

Contract Compliance, DPS and Evidence Policy

Company	URBAN TRANSIT SOLUTIONS LTD
Policy owner	Director
Version	1.0
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Review date	06.06.2027
Approved by	Director

Purpose

This policy explains how the company prepares and maintains evidence for Dynamic Purchasing Systems, council frameworks, school transport contracts, NHS-related accounts and other public-sector transport opportunities.

Scope

Applies to company management, operations, accounts, dispatch, drivers, escorts and contractors where evidence is required for procurement, onboarding, audit, contract monitoring or performance review.

Compliance principle

The company must be able to prove what it says in a tender or DPS submission. Policies must be supported by live evidence such as licences, insurance, training records, route assessments, incident records, complaints logs, data protection controls and contract-specific instructions.

Core evidence file

- TfL private hire operator licence and premises/operator details.
- Driver and vehicle licence evidence for allocated work.
- Motor insurance, public liability insurance and employers' liability insurance where applicable.
- ICO registration where required.
- Safeguarding policies, DBS/vetting evidence, training logs and route risk assessments.
- Health and safety, incident, accident, complaints and business continuity records.
- Equality, accessibility, confidentiality, data protection, modern slavery and anti-bribery controls.
- Financial/payment information, VAT status if applicable, bank details and invoice controls.

DPS submissions

Before submitting to a DPS or framework, the Director or Operations Manager must check that all answers are accurate, evidence is current, exclusions/declarations are complete, insurances meet the required limits, named contacts are correct and contract-specific requirements are understood. The company must not claim accreditations, staff numbers, clinical capability or care provision it does not hold.

Contract mobilisation

For each awarded route or account, the company must create a contract file containing booking instructions, reporting contacts, emergency contacts, route risk assessments, approved drivers/vehicles/escorts, waiting time rules, safeguarding escalation route, invoicing rules and any council/NHS/school-specific forms.

Performance monitoring

- Monitor lateness, failed collections, incidents, complaints, safeguarding concerns, missed check-ins, vehicle issues and invoice disputes.

- Report to the council/client within contract timescales.
- Hold corrective action records for repeated failures.
- Review subcontractor performance before continuing allocation.

Insurance and financial controls

The company will maintain insurance appropriate to its operating model and contract requirements. Where a contract requires specific limits, extensions or evidence, work must not start until the requirement is met or the client has confirmed acceptance. Invoices must match agreed rates, cancellations and attendance evidence.

Subcontracting

Subcontracting must only take place where permitted by the contract and where the subcontractor meets the same licensing, safeguarding, insurance, training and evidence standards required for the work. The company remains responsible for contract control unless the contract states otherwise.

Responsibilities

The Director approves DPS submissions and contract commitments. The Operations Manager keeps operational evidence. Accounts keeps payment evidence. The DSL keeps safeguarding evidence. The Data Protection Lead keeps data evidence.

Procedure

Create evidence file, check tender answers, mobilise contract file, monitor performance, record incidents, keep audit trail and review evidence before renewal or re-submission.

Records kept

DPS submissions, contracts, insurance certificates, licences, evidence checklists, mobilisation files, performance data, audit responses, corrective actions and correspondence.

Review

Reviewed before every major DPS/framework submission and at least annually.

Approval

Signature

Name

MOHAMOUD MOHAMED

Position

DIRECTOR

Date

06.06.2026