Wokingham Borough Council – Clarification Questions

*Handyperson Tender*

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| **No.** | **Date Requested** | **Question** | **Response** | **Date Responded** |
| 1 | 19/02/18 | *Please can you confirm the volume expected of the key activities listed in the service specification?  It would be helpful to have a quantity of jobs and/ or hours expected to be delivered.* | The number of jobs that were delivered in the last 12 month is apx 1000. There is no minimum count on the works or hours expected to be delivered | 08/03/2018 |
| 2 | 19/02/18 | *Please can you give more detail around the minor electrical works that would be expected to be carried out and their volume?* | Works such as changing light bulbs and fuses, running extension and fitting plugs to existing equipment. We do not have an expected volume on these jobs | 08/03/2018 |
| 3 | 19/02/18 | *Can you confirm what you would expect an exclusions policy to contain?* | An exclusions policy would typically include types of work / locations / situations in / with which the service provider would not be able to supply the contracted works | 08/03/2018 |
| 4 | 19/02/18 | *Charges to customers- can you confirm what ‘small items’ are provided free of charge to service users and what items the ‘service may have to purchase on their behalf’- would the provider be supplying these items?  Would the cost of the items be charged separately?* | There is not an exhaustive list of items and referrers to the service will determine what should be provided to the customer free of charge.  When attending a job it may be identified that the customer would benefit from further assistance involving small items that are not covered by the contract. In this instance where the work would be under 1 hour and does not involved materials in excess of £30.00 the service provider is able to purchase items on behalf of the customer and carry out the work | 08/03/2018 |
| 5 | 20/02/18 | How many staff are currently employed on this contract? i.e. how many would be eligible for TUPE? | Please see the TUPE information published on Contract Finder | 08/03/2018 |
| 6 | 20/02/18 | The header says 200-225k contract value, but at the bottom of the service specification document, it says up to 45k per annum. Please can you advise which is the most relevant? | The overall contract value is 200-225k. The “up to 45k” is the yearly value of the contract | 08/03/2018 |
| 7 | 27/02/18 | *Does the relevant section of your organisation hold a recognised environment management system certificate, e.g. ISO 14001 or equivalent?*  Please can you clarify regarding the above question?  Would the successful organisation be expected to gain this qualification during the contract period?  It is a big piece of work for smaller organisations? | Providers do not need to hold an accredited quality standard, the Council would consider any internal systems and processes that are in place to ensure quality of standards. | 08/03/2018 |
| 8 | 28/02/18 | Please can you confirm if you are happy for us to list our current Handyperson contract under Section 6- technical and professional Ability? | It is acceptable for a current Handyperson contract to be used in section 6- technical and professional ability | 08/03/2018 |
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