Wokingham Borough Council – Clarification Questions

***Short Break Overnight, Sessional Respite and Outreach Support Service***

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| **No.** | **Date Requested** | **Question** | **Response** | **Date Responded** |
| 22 |  | WBC Notification | Following a prospective tenderers site visit on 29/11/17 the following observations were noted:   * The respite unit is on the ground floor of the building. The building is shared with a fully self- contained unit comprising of 9 flats, (7 flats on the 1st floor and 2 flats on the ground floor), occupied as a supported living service for customers with a learning disability. The support for this service does not form part of this tender; * The potential providers queried whether all the rooms had tracking in – they saw that this was not the case; * The building was built circa 2004; * There is a separate building on the site, understood to be accommodation for emergency services staff. There is shared road access for this building via the Loddon Court car park. This facility does not form part of this tender; * There was a query over the CQC registration for the outreach service. The expectation is that the provider would comply with current legislation and be registered appropriately. This means that certain aspects of the outreach service may need to be CQC registered. | 30/11/17 |
| 21 | 29/11/17 | Regarding the pricing schedule, should the total cost be the first year only, or are you expecting an average based across the 3 year contract taking into consideration possible NLW implications. | The total cost quoted in the pricing schedule should be for the first year only. Contract clause 12.14 (Contract Price and Payment), defines the mechanism by which the Council will consider and agree any requested uplift, on an annual basis. | 30/11/17 |
| 20 | 23/11/17 | There is no excel cell to include the cost of the 3 vehicles that are currently leased for the people who access respite and outreach. | We would expect these costs to be included under the heading “Overheads & Profit” | 30/11/17 |
| 19 | 23/11/17 | Can you confirm if additional 1:1 support that some people require when attending respite (at all times) will be funded in addition to the average support ratios over 2000 nights? | This would be agreed on a case by case basis and will only be considered if the assessment of need identifies a requirement for additional support. Otherwise, the service should be staffed flexibly to ensure that where additional support is required this is catered for within the weekly staffing rota. | 30/11/17 |
| 18 | 23/11/17 | 73% occupancy totals 2000 nights. The projected 80% capacity is over 2000 nights, so our costs will reflect 73%. Is this your expectation? | Yes.  2000 nights is a notional level of annual usage chosen by WBC to allow for a fair comparison to be made between the tenders received. The price entered in the ‘TOTAL COST’ column for this line should reflect this level of usage. | 30/11/17 |
| 17 | 23/11/17 | Is 62.5% of the respite provision being commissioned as a block funded amount per annum? | No, all elements of the service will be spot purchased. Voids will be paid for the overnight respite as appropriate to achieve the 62.5% funding commitment. | 30/11/17 |
| 16 | 23/11/17 | Just so that we understand your reply correctly with regard to the 62.5% capacity – this is a guaranteed payment by Wokingham Borough Council, (whether or not the capacity limit is met)? | Yes, this is correct. | 30/11/17 |
| 15 | 21/11/17 | How many staff hours are currently vacant? | There are no current vacancies. The hours fluctuate each week and this is accommodated by the flexibility of the current team. | 30/11/17 |
| 14 | 21/11/17 | How many miles per week do staff travel to deliver Outreach Services? | At present on average staff travel 1,300 miles per week to deliver the Outreach service. However, WBC expects that the winning tenderer will work innovatively to significantly reduce the mileage travelled. | 30/11/17 |
| 13 | 21/11/17 | Is it possible to share a model rota for the existing respite service? | Please refer to the additional document uploaded onto Contracts Finder:  Loddon Court Short Break Weekly Rota.docx  The document is an average rota that covers all of the provision. The rota changes every week in accordance with bookings and the people supported. | 30/11/17 |
| 12 | 21/11/17 | Who is responsible for the replacement of baths? | The support provider will be responsible for the repair and maintenance of the baths. Should a bath need to be replaced this will be the responsibility of the Provider and not the Council. | 30/11/17 |
| 11 |  | WBC Notification | Please note:  The deadline for receipt of clarification questions has been extended to 5.00pm on Wednesday 29 November 2017.  The deadline to view the premises is 3.00pm on Wednesday 29th November 2017. | 23/11/17 |
| 10 | 21/11/17 | What staffing ratio do you expect to see overnight? | Please refer to Schedule 1 section 8. | 22/11/17 |
| 9 | 21/11/17 | As per point 58.1 re maintaining, replacing and renewing items as listed in Schedule 7, can we confirm that you would expect to see this cost as part of the hourly rate? | Please refer to Schedule 2 under the heading “Maintenance”. | 22/11/17 |
| 8 | 21/11/17 | Are direct payment hours for Outreach part of this tender? | The anticipated scope of the opportunity includes direct payment hours. However, please note that WBC has no control over direct payments so there is no guarantee of any specific level of work. Additionally the contract for services provided under direct payment hours lies directly between the supplier and the customer alone. | 22/11/17 |
| 7 | 21/11/17 | Are there any plans by WBC/Ability to renovate the premises to make it more fit for purpose? | WBC are currently in the process of determining what improvements need to be undertaken that fall to the responsibility of the Council.  We are not currently aware of any plans for Ability to undertake improvements to the building. | 22/11/17 |
| 6 | 20/11/17 | Could you clarify the statements from Schedule 1 – Service Specification:   * Page 1 “Wokingham Borough Council will fund a minimum of 62.5% of overnight respite capacity whilst reserving the option to purchase further capacity as set out in this specification” * Page 11 “ The 62.5% of capacity reserved for the Council will be subject to spot purchase at this rate”   Are we right in assuming that WBC will guarantee payment of a minimum of 62.5% of capacity, or is it simply the case that the provider must reserve this percentage for Council spot purchases? | In respect of the overnight respite service:   * 62.5% of capacity must be reserved for Council spot purchases, (whether WBC commissioned or via WBC direct payment). * The Council guarantees to fund 62.5% of available capacity, (whether WBC commissioned or via WBC direct payment). | 22/11/17 |
| 5 | 20/11/17 | Is it possible to share further figures of the historical take up of both Outreach and Respite Services? | * During the 2016 calendar year the occupancy levels for the overnight respite service, (including via WBC direct payments) ranged between 62.5% to 81.05% of available nights each month. * We do not have additional information available for the outreach service.   The figures are not any guarantee of future demand/utilisation for any element of the new service and are provided for information only**.** WBC cannot be held responsible for the accuracy of these figures. | 22/11/17 |
| 4 | 20/11/17 | Is rent due on the staff sleep in room/office? | There is no additional rent due for the use of this space, it is included in the annual rent specified in clause 1.10 of the sub under-lease. | 22/11/17 |
| 3 | 14/11/17 | Can I just confirm that the SQ and the tender both share the deadline of 08/12/2017? | Yes, there is the one deadline for the submission of the full ITT documents. | 14/11/17 |
| 2 | 14/11/17 | WBC Notification:  Schedule 5 TUPE Information has been updated | Please refer to the updated document uploaded onto Contracts Finder:  Schedule 5 TUPE Informationv2 (002) 14.11.17 | 14/11/17 |
| 1 | 09/11/17 | Would we be able to use Wokingham as one of our contract examples, or are you looking for references from outside organisations only? | Yes, you would be able to use Wokingham as one of your contract examples, if the service was relevant to the service requirements. | 09/11/17 |