Wokingham Borough Council – Clarification Questions V3 08.01.18

***Supported Living Service in Wokingham***

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| **No.** | **Date Requested** | **Question** | **Response** | **Date Responded** |
| 23 | 05/01/18 | Please can you advise if the office based in Wokingham borough that is required for this contract needs to be in place from day 1 of the contract or within a specified time after the start date of the contract? | No, the office does not need to be in place from day one. However, the plans to source an office should be included in the mobilisation plan. | 08/01/18 |
| 22 | 04/01/18 | Can I just clarify that (along with the 4 hard copies and DVD/CD being sent via a courier) the electronic submission will be sent to your email address directly? | Please refer to Section 7 of the Invitation to Tender document. **Four hard copies** of each of the documents listed in Section 8.10 and **one electronic copy** of the entire pack on CD/DVD must all be submitted in-line with the instructions as detailed in Section 7. | 08/01/18 |
| 21 | 03/01/18 | WBC Notification - Updated TUPE Information | Please refer to the additional document uploaded onto Contracts Finder:   * Wokingham TUPE Template 28 12 17 | 03/01/18 |
| 20 | 03/01/18 | WBC Notification | Following prospective tenderers visits to the premises on 3rd January 2018 the following observations were noted:   * The internal décor of the property is the responsibility of the customers &/or families who are putting together a re-decoration plan and timetable, this will be made available to tenderers via Contracts Finder shorty; * There is a joint bank account for service expenses, i.e. utility bills, food, petrol, home insurance etc. that the families pay into and the provider has access to; * The landlord has a service contract in place for the boiler; * The hoists, bath chair and slings are all under a service contract that the families are responsible for. The items are serviced on a 6 monthly basis, a full paperwork history is available; * The fencing is the responsibility of the landlord; * WBC would have primary responsibility for sourcing a new property if/when the landlord gives notice under the terms of the lease, however the Council may also request assistance from the support provider if their organisation has access to housing. | 03/01/18 |
| 19 | 02/01/18 | The pen pictures mention safeguarding; could you please give us more details? | The reference to safeguarding in the pen pictures states that staff should have experience of, training in and a full understanding of both confidentiality and safeguarding adult issues and procedures. There is no other mention of safeguarding. | 03/01/18 |
| 18 | 02/01/18 | Are you able to advise us why the current provider is withdrawing? | Please refer to the answer to question 8. | 03/01/18 |
| 17 | 02/01/18 | Please could you tell us who the housing provider is?  Also, is there any Memorandum of Understanding or Service Level Agreement in place? | Please refer to Schedule 1 Service Specification, Section 4 Service Overview, Service Location/Times of Delivery. There is no Memorandum of Understanding or Service Level Agreement. | 03/01/18 |
| 16 | 29/12/17 | Could the council also confirm whether the TUPE staff detailed have ever carried out sleep-ins as part of this contract? | There is no sleep in element at this service currently or historically. Due to the nature of the customer’s needs, this is not anticipated to change. | 03/01/18 |
| 15 | 29/12/17 | Could the council confirm the maximum contract value for this tender and whether prices are fixed over the 5 years requested in the pricing document? Should tenderers include uplifts (NMW) within their pricing? | Please refer to the answers to question 12 and 13 below. | 03/01/18 |
| 14 | 21/12/17 | Please clarify, Schedule 5 details the following ‘ The Council will pay the Provider the Contract Price outlined in Schedule I, four weekly in arrears. Where can we find schedule I, as the pricing document is listed as schedule 3 | Schedule 5 is the contract terms and conditions. The Contract Price is to be determined by the tender exercise, the value will be incorporated in Contract Schedule 1, the service specification, when the contract is issued. | 03/01/18 |
| 13 | 21/12/17 | Whilst we can use best estimates to provide a price breakdown for the full 5 years of the contract, attempting to forecast out over this timeframe will result in higher costs for Wokingham given the inherent uncertainties in the key drivers of the pricing model such as National Living Wage and inflation. Can the Council please confirm if they will consider revisiting/renegotiating the funding rates during the outer years of the contract to enable us to price in a more cost efficient manner? | Please refer to clause 10.10.1 in Schedule 5 contract terms and conditions. | 03/01/18 |
| 12 | 21/12/17 | Could the Council please confirm whether the funding rate may differ across the years or whether this is expected to be fixed across the 5 years? | This is not a fixed price contract. The service is commissioned by Wokingham Borough Council for a spot purchased statutory service funded via personal budgets, based on the three individual customers assessed needs. Over the 5 year period of the contract the funding may increase or decrease reflecting changes in their assessed needs. The commissioning arrangements may also change if the option to increase existing funding via direct payments &/or any new element of the current funding is transferred to direct payments. Please also refer to question 13 above. | 03/01/18 |
| 11 | 21/12/17 | Please confirm that the bank staff are not expected to TUPE. | There is a pool of bank staff who work at this service who are employed by the incumbent provider but who are also contracted to other services. | 03/01/18 |
| 10 | 21/12/17 | Please confirm the current levels of agency use within the service. | Agency staff provide on average 50% of staff cover per month whilst the provider continues to recruit. The Tupe information will be updated as new staff are employed, a new team leader added to the Tupe list. | 03/01/18 |
| 9 | 20/12/17 | Please can the Council confirm whether they would indemnify the successful provider against sleep in liability. | There is not a sleep in element at this service currently or historically. Due to the nature of the customer’s needs, this is not anticipated to change. | 03/01/18 |
| 8 | 20/12/17 | The pen pictures state: “The current provider does not wish to continue to support the young men in this house due to operational challenges.” Could you explain what these challenges are that have led to the service being handed back? | The incumbent provider has experienced difficulties in recruiting staff at this location. | 03/01/18 |
| 7 | 20/12/17 | Could you provide the housing SLA? | There is no housing service level agreement | 03/01/18 |
| 6 | 20/12/17 | There is a pass/fail question requiring us to have or offer suitable mitigation for not having a recognised environment management system certificate, e.g. ISO 14001? Can you explain what you would consider to be “suitable mitigation”? | The Council would consider relevant internal policy documentation. | 03/01/18 |
| 5 | 20/12/17 | The support workers are contracted to provide 121.5 hours per week of support. Even allowing for the two bank staff, there is a large shortfall, as the service requires 353 hours per week. How are these currently being delivered? | The incumbent provider has been unable to recruit successfully to this location; therefore, a regular agency company delivers the additional hours needed to meet the contracted hours. | 03/01/18 |
| 4 | 20/12/17 | The TUPE information states that the support workers are paid £30.90 for a sleep-in. However, there is no mention of sleep-ins in the service. Can you confirm that none of the staff being TUPE’d have provided sleep-ins at the service? | There is no sleep in at this service. The night cover is 1 waking night staff from 10pm to 7am. This is a standard template used that populated sleep in costs. Apologies for any confusion. | 03/01/18 |
| 3 | 20/12/17 | The TUPE information says “see no.4 in the attached contract of employment”. However, no contract of employment has been attached. Could you provide this, please? | It is not appropriate to share this document at this stage. | 03/01/18 |
| 2 | 20/12/17 | No manager has been listed in the TUPE information. Can you confirm that there is no management in scope with regard to the TUPE transfer? | The Manager is not listed in the TUPE information as they spend less than 50% of their time within this service and are therefore not eligible for TUPE. | 03/01/18 |
| 1 | 20/12/17 | Re: the TUPE information. Can you provide job descriptions for the roles and a copy of the redundancy policy? | * Please refer to the additional documents uploaded onto Contracts Finder: * Supported Living in Wokingham Service Job Descriptions * The incumbent provider does not have a redundancy policy. However, any redundancies are calculated based on statutory requirements. | 03/01/18 |