

## Trades Services Framework Agreement 2019

### Questions raised at Supplier Briefing Events 24<sup>th</sup> June – 1<sup>st</sup> July 2019

Question Raised	Response
1) Will CHAS registration be needed?	<p>The Contract Notice being published advises that tenderers are required to have accreditation to either Contractors Health and Safety (CHAS) or Safety Schemes in Procurement (SSIP).</p> <p>Successful contractors on to the framework must be able to demonstrate that such registration/accreditation is in place for 2<sup>nd</sup> December 2019.</p> <p>While the framework is in place – successful contractors must maintain any CHAS or SSIP accreditation. If this expires while the contractor is working on an actual works order they will be able to complete that works order, but they will be suspended from receiving any further/future work until they can evidence such CHAS or SSIP accreditation is in place.</p> <p>Any proposed sub-contractors will need to meet the same requirements.</p>
2) If you are in the process of refreshing your CHAS certificate will you still be allocated work?	<p>No, you will not be able to be allocated any work until you can demonstrate evidence to support having the CHAS or SSIP accreditation in place.</p>
3) Sometimes we can offer better materials or ways of working for a job.	<p>Planned work – the Council will provide a specification of requirements as part of the mini-competition, tenderers will have the ability to propose a variant bid if they wish, however, they must also submit a bid based upon the Council's requirements.</p> <p>Reactive work – the supplier will be able to have dialogue with a Maintenance Officer on what is required and how the work can be provided.</p>
4) 90% Price and 10% Technical/Quality being used as the evaluation method – as a sole trader how would we fit into the framework?	<p>The Specification included within the Contract document will provide details of the standard /accreditation needed for the different Trade Lots and information on ways of working etc.</p> <p>The Council also consider the requirements of CHAS and SSIP accreditation and the minimum requirements stated in the Contract document ensure that a high standard of quality will be met.</p> <p>To assist tenderers in bidding for a place on the framework a smaller number of technical/quality questions have been used.</p> <p>Any tenderer may bid for any/all Trade Lot, geographical area, domestic or non-domestic property types.</p>

	<p>Tenderers can also consider using or become a sub-contractor or submitting a consortia bid.</p> <p>Tenderers need to ensure they submit competitive pricing.</p>
5) What are the threshold values for jobs?	<p>Reactive works – will be directly awarded up to the value of £50,000.</p> <p>Planned works – the maximum total value of a planned works mini-competition would be £2m.</p> <p>Please refer to the Invitation to Tender document, paragraph 21.</p>
6) I'm a sole trader – how do I fit in doing all the necessary admin/paperwork – invoices to be in within 14 days and health and safety risk assessments.	<p>Reactive works – the majority of works orders would not require a risk assessment.</p> <p>Planned works – mini-competitions may require a greater level of risk assessments.</p> <p>Invoicing – in introducing the 14 days turnaround for submitting an invoice after completing a works order, it is anticipated that this will assist cash flow for suppliers. Also the introduction of e-invoicing and the phased mobile app will assist in reducing the amount of admin/paperwork needed in comparison to current practices and processes.</p>
7) You are planning to bring more work in-house – how will this affect the work going through the framework?	<p>It will be a phased approach and will take time to build up in-house resources, it is anticipated that there will always be a need for external suppliers for some more specialist types of work and to supplement internal capacity.</p>
8) Becoming a sub-contractor can be a barrier, there are some main contractors who have a poor payment record and we wouldn't want to work for them.	<p>One of the conditions of contract is for main contractors to pay their sub-contractors within the same timescales as the Council pays main contractors. Within 30 days of receipt of a satisfactory invoice. Where a satisfactory invoice has not been paid within 30 days, the sub-contractor can make the Council aware of this.</p>
9) I'm mainly based in one area, and sometimes help the Council out in the Fort William area. If I didn't want to bid for some of the geographical areas as I don't do much work there, will this stop the Council asking me to do jobs in those areas?	<p>Where this new framework is identified for use for an individual job, the Council will firstly look to appoint work to a supplier under the relevant lot and area. If they are unable to action this, then the Council will need to look at other solutions – possibly outwith the framework.</p> <p>Suppliers can consider tendering for geographical areas themselves, or contacting others to see if there are any sub-contract opportunities.</p> <p>Successful contractors on the framework can seek prior approval from the Council at any time to use new sub-contractors. Any proposed sub-contractors will need to meet the same requirements.</p>

<p>10) Principal Contractors – will the Council cover this role.</p>	<p>If more than one contractor is to be on site, the Council will need to appoint a Principal Contractor (PC). The Council can take this role itself, or seek to appoint a supplier in the relevant lot (Lots 1-15) who has confirmed they are able to act as a PC. If no-one can be commissioned, then the Council will seek to appoint a PC from Lot 16.</p> <p>Any tenderers who are qualified to act as a principal contractor and is able to provide these services should confirm this when tendering in the Schedule of Rates.</p>
<p>11) Will the Principal Contractor need to invoice the sub-contractor(s)?</p>	<p>Yes, this is correct.</p>
<p>12) Will the quality score cover being a Principal Contractor?</p>	<p>Tenderers will need to confirm which Lot(s) they wish to bid for and respond to the Technical Questionnaire. Each Lot enables tenderers to state whether they are accredited/qualified and able to offer Principal Contractor services. There is also a specific Lot covering Principal Contractor services only.</p> <p>Tenderers may bid for any/all Lot(s) as they wish.</p>
<p>13) Can we request labour pay rate increases?</p>	<p>At the tendering to get on to the Framework Agreement – the pricing contained in your submitted Schedule of Rates will apply as maximum pricing for an initial 12 month period.</p> <p>The contract document includes a condition of contract covering Price Adjustments and when/how this will operate.</p> <p>Tenderers can request price reductions in writing at any time during the Framework period.</p>
<p>14) Are there Trade sub-divisions that we can apply for if we can't provide all the types of work listed under that Lot?</p> <p>For example – Electrical, some aspects may be specialist such as Fire, this may be our area of expertise and we might not do other electrical work.</p>	<p>No sub-divisions of lots are offered. Tenderers need to bid for the lot(s) that they can provide services under and also consider if they can use sub-contractors and/or consortia bids.</p>
<p>15) Key Performance Indicators (KPIs) - if a contractor declines a job offered to them, will this be held against the contractor, affect their performance record, drop their place on the framework or prevent them from being offered future work.</p>	<p><b>Reactive Jobs</b> – if offered a works order (job), contractors can choose to decline acceptance. This will not count against the contractor in the contract monitoring/management or KPI process. If the contractor accepts a job and then does not complete the work – yes, this would be monitored within the Contract KPIs. Please refer to the Contract document for more information.</p> <p><b>Planned Work</b> – if a mini-competition is issued to contractors, you choose whether you wish to submit a bid or not. If not, this will not count against the contractor in the contract monitoring/management or KPI process.</p>

	<p>If the contractor is successful and accepts a mini-competition contract and then does not complete/action the works order – yes, this would be monitored within the Contract KPIs. Please refer to the Contract document for more information.</p>
<p>16) Is the framework opportunity only open to Highland suppliers?</p>	<p>No; the potential value of the overall framework agreement (across the whole period and any extension option), means that the Council must comply with the Public Contracts Regulation (Scotland) 2015 – which means the opportunity is advertised via Public Contracts Scotland the Official Journal of the European Union and is open to any supplier to tender for a place on the framework agreement.</p> <p>When pricing rates within the Schedule of Rates – suppliers with a travel distance further from the 8 Highland geographical areas and taking into account the response times for completing works orders, suppliers further away from Highland will need to factor this into their pricing. Suppliers outwith Highland potentially can choose to use more locally based suppliers as sub-contractors, which can also provide opportunities for local businesses.</p>
<p>17) Are there minimum criteria to meet for the Trade Lots?</p>	<p>This is provided within the Contract Notice and the tender/contract documentation for each Trade. Tenderers should refer to this to ensure they can meet the minimum criteria for the services they can provide.</p>
<p>18) Electrical Lot – is the range of services contained within the Lot too wide, there are some specific electrical services some companies provide but not a full range.</p> <p>Are 6 suppliers for electrical works enough?</p>	<p>The number of contractors required to meet the Council’s trades’ needs has been discussed at a series of workshops involving the Council’s technical staff. It was agreed that the maximum number of suppliers’ per lot for domestic and non-domestic work (potentially 12 in total) was the optimum number and will hopefully enable sufficient competition over the lifetime of the framework.</p> <p>Tenderers also have the ability to propose the use of sub-contractors and/or consortia bidding when bidding for a place on to the framework.</p> <p>Once the framework is live, contractors can seek prior approval from the Council to use other sub-contractors for either reactive or planned work.</p> <p>In the event that the Council is unable to use the framework agreement for a specific works order(s) there are a range of options available to the Council including the use of other public sector frameworks, bringing further work in-house and/or actioning another procurement process.</p> <p>A decision on the precise approach will be taken at the time.</p>

<p>19) Will previous quality/performance of work /experience provided to the Council be taken into account? Is this included in the 10% Quality/Technical scoring?</p>	<p>Within the tendering portal used – Public Contracts Scotland Tender, when completing the European Single Procurement Document (ESPD) in the Qualification Envelope, a question is included for tenderers to provide two references.</p> <p>This is a Pass/Fail question and is not included within the 10% quality/Technical scoring.</p>
<p>20) When did the Council last review its threshold level for getting quotations?</p>	<p>The Council’s current version of internal Contract Standing Orders (CSO) took effect in November 2017. The CSO are subject to over-riding provisions of European, United Kingdom or Scottish law governing public procurement. They are also subject to any statutory guidance issued from time to time by the EU Commission, UK Government or Scottish Government on public procurement.</p> <p>As the Council expects to procure a variety of works through this new framework agreement, the aggregation of the potential spend on these works has been estimated across the framework agreement period (a potential extension option).</p> <p>As the aggregated total value of potential expenditure exceeds £2m the Council is required to action a tendering process to establish the overall framework agreement. This is the process we are actioning.</p> <p>The Council is required to state within the Framework Agreement how work will be called-off (awarded) under the Framework Agreement.</p> <p>This is specified within the Invitation to Tender – for both Reactive and Planned Work.</p>
<p>21) Who checks that certificates are current?</p>	<p>Expiry dates are entered into a Council system which sends an alert to the Maintenance Officer/relevant operative to alert them to the expiration. Examples of such certificates are CHAS/SSIP, insurance etc.</p>
<p>22) How can your position on the framework be changed – is it only if your costs reduce and if your performance is not good enough?</p>	<p>Contractors can choose to lower their pricing at any time – once the Framework is live.</p> <p>In relation to Performance – please refer to the Contract document, Section 2, condition 65 – Performance Requirement. Also Section 1, condition 54 Termination on Default.</p>
<p>23) Mobile Apps – is it the intention to roll out the app to all contractors across Highland?</p>	<p>Yes, this is expected to be on a phased approach. The Council anticipates providing induction/training sessions to contractors on the use of the app when rolled-out.</p>
<p>24) Mobile Apps – is there ability for a contractor to decline an appointment?</p>	<p>Yes, when an appointment is sent to a contractor, the contractor can review the booking and choose to accept or decline.</p>

	<p>Please also refer to question 15 above in relation to cancelling appointments.</p>
<p>25) What happens if there is no interest in the framework and there are insufficient numbers of contractors to make it viable?</p>	<p>At this time the Council anticipates that there will be more than sufficient interest from the market to make the framework viable and represent value for money. However, in the event that insufficient numbers of contractors are appointed to the framework there are a range of options available to the Council including the use of other public sector frameworks, bringing further work in-house and re-tendering. A decision on the precise approach will be taken at the time.</p>
<p>26) Doesn't the procurement process tend to favour the larger contractors?</p>	<p>No. The Invitation To Tender document has been carefully designed to place the minimum burden on all Tenderers whilst still meeting the needs of the Council. The number of questions in the European Standard Procurement Document and Method Statement Questionnaire are relatively few in number for a tender of this scale and complexity. The quality / price ratio may benefit smaller business who may carry a lower overhead.</p> <p>Please also see the response to Question 4.</p>
<p>27) Is 6 a sufficient number of contractors to meet the Council's requirements for Trades Services for each trade lot by geographical area?</p>	<p>Yes. The number of contractors required to meet the Council's trades' needs has been discussed at a series of workshops involving the Council's technical staff. It was agreed that the maximum number of suppliers' per lot for domestic and non-domestic work (potentially 12 in total) was the optimum number and will hopefully enable sufficient competition over the lifetime of the framework.</p> <p>Tenderers also have the ability to propose the use of sub-contractors and/or consortia bidding when bidding for a place on to the framework.</p> <p>Once the framework is live, contractors can seek prior approval from the Council to use other sub-contractors for either reactive or planned work.</p> <p>In the event that the Council is unable to use the framework agreement for a specific works order(s) there are a range of options available to the Council including the use of other public sector frameworks, bringing further work in-house and/or actioning another procurement process.</p>
<p>28) Will more specialist trades work be undertaken by the Council?</p>	<p>Not necessarily, the Council is seeking to increase its provision of in-house services during the Framework Agreement Period. The Council will assess each requirement for works, to determine whether to use its own staff, use an existing framework/contract (either the Council's or another public sector body) or use this new framework.</p>

<p>29) Is there a danger that some tenderers might submit artificially low prices just to secure a place on the framework and then put them up significantly thereafter?</p>	<p>Tenderers that submit an abnormally low priced tender may be asked to clarify/explain the prices in their submitted Schedule of Rates. The Council would assess the information provided by the tenderer (in accordance with the Public Contracts (Scotland) Regulations 2015. Depending upon the explanation and requirements of the Public Contracts (Scotland) Regulations 2015 - the Council may need to reject an abnormally low bid.</p> <p>Tendered pricing shall be fixed as the highest pricing that can be charged for an initial 12 month period.</p> <p>Reactive work will be called-off taking suppliers pricing into account, supplier</p> <p>Once on the framework Contractors may request an annual pricing review which could increase prices. Any price increase must be approved by the Council and will be limited to an amount not exceeding Consumer Price Index (CPI).</p>
<p>30) How will reactive work be awarded through the framework?</p>	<p>Reactive work shall be awarded work via Direct Award on a 'best value' taking factors such as cost and availability into account.</p>
<p>31) What happens if a tenderer cannot commit to the timescales for the completion of work set out the tender documents?</p>	<p>When offered a job a tenderer needs to check the required timescales for completing the work and determine whether they are able to action this within the timescales.</p> <p>Further information on response timescales is provided in the Contract document, Section 2 condition 64.</p> <p>Information on Performance Requirements is provided in the Contract document, Section 2 condition 65.</p>
<p>32) In remote / rural locations how is the scheduling of trades work through a Mobile APP going to work in practice?</p>	<p>The roll out to contractors for using Mobile Apps, is expected to be on a phased approach. The Council will liaise with contractors at the time of potential roll-out in a geographical area and provide a training/information session for them. Should internet connection issues arise, a contingency for scheduling appointments will be via telephone to a contractor.</p>
<p>33) Mobile Apps – is this used to schedule appointments</p>	<p>Yes, contractors have the ability to show the dates/times they would be available to action Council work – by blocking out private appointments for non-council work/staff absence etc. The potential for multi-squad ability is currently being explored.</p>
<p>34) If we've only got 4 heating engineers and would prefer to accept more planned work through mini-competitions than reactive work. If we reject reactive work, will this be held against us?</p>	<p>Planned work will be awarded via mini-competitions. If you are successful for planned work and need to decline reactive work, then no this would not be held against you.</p> <p>Contractors would be able to consider the use of sub-contractors or an expansion of their own team etc. as options to be able to take on more work.</p>

	Under the framework there is no guarantee or committee to either a value or volume of work.
35) Out of hours – is this scheduled by selecting the tenderer with the best price?	Yes, reactive work is appointed on a ‘best value’ basis taking into account cost and availability.
36) 10% Commercial/Price – are any indicative costs from previous years available to help tenderers calculate their pricing?	<p>No, hourly or daily rates are likely to be considered as commercially sensitive information which the Council would not release.</p> <p>Tenderers need to commercially calculate their pricing</p> <p>One of the objectives of the new framework is to obtain improved value for the rent our tenants pay.</p> <p>Successful contractors have the ability to lower their pricing at any time during the Framework Agreement – by prior notification to the Council.</p> <p>Lower pricing can be used and submitted for Planned Work – through mini-competitions.</p>
37) What if a housing tenant is not in for an emergency or scheduled appointment?	The works order will need to be closed. Any charges incurred by the Contractor would need to be invoiced to the Council. The Council will liaise with the tenant to determine if a further appointment is needed and if so seek to schedule this.
38) Does the heating lot include renewables?	Yes, this can include repairs and servicing.
39) Is it only the 6 on the framework that can bid for planned work?	If the new framework is used for planned work – then only the suppliers from the relevant Trade Lot and geographical area will be invited to tender through a mini-competition.
40) Can I apply for more than one area?	Yes, tenderers may bid for any/all geographical areas they are able to service.
41) If I’m a sub-contractor how can I be assured of payment within 30 days?	Please refer to the response to Question 8.
42) How does CHAS work for agency workers?	If a contractor is going to use agency workers on a works order(s), then the contractor’s organisation is the contracting party to the Council. Therefore the contractor is responsible for ensuring CHAS/SSIP accreditation is in place for its own organisation and any sub-contracting organisation’s used.
43) Will everyone bidding get to know what the hourly rates of all the contractors are?	No, the Council will not be publishing/issuing the rates submitted in the Schedule of Rates to other contractors. The mandatory standstill letters issued to tenderers will advise of the successful/unsuccessful tenderers Commercial (price) and Technical (quality) and Total score for the Lot(s) you’ve bid for that would be provided.



	<p>Please refer to the Invitation to Tender document – paragraph 26 Freedom of Information. Should you consider that any of your tender submission should not be disclosed by the Council you should state this within the Non-Disclosure items form provided within the procurement in Public Contracts Scotland Tender project 13634, ITT 30068.</p> <p>Information may be considered by the Council to be exempt from disclosure – for example Exempt under Commercial interests and the economy.</p> <p>For example – the Council may need to disclose under FOI the total cost of a works order – reactive or planned, however, we would not usually provide the hourly rate etc. Each FOI request is considered on a case by case basis and where appropriate and relevant the Council would communicate with the Contractor on what it proposes to release under an FOI request.</p>
<p>44) What is the materials mark-up?</p>	<p>Where the Contractor has purchased and used materials as part of completing a works order, the Council will pay the mark-up rate as agreed in the Schedule of Rates. Mark-up Rates will be based on NET of VAT Cost. The net cost of Materials must be clearly distinguished on each applicable invoice, or invoice breakdown. Mark-up rates are capped at 15%.</p> <p>Mark-up rates – are costs the contractor may decide to add to the cost of sourcing materials. Obviously this incurs cost to the works order.</p> <p>Contractors can choose to have a mark-up rate as low as 0%, but no higher than 15%.</p>
<p>45) What evidence is needed for supplying materials costs?</p>	<p>Contractors will be required to provide a breakdown of material costs and any mark-ups in their invoice (or invoice breakdown).</p> <p>Please also refer to the Contract Document – Section 1, Condition 28 Right of Audit.</p>
<p>46) What support is available for CHAS paperwork?</p>	<p>Should there be sufficient demand the Council can consider hosting a training session. The session could include being a principal contractor as well.</p> <p>Should the Council organise such a session, the opportunity will be published through Public Contracts Scotland Tender.</p>
<p>47) If another job is noticed while on site, how do you proceed?</p> <p>Is there a limit on cost to proceed without further approval?</p>	<p>If a Contractor notices another job that needs to be actioned, the Contractor will need to contact the designed Maintenance Officer or appropriately designated Council officer to report this. The Council will allocate any necessary work to an appropriate resource.</p>

<p>48) Are small businesses being squeezed out, only 6 places available? Likely to have large suppliers on the framework which will increase costs.</p>	<p>One of the Council objectives is to support the local economy. Please refer to the response to question 27.</p>
<p>49) Will the Principal Contractor require a higher quality score/be assessed differently?</p>	<p>Tenderers are required to state whether they have CHAS or SSIP accreditation. Where tenderers indicate that they are able to act as a Principal Contractor (PC), the Council will be able to check that the tenderer has the relevant CHAS/SSIP accreditation in place to act as a PC.</p> <p>The Technical/Quality questions contained within the Technical Questionnaire are the same questions for all Lots.</p> <p>Each of the Lots 1-15 asks for tenderers to provide a price within the Schedule of Rates – if they are able to provide Principal Contractor services.</p> <p>Lot 16 is specifically for Principal Contractors and can be used by the Council when:</p> <ul style="list-style-type: none"> <li>• We need a Site Wide PC where no contractor in the relevant Trade Lot (s) is willing/able to be a PC;</li> <li>• We have a larger planned/capital works that is not a specific trade centric e.g. an extension.</li> </ul> <p>Experience and expertise relevant to a particular works order will be taken into account when selecting/calling off a PC from the framework. Within Planned Work mini-competitions an assessment of expertise and experience for a specific job will be included within the evaluation.</p> <p>If a Tenderer only wishes to provide Principal Contractor services they can bid for Lot 16 only and none of Lots 1-15.</p> <p>Please also refer to the response to Question 10.</p> <p>Please refer to the Contract Document, Section 2 page 37 for some contract definitions.</p>
<p>50) Will the Council tell the Principal Contractor (PC) who the sub-contractors are that they must use or can they select their own?</p>	<p>Please refer to the Contract document, Section 2 page 45.</p> <p>Once the framework agreement has been awarded and the Contract Award Notice published in Public Contracts Scotland, suppliers can also choose whether to contact the successful contractors to seek sub-contractor opportunities.</p>
<p>51) Will there be a mechanism such as an annual meeting with contractors locally to</p>	<p>Please refer to the Contract document, Section 3, condition 8 Meetings and 9 Reports. Additionally the Council may need to</p>

<p>review the operation of the framework?</p>	<p>meet with framework contractors on either an individual or collective basis during the Framework Agreement Period. For example to provide updates on the operation of the framework, induction/training to the roll-out and usage of mobile devices etc.</p>
<p>52) Can the allocation of work within areas be varied so that the most local contractor gets allocated work 1<sup>st</sup> – to avoid travel time?</p>	<p>Please refer to the Invitation to Tender document, paragraph 21 – Framework Operating Procedures. This paragraph covers both Planned and Reactive Work.</p> <p>For Reactive Work a direct award (call-off) would be based on ‘best value’ by taking into account the hourly rate of a contractor , travel time to the location of the Works Order (from base or latest job) and availability.</p> <p>With the phased roll-out of the Mobile applications, tenderers will have the ability to show their diary availability for Council work which will assist when the Council are scheduling jobs.</p>
<p>53) How do I access the Qualification/Technical and Commercial parts of PCS Tender to answer the questions? I’ve located the attachment documents.</p>	<p>You should refer to the PCS Tender Supplier Response Guide – this can be located within the Attachment area and also via the link below:-</p> <p><a href="https://www.publictendersscotland.publiccontractsscotland.gov.uk/esop/pts-host/public/pts/attach/supplier_help_file/supplier_response_guide.pdf">https://www.publictendersscotland.publiccontractsscotland.gov.uk/esop/pts-host/public/pts/attach/supplier_help_file/supplier_response_guide.pdf</a></p> <p>You can also contact the PCS T Helpdesk on 0800 069 8630 or contact Business Gateway Highland on 01463 897 936.</p>
<p>54) Are steeplejack services required under this new framework, as I have a contract with Council with about a year left to run?</p>	<p>The Council has a specialist contract in place for the Inspection etc. of Lightning Protection, Chimneys and Edge Protection. This contract is due to expire on 6/3/2020 and has an option to extend by a further period of up to 12 months.</p> <p>The Council does have some specialist requirement contracts/framework agreements in place and also has access to some other public sector framework agreements/contracts that could be used.</p> <p>Please refer to the Invitation to Tender document, paragraph 14.3.</p>
<p>55) Is the Council aware of the Scotland Excel (SXL) framework agreement for steeplejack services?</p>	<p>Yes, the Council is aware of this framework agreement, this is in place until 30/11/19 and has an option to extend by a further period of up to 24 months – it is available for the Council to access.</p> <p>Please refer to the response to question 53 as well.</p>

<p>56) Who will make the decisions on which suppliers on the framework receives a Works Order?</p>	<p>It is currently anticipated that Maintenance Officers or appropriately designated Council officers will make these decisions.</p> <p>Please also refer to the Invitation to Tender, paragraph 21 Framework Operating Procedures for more information on the different method of awarding Planned and Reactive Works Orders.</p>
<p>57) – Mobile App working – is this a pre-requisite for getting on to the framework?</p>	<p>Yes, please refer to the Question 4 within the Technical Questionnaire – this is a Pass/Fail question.</p>
<p>58) What if we get into a position where we only get work that the Council doesn't want to do?</p>	<p>The Council is looking to increase its in-house provision of trade services, to achieve better value for money for the public purse.</p> <p>This is expected to be on a phased approach and will take time to increase the capacity. It is anticipated that there will always be a level of specialist requirements that the Council is not able to action in-house.</p>
<p>59) How many suppliers are on the current framework?</p>	<p>The current framework has expired and there were several hundred on this, many of which were not getting work. Reactive work has not been tendered by the Council.</p>
<p>60) Currently there is a difference between the invoicing/billing process between Inverness and Ross-shire. Are you looking to make this more consistent?</p>	<p>Yes, as part of the Lean Reviews being conducted on Housing and Property Repairs at the moment and with the introduction of this new framework, we will be looking for a standardised and consistent approach across Highland.</p>
<p>61) Within the Schedule of Rates you are asking for hourly rates that are inclusive of Travel up to a 30 mile radius and one for above 30 miles. Would it be more accurate to ask for a travel mileage rate?</p>	<p>The Council has considered various options around the pricing of travel mileage; there is not a perfect answer to a solution. It is recognised that some jobs have incur greater travel than others and therefore two pricing rates are being sought.</p>
<p>62) Is it correct that the Council is requiring contractors to use materials from the Council's Stores for Works Orders?</p> <p>Has the Store got the capacity to cope with this?</p>	<p>Please refer to the Contract document Section 2, Condition 64.4 – Materials Used in Operations. This has been included to provide flexibility to the Council across the Framework Agreement Period. If the Council is able to source materials cheaper than the contractor, then the Council will be seeking best value for money for the council tax-payer/housing tenant.</p> <p>This will depend upon the material required and could be a phased approach, with planning with the Stores. It can help to standardise materials used across properties, helping to achieve savings.</p>
<p>63) Will the Council be taking on more staff or consultants to assist in the administration associated with the framework agreement?</p>	<p>No, contract administration, monitoring and management will be actioned through existing staffing levels.</p>
<p>64) Can you bid for planned work only?</p>	<p>The framework is divided into 16 Trade Lots, 8 Geographic Areas</p>

	<p>and Property Types.</p> <p>Planned work can be offered via mini-competitions for either Domestic or Non-Domestic Property Types, within the relevant Trade Lot and geographical area. Tenderers invited into a mini-competition can choose whether they wish to submit a bid.</p> <p>Reactive work – when offered reactive work, tenderers have the ability to either accept or decline.</p>
<p>65) How will mini-competitions be evaluated?</p>	<p>Mini-competitions will provide you with a detailed specification of requirements and information on what the evaluation criteria and weightings applicable to that Mini-competition are. The criteria will be a mixture of Commercial (Price) and Technical (Quality).</p> <p>Please refer to the Invitation to Tender document – paragraphs 21.1 and 21.3 Mini-Competitions.</p>
<p>66) What approach would the Council take if a contractor has been allocated work but doesn't have the time to do the job and gives the work to another contractor?</p>	<p>In terms of CDM (Construction Design and Management) Regulations, an assessment of work is made by the Council and if the Works Order needs more than one contractor then a Principal Contractor (PC) needs to be appointed.</p> <p>If the Council determines that only one contractor is needed and this is offered to a contractor, the contractor needs to assess whether they have capacity for the works order or not – if not they should decline the works order. If the contractor accepts the work, then this must be carried out by the contractor.</p> <p>If after the contractor has accepted the works order but then decides they are too busy then they must seek prior approval from the Council to use any sub-contractors. Use of sub-contractors without the prior approval of the Council will not be acceptable.</p> <p>Where the Council considers that it is not best value for money to incur the costs of a contractor allocated the work and the use of a sub-contractor, the Council reserves the right to re-allocate the work to another contractor.</p> <p>Tenderers should refer to the Sub-contractors guidance document provided within the Attachment area of Public Contracts Scotland Tender.</p>
<p>67) Will contractors be able to see the score that the Council's Building Maintenance have?</p>	<p>No – as this is provided in-house, the Council is not bidding for a place on the framework and therefore no scoring is applicable.</p> <p>Please refer to the Invitation to Tender document, paragraph 14.1 and also slide 10 of the Supplier Briefing Presentation.</p>

	Please also refer to the response to Question 29.
68) If a contractor has a lower price than Building Maintenance for a trade lot would they get offered the work or would it still go to Building Maintenance if they have capacity/availability?	Please refer to the Invitation to Tender document, paragraph 14.1 and also slide 10 of the Supplier Briefing Presentation.