

The Highland Council

HC/D&I/TS/2019 – Provision of Trades Services Framework Agreement 2019

Responses to Questions and Areas of Clarification – Form 07 - 19/08/2019

Question/Clarification		Date Received	Response
1	In Responses to Questions and Areas of Clarification for ITT 300068 Form 04 dated 05/08/2019 question 6 your response is that the council asks for a written signature. As the Certificate of Bona fide Tendering requires a signature should the form (A Word doc.) be downloaded, completed, and signed then scanned and attached as a .pdf?	13/08/2019	Yes, the Form of Bona fide tendering is required to be downloaded, signed and then uploaded again. The Council will accept an electronic signature but not a typed signature. If an electronic signature is not available, this will require to be manually signed and uploaded electronically.
2.	Can you please confirm that a separate technical questionnaire is required for each Trade Lot? Also do you require separate technical questionnaires for each Property Type within each Lot or geographical area within each Lot.	13/08/2019	There is not a technical questionnaire required for each Lot. Tenderers are required to address each Trade they are bidding for within the contents of their answer, where applicable. There is only one technical questionnaire encompassing all Trade Lots, all Geographic Areas and both Services. It is only the Pricing schedule which requires a different rate for each trade in each area.
3.	We note Q.1.75.2 asks us to select the Lots we are interested in then Q.1.75.3 asks us to select the Geographical Areas, but we are only interested in one Lot for one Area and other Lots for a number of Areas; presumably, this is permissible and will be clear when the priced Excel schedule is reviewed.	13/08/2019	The Council included this question as an indication of what tenderers are bidding for. If tenderers are unable to identify a trade in a specific area because the system does not allow this, the Council will not exclude them. Tenderers must ensure that they have correctly priced their schedule of rates. If a tenderer has not included a rate for a specific trade in a specific area, the Council may exclude them for that area.
4	Is it correct to assume that Question 2C.1 relates to a Consortium Bid? Related to this Question 2C1.1 makes reference to an ESPD attachment listing parts to be completed by those being relied on - Parts 2A,2B,3,4,5 however there is	13/08/2019	Question 2C.1 relates to the bidder's reliance on the capabilities of others to meet requirements of Part 4. This is not directly related to a Consortium bid. But if a Consortium are bidding and have a reliance on others as

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	<p>no attachment available.</p> <p>The ESPD attachment supplied under Question 2D1.2 which one could assume is the same only contains Parts 1 thru 3?</p> <p>If this is not how a consortium would bid please advise.</p>		<p>described, this would be relevant.</p> <p>Yes this ESPD at 2D1.2 can be used. Part 4 is buyer specific and tailored by that buyer (in this case the Council) Part 4 provides confidence to the buyer that the Tenderer has the capabilities to perform the work. It largely relates to the requirements of the Contract Notice in section Section III: Legal, economic, financial and technical information</p> <p>When the Council are satisfied with the response, the tenderer's submission is then "passed" to the next stage (refer to the Council's ITT for this case). It is up to the tenderer to decide (in their capacity as a buyer to their sub-contractor) what requirements to bestow. However if their sub-contractor does not perform duties to the standard expected by the Council, the liability will lie with the Council's tenderer as they are responsible for their sub-contractor's performance.</p> <p>Where a consortium bid, an ESPD shall be required for each member of the Consortium.</p>
5.	<p>The scored Technical Questionnaire seems to be directed towards the reactive maintenance works which we are not intending to price for. How do we respond to this section of the ITT without jeopardising our being considered solely for Lot 16? Our concern is that, by not completing this section, our overall score may be affected.</p>	13/08/2019	<p>It is envisaged that the majority of spend through the Framework will be reactive. This Framework requires tenderers to perform both Planned and Reactive Works Orders.</p> <p>The Council therefore expect an answer to be completed for a Planned and Reactive perspective. If a tenderer is not willing to perform reactive work, they shall be evaluated and scored accordingly by their answer.</p> <p>Please note that reactive work will be based on the timescales outlined in section 64.1 of the Specification and may involve</p>

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			more than 1 discipline.
6.	With reference to Q1.75.2 (Trade Lots) there does not seem to be a lot for Swimming Pool Repair and Maintenance. Please advise as to which lot we should select.	13/08/2019	The Council are responsible for a large number of properties. Swimming Pools amount to a very small number. Maintenance of these sites are covered by service Contracts. If significant repairs are required then these are addressed through a project procured outwith this framework.
7.	Does the company have to provide all services within the lot, or if they specialise in specific services such as data cabling and networks can they tender on that basis for that lot?	13/08/2019	<p>Tenderers are able to bid for any work which falls under the scope of the Framework i.e. anything which could be considered under the Trade Lot heading. Where the Council has a requirement for a service which a supplier on the Framework cannot perform, the Council will move onto the next supplier as outlined in paragraph 21 of the ITT. If you only perform one specific service which falls under one of the Lots you can still tender.</p> <p>The trade rates submitted are based on hourly rates and are not specific to the requirement as the requirement is unknown at this stage.</p>
8.	<p>The Technical Questionnaire Q2 requires a response on how Emergency Repairs would meet the performance requirements. How does this relate to the Principal Contractor Lot as surely a PC would only be involved in Planned maintenance?</p> <p>In addition, how does this relate to the General Building Works Lot as emergency repairs are only likely to apply to specific trades such as electrical, plumbing, heating etc?</p>	14/08/2019	<p>The Framework Agreement is to encompass both reactive and planned work. It is envisaged that a situation could arise where a requirement would involve a Principal Contractor and the use sub-contractors. Reactive work can be anywhere up to 3 months as shown in this question and in the specification.</p> <p>It is up to the tenderer to prepare their answer accordingly on this basis.</p> <p>The above applies to general building works as well. There may be situations where more than one discipline is required to make safe in an emergency.</p>

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9.	<p>The council have previously supported / encouraged contractors to get CHAS accredited, which we have done. CHAS accreditation is only awarded once CHAS has seen proof of insurance and appropriate method statements for all hazardous materials used. It would be simpler for us (and perhaps you) to just submit CHAS accreditation number rather than having to re-submit all insurance documentation again - and then presumably someone at your end having to check all this. This seems like duplication of effort and not the best use of anyone's time. Perhaps something you could take in to consideration as you develop your tendering processes?</p>	14/08/2019	<p>The situation may arise where CHAS accreditation is awarded based on having evidenced your valid insurance. In theory, your Insurances could expire 1 week after obtain CHAS accreditation leaving your CHAS valid for 52 weeks while your insurances are only valid for 1 week. To ensure that this situation is avoided the Council would like to have all evidence submitted for records. It should be noted that where insurance has expired, the Council will not award new Works Orders.</p>
10.	<p>When I am opening the link for the method statement questionnaire, it is opening a form with the title technical Questionnaire final(6)</p> <p>Is this correct?</p> <p>Also When i complete this and tried to upload it went into Additional Attachments.</p>	14/08/2019	<p>Yes this is correct. This is the name of the document in which you are to complete and upload.</p> <p>The question allows tenderers to upload their completed document response directly to the question.</p> <p>The additional attachments section is only to be used for information to supplement a question and not for the upload of the main technical questionnaire.</p> <p>To clarify it is not intended to be used for additional content to the technical questionnaire either. If there is additional content which exceeds the 500 word limit, it will not be evaluated.</p>
11.	<p>Section 64.7-Non Domestic- The Contractor App</p> <p>Clarification is sought regarding the statement that "all operatives have a compatible mobile device to access the internet and is GPS enabled."</p> <p>To what extent will operatives need to use the Concerto App as we had envisaged the administration of this framework through our office management team.</p>	14/08/2019	<p>Concerto is not an app, it will be a web portal (website) and will not be rolled out until April 2020 when more detail will be known on exactly how it shall be used. This will only involve non-domestic Works Orders. The Council are requiring Contractors to have web browsing facilities on a mobile device.</p> <p>Total Mobile App is an application where Housing jobs are pushed to the mobile device</p>

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			dependant on subcontractor availability, location and trade. This method of assigning work is intended to be rolled out on commencement on the framework. Training will be provided. More detail will be released nearer the inception of the framework.
12.	<p>If you consider that any of the information included in your Tender should not be disclosed by the Council please download the attached "Schedule of Non-disclosure items - FOI", save it to your computer, complete and upload the completed form here.</p> <p>in the above section it is asking me to attach documents but I do not have any as there is no information that i feel should not be disclosed</p>	14/08/2019	Tenderers should note that this shall have no bearing on the outcome of their tender submission. If tenderers have no non-disclosure items, they are required to upload this form stating that. The system will not allow you to submit a tender unless this is uploaded.
13.	<p>Within the Technical Questionnaire under "Quality of Works" it states " Please outline the methodology that you intend to use to ensure that the work performed is of standard compliant with the specification" It then states "Please refer to Contract document, Section 2 Specification,64.1 "Works Orders and Site Procedures;" , 64.2 "Works Order Completion Procedures, 64.3 "Standards of Works (British Standards or equivalent)", 64.6 "Works Orders Rework and Second Visits", 64.7 "Information Technology (IT) Requirements."</p> <p>My question is where can I find the Contract Document, Section 2 Specification so I can refer to each paragraph?</p>	15/08/2019	<p>The Contract Document is contained as an attachment in the "Attachments" area of PCS-T. Once in this section click on "Tender Documentation" Folder. Then download "conditions of Contract Final". You will find the specification in here.</p> <p>Please note. Tenderers should also refer to the Invitation to Tender as this contains information on how the Framework will operate.</p>
14.	Please can you confirm if we are able to propose changes to the Ts&Cs?	16/08/2019	Tenderers are not able to propose changes to the Terms and Conditions. These are the Council's term and shall not be altered.