**Clarifications – responses to bidders questions 01/12/23 – updated 12/12/23**

1. Q: Can you please confirm what the dilapidation period is from the contract start date?

A:  The contractor will undertake a risk assessment of all the lift installations within the first 3 months, and we would expect any items to be brought up as part of this activity.

1. Q:  Is this a fully comp cover in working hours

A:  It is fully comp within working hours, the site is operational from 6am - 10pm.  As we are a public building, we aim to reduce the amount of down time during the open times to the public, 10am-5:30pm.

The Contractor shall include for in this contract all required repairs or maintenance to be carried out outside normal working hours, when requested by the Client at no additional cost

1. Q Resource & Experience asks us - Provide up to three case studies on similar (public building, heritage site, visitor attraction, restricted store) maintenance contracts that the company holds. Due to the word count limit of 600 words – can these be provided as a separate attachment, outside the word count?  
     
   A. Yes, please feel free to add extra details in an appendix
2. Q The tender document asks for the below documents, could you kindly expand more on what it is you require please?
   1. Details of maintenance portfolios -  details of contracts similar to this one are required
   2. Details of any modernisations or new lift installations in the past 12 months – details of any major works completed in a museum or similar environment

The spec states autodaillers must be reprogrammed regardless of make/model, but there is costs box in the pricing excel doc for auto daillers/gsm’s – can we presume if the auto daillers are closed protocol (not reprogrammable) and/or defective we can revert to these inputted costs on mobilisation? – yes

Tender return doc asks for “Certificate of Enrolment (Copy or PDF format)”, is this same if certification of incorporation? – Yes