworthy.
- d) Have sufficient seats and storage space to meet the needs of passengers.
- e) Be well maintained and cleaned, internally and externally (subject to weather conditions) to such standard that they present a professional image to the public.
- f) Have suitable heating and air conditioning systems for the passenger comfort.
- g) Be safely parked with engines switched off while waiting at pick-up and drop off locations.
- h) Have any additional equipment fitted by fully qualified and competent professional fitters.
- i) Carry the appropriate fire extinguishers and fire blankets for vehicle fires.
- j) Carry sufficient First Aid equipment including the necessary equipment and materials to clear up bodily fluids.

10.5 Vehicle Maintenance Records

- a) The Contractor shall, always, keep proper records of all routine services, repairs and work carried out in connection with this Contract.

- b) All such records, including relevant driver licences, shall be produced by the Contractor whenever required for inspection by any officer authorised by the College.

10.6 Inspection of Vehicles

- a) The Contractor shall allow the College's duly authorised representative to enter the Contractor's premises at all reasonable times for the purpose of inspecting the Contractor's maintenance facilities and the vehicles used in the provision of the Services.
- b) The Contractor may be required to submit any vehicle used in the Contract for inspection at an appropriate place designated by the College, should the College have reasonable cause or concern to consider this action is necessary, where a full inspection to the Department of Transport annual test standard will be carried out at the Contractor's expense.
- c) Any vehicle found to have a defect which could affect the safety of passengers shall immediately withdrawn from the College Service until such time as the defect has been rectified, and the repair confirmed as complete by a College representative.
- d) Any vehicle which is found to be in Service without having the defect rectified will be grounds to terminate the Contract with immediate effect.

10.7 Environmental Issues

The College accepts its responsibility to reduce the adverse and increase the beneficial environmental impacts that result from its activities and services.

- a) To help us work towards this responsibility the Contractor must work with the College to provide vehicles with low carbon buses that comply with the Euro exhaust emission standards of no less than Euro 6.
- b) The Contractor will be required to supply the appropriate documentation to the College as and when required.

11. Performance and Quality of the Services

11.1 Monitoring of Services and Contractor Personnel

- a) The College will monitor the provision and quality of Service against the agreed Contract Service Level Agreement detailed in Schedule G – Pricing Schedule and Method Statement.
- b) The College may request that an authorised Officer of the College travels with the driver to assess the performance of the Service.
- c) A random audit of journeys will be carried out at regular intervals as a further method of assessing the provision and quality of the Service.
- d) The College reserves the right to inspect the identification cards or company badges of Service personnel, travel logs, Schedules of Passengers, fare receipts and any other relevant records or equipment kept by the Contractor's personnel in the performance of this Contract.

11.2 Calculating Performance and Payment

- a) The Contractor shall report immediately to the College any accident, breakdown, non-maintenance of any agreed timetable, or any other failure or delay in operating the Service.
- b) In the event whereby the Contractor fails to comply with the terms and conditions specified in the tender (unless it can be demonstrated to the satisfaction of the College that such failure is wholly as a result of events over which the Contractor had no control) the College reserves the right to deduct reasonable sums for late or non performance of any part of the Service.
- c) The Contractor will be notified verbally and in writing of any such intended claims or deductions and given the opportunity to comment on the alleged incident(s) prior to any deduction.
- d) The Contractor has the right to appeal against any subsequent decision within 14 calendar days of notification.

11.3 Failure to Perform and Late Services

- a) In the event of failure to provide a scheduled Service, or to provide it at more than 30 minutes after the agreed time, the College shall be at liberty to contract for the provision of other vehicles (including taxis) as may be necessary.
- b) In these circumstances all costs, charges and expenses incurred by the College shall be deemed a debt due from the Contractor to the College, and shall be reimbursed in full to the College or may be deducted in full from any outstanding payments due to the Contractor.
- c) Continual failure to perform or provide Services as required under this Contract may result in an early Contract review or termination of the Contract.

11.4 Failure to Recognise Scheduled Stops

- a) Any Service vehicle failing to stop for passengers at an agreed pick up or drop off point is not acceptable. Incidents will be reported to the Contractor for investigation.
- b) Continual disregard of allocated passenger stops may result in an early contract review or termination of the Contract.

11.5 Early Running

- a) College services are expected to run at the agreed times. Vehicles must not depart from collection points and scheduled stops until the agreed time. Any incidents will be reported to the Contractor for investigation.
- b) Continual disregard of timetable schedules may result in an early contract review or termination of the Contract.

12. Reportable Incidents

12.1 Student Passenger Feeling Unwell

- a) In the event of a student being taken ill during a journey the driver shall immediately contact the College and advise them of the situation.

- b) The College shall ask the driver to confirm the name of the passenger, the symptoms experienced by the passenger and when they were first noticed, any action taken by the driver, details of any First Aid provided, and whether or not the emergency services have been contacted.
- c) The College shall advise the driver what further action should be taken.
- d) The College shall be responsible for contacting the passenger's parent or guardian and advising them of the situation.

12.2 Complaints

- a) Any complaint made against the Service, a passenger or the Contractor's personnel shall be thoroughly investigated jointly by the College and the Contractor.
- b) The Contractor must inform the College immediately by telephone of any complaint made by a student, College staff member.
- c) A written report detailing the complaint, along with any complainant correspondence must also be submitted to the College by the Contractor within 10 calendar days of the complaint being made.
- d) Any complaint made direct to the College will be forwarded to the Contractor within 10 calendar days.
- e) The Contractor shall meet with College officers, as soon as is practical, to discuss and resolve any complaint made.

12.3 Misconduct

- a) The Contractor or driver must inform the College immediately by telephone of any instances of misconduct or breach of safety requirements by any passenger on a College Service route, referencing the individual(s) concerned.
- b) A written report detailing the incident must also be submitted to the College by the Contractor within 5 calendar days.
- c) The College will advise the Contractor of the outcome of its investigation of the incident.
- d) The right of any student or other person to be conveyed by the Contractor shall be referred to the College, whose decision shall be final.

12.4 Vehicle Breakdown

- a) The Contractor or driver must inform the College immediately by telephone and/or email of any instances of a College Service vehicle breakdown (including punctures) or any driver concerns regarding the safety of their vehicle.
- b) A written report of the incident must also be submitted to the College by the Contractor within 10 calendar days, stating the problem and how it was
- c) rectified.

12.5 Accidents and Injuries

- a) The Contractor or driver must inform the College immediately by telephone and/or email of any instances where a College Service vehicle or a passenger is involved in an accident, regardless of fault or blame.
- b) A detailed written report of the incident must also be submitted to the College by the Contractor within 5 calendar days, stating the circumstances of the accident, details of all vehicular damage, and any injuries sustained to individuals.
- c) The Contractor shall also submit to the College details of any actions they have taken, including further training, to help prevent a reoccurrence.
- d) The College reserves the right to request that individual drivers are not permitted to drive College Service vehicles.

12.6 Road Traffic Offences

- a) The Contractor shall notify the College immediately by telephone of any road traffic offence or other traffic incident involving any of its College Service drivers, regardless of the severity of the offence and the type of vehicle involved, and regardless of whether or not the incident occurred during the provision of the College Service.
- b) A detailed written report of the incident must also be submitted to the College by the Contractor within 5 calendar days, stating the circumstances of the road traffic offence, and detailing any intended prosecution, penalties or fines imposed on the driver.
- c) The College reserves the right to request that individual drivers are not permitted to drive College Service vehicles.

12.7 Lost Property

- a) The Contractor shall make arrangements to deal with lost property in accordance with the Public Services Vehicle (lost property) Regulations 1978 (as amended).
- b) The Contractor or driver must inform the College immediately by telephone of any instances of property left on any vehicle.
- c) All lost property shall be returned by the Contractor to the College Transport Officer or a main College site receptionist by arrangement, within 24 hours.
- d) The College member of staff will complete any Lost Property documentation or receipt required by the Contractor.

13. Contract Management

13.1 Contract Manager

The Contractor and the College shall confirm in writing the appointment of an individual responsible for general liaison between the parties, and a further individual to be contacted should problems need to be escalated.

13.2 Contract Reviews

- a) It is a requirement of this contract to hold regular meetings to monitor performance against the terms and conditions of this Contract, to review past performance and to plan for future services. These meetings will be formally

agreed at the start of the Contract, however it is expected that the reviews shall be held at least every 6 months, or more frequently if the need is required.

- b) The Contractor shall ensure that senior staff assigned to the Contract and other appropriate members of staff attend those meetings required by the Contract.
- c) Should the most appropriate member of the Contractor's staff be unable to attend the meeting, then a suitable replacement of equivalent status shall be fully briefed and attend on the Contractor's behalf.

13.3 Management Information

- a) The Contractor shall record all journeys undertaken, any fares paid and passes shown together with the time of boarding by the passengers.
- b) The Contractor shall be required to present quarterly and total spend against the Contract.
- c) This information shall be submitted to the College at mutually agreed times in a format suitable for the purposes of trip analysis.
- d) The Contractor will be required to bring such files and management information as requested by the College.

PART 2

**INVITATION TO TENDER
FOR THE PROVISION OF
STUDENT TRANSPORT – University of Liverpool**

**THIS PART OF THE DOCUMENT
SHOULD BE RETURNED
VIA EMAIL TO procurement@carmel.ac.uk
BY NOON ON Friday 17th May 2024
AND WILL MAKE UP YOUR TENDER SUBMISSION**

FAO The Vice Principal – Finance, Resources & Systems
Finance Department
Carmel College
Prescot Road
WA10 3AG

Schedule F

Form of Tender

To Carmel College

I/We offer to supply to the College in accordance with the enclosed Terms and Conditions for Transport Services, Service Specification and the detail provided in the Price and Method Statement.

I/We agree that any other terms or conditions of contract or any general reservations which may be printed on any correspondence emanating from us/me in connection with this tender or with any contract resulting from this tender, shall not be applicable to the Contract.

I/We agree that any contract that may result from this tender shall be subject to the law of England as interpreted in English Court.

The prices quoted in this tender are valid and open to acceptance by you for a period of Ninety days from the tender return date specified in your Invitation to Tender.

I/We declare that this is a bona fide tender, intended to be competitive and that we have not fixed or adjusted the amount of the tender by or under or in accordance with any agreement or arrangement with any other person.

I/We further declare that I/We have not done and I/We undertake that I/We will not do any of the following acts:-

- Communicate with a person, other than the person calling for this tender, the amount or approximate amount of the proposed tender
- Enter into any agreement or arrangement with any other person that he/she shall refrain from tendering or as to the amount of any tender to be submitted
- Offer to pay or give, or agree to pay or give, any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other tender or proposed tender for the requirement any act or thing of the sort described above.

In this declaration the word "persons" includes any person and any body or association, corporate or incorporate. The words "agreement or arrangement" include any such transaction, formal or informal, whether legally binding or not.

Complete text:

Signed:

Date:

Printed Name:

Job title:

On behalf of:

Registered address:

Tel No:

Email address:

Fax No:

Schedule G (to the Form of tender)

Price Schedule and Method Statement

Tenderers to complete **all** parts.

Tenderers are to provide information in the following tables. Where additional information is requested, or you have additional information to support your tender submission, it should be attached in the specified format.

Price Schedule

PS1	Route Pricing		
	<ul style="list-style-type: none"> Please provide your prices below for the Lot (Route) you are tendering for: 		
	Item No	Lot No	Route
1	Lot 1	Details to correspond with the individual Lot specified in Schedule D – Specification of Services	Cost per day excluding VAT £
PS2	Cost Breakdown		
	<ul style="list-style-type: none"> Provide a breakdown to define how you have calculated the costs associated with your price proposal. <p>Responses must be shown as a percentage of the total cost and, where highlighted, the current cost in £.</p>		
	Description	Response required as a % of total cost	Current cost in £
	Drivers wage	%	£
	Fuel	%	£
	Depreciation / Road Tax / Insurance	%	No response required
	Vehicle maintenance	%	No response required
	Other overheads	%	No response required
Profit	%	No response required	
PS3	Added Value		
	<p>Tenderers are invited to provide a statement detailing any additional discounts, retrospective rebates or incentives that are applicable to your bid</p> <p>This could take the form of:</p> <ul style="list-style-type: none"> - A retrospective rebate - Discounted charging and/or payment structure - Discounts for groups / clubs which students are members of - Any other added value <ul style="list-style-type: none"> Please include below, or as an attachment, details of any Added Value proposals you can offer as part of the College Service. <p>Details provided / not provided</p>		
PS4	Payment Terms		
The College's standard payment terms are by the end of the month following the month of invoice			

on receipt of a correctly rendered invoice.			
<ul style="list-style-type: none"> Please detail below any additional discount for payment of invoices within: 			
		Discount Offered	Comments
a	7 days from receipt of invoice	%	
b	14 days from receipt of invoice	%	
c	21 days from receipt of invoice	%	
d	28 days from receipt of invoice	%	

Method Statement

MS1	Service Level Agreement
	<p>The College intends to set up a Service Level Agreement with the successful tenderer(s). As a minimum, the following key areas shall be assessed to measure total performance of the Service.</p> <ul style="list-style-type: none"> On time collections to and from College premises Ability to service the requirements of the College Procedures for dealing with any complaints, injuries or accidents Please provide copies of Service Level Agreement(s) currently in use by the tenderer that could form the basis of the Contract Service Level Agreement for this requirement. <p>Details provided / not provided</p>
MS2	Vehicles
	<ul style="list-style-type: none"> Confirm the size of your vehicle resource that is proposed for each of the routes identified in this ITT. The information you provide should include, as a minimum:
	The number of vehicles
	Size/seating capacity of vehicle resource
	Average age of vehicle resource
	Age of Oldest vehicle in your fleet
	Age of Newest vehicle in your fleet
<ul style="list-style-type: none"> Add any comments to support your response to Question MS2 <p>Details provided / not provided</p>	

<p>MS3</p>	<p>DBS clearance for drivers, conductors and escorts</p> <p>As previously stated, at this stage, the College now requires confirmation that all drivers, conductors and escorts used in the delivery of this Service have valid DBS checks in place, or equivalent checks for those employees previously residing overseas or originating from outside of the UK.</p> <ul style="list-style-type: none"> • Please enclose a signed and dated statement to this effect on Company headed paper. Details provided / not provided <p>TENDERERS NOTE: Before Awarding the Contract, for staff that will be used to provide the required services under this contract; the Contractor shall (for the purposes of verification) provide the College with original documentary evidence confirming these staff have passed a recent enhanced DBS check during the last 36 months. Where any additional or new staff are to be involved in the provision of the Service, or when otherwise requested by the College, original DBS clearance documentation shall be produced, this requirement applying throughout the duration of this Contract.</p>
<p>MS4</p>	<p>Driving Licences</p> <p>The College requires confirmation, and an assurance, from the Contractor that all drivers used in the delivery of this Service shall hold, at all times, a valid driving licence with full entitlement to drive a Passenger Carrying Vehicle in the UK.</p> <ul style="list-style-type: none"> • Please enclose a signed statement to this effect on Company headed paper. Details provided / not provided <p>TENDERERS NOTE: Before Awarding the Contract, for staff that will be used to provide the required services under this contract; the Contractor shall (for the purposes of verification) provide the College with original documentary evidence (not copies) confirming these drivers hold a valid driving licence giving them full entitlement to drive a Passenger Carrying Vehicle in the UK.</p> <p>Where any additional or new drivers are to be involved in the provision of the Service, or when otherwise requested by the College, original driving licenses shall be produced, this requirement applying throughout the duration of this Contract.</p>
<p>MS5</p>	<p>Risk Assessments</p> <ul style="list-style-type: none"> • Provide details and evidence, including risk assessments, of the controls and procedures you have in place to ensure that Drivers, Conductors and Escorts used specifically for this service shall: <ul style="list-style-type: none"> - Be medically fit to undertake the services - Not exceed their permitted driving hours without taking mandatory rest periods - Have the relevant driving licences and meet any other areas of legislation - Be randomly checked and/or monitored to ensure they are not driving, or escorting, passengers whilst under the influence of alcohol and/or drugs - Report all driver misdemeanours (including exceeding driver's hours and falsifying driver's records), road traffic violations, fines, and licence infringements, regardless of whether these occur during, or outside of, the delivery of this service

	<ul style="list-style-type: none"> - Be fully briefed and understand the level of courtesy and patience expected from them, and appreciate that they may need to give extra consideration when dealing with vulnerable students <p>Details provided / not provided</p>
MS6	<p>Operators Licence</p> <ul style="list-style-type: none"> • Provide the following detail: <ul style="list-style-type: none"> - Operator licence number - Number of 'O' discs held - Expiry date of discs <p>Details provided / not provided</p>
MS7	<p>Escalation Procedures</p> <ul style="list-style-type: none"> • Describe your escalation procedures in the event of recurrent failure to provide satisfactory Service, and the timescales involved in investigating and reporting your findings to the College. <p>Details provided / not provided</p>
MS8	<p>Additional requirements</p> <ul style="list-style-type: none"> • Provide detail of the geographical areas within Merseyside where you would be willing and able to offer your Services, in the event the College should require additional ad-hoc / alternative routes. <p>Details provided / not provided</p>

Schedule H

Subcontractors

Please provide, if appropriate, a list of all sub-contractors you intend to use together with any goods and / or services that will be supplied by the sub-contractors, including contact names, telephone / email addresses and the relevant company names and addresses.

Acceptance of the Tender will not imply consent to these proposals.

Complete text:

Signed:

Date:

Printed Name:

Job title:

On behalf of:

Registered address:

Tel No;

Email address:

Schedule Q

Qualification of Offer

The Tenderer should submit details under this heading only if unable to comply with the Terms and Conditions indicated in the Contract documents of this Invitation to Tender.

Please ensure that each qualification is clearly referenced.

Complete text:

Signed:

Date:

Printed Name:

Job title:

On behalf of:

Registered address:

Tel No;

Email address: