**C0422a Query Log as at 29.04.2022**

This log captures any requests for information or clarification regarding this project received by London Councils.

In line with the explanation provided in the ITT document, further information requested about the project will be copied to other organisations bidding (though will not identify the originator of the enquiry) through this document emailed to bidders who have confirmed interest in submitting a proposal.

**NB: This document will be updated as and when enquiries come through, so bidders will be sent the updated version with any further information. The deadline for submitting queries is Midday Friday 13th May 2022, queries received after this will *not* be answered.**

| Question | Response |
| --- | --- |
| Please could you confirm the word limits please on each of the responses within the method statements section. The documentation refers to a maximum word limit but then doesn’t specify  | The text around a maximum word limit was left in by mistake – there is no word limit for the responses. |
| Please could you confirm whether London Councils will be providing administration for the delivery of the sessions – ie booking people on and sending out invites etc or do we need to cost that into our submission also? | We’re open to either LC providing administration (as described) or for the provider to do this, if you wish to provide administration please do include the relative costs. |
| Will London Councils provide the venues for the face to face delivery or do we have to cost that into our submission? | London Councils has the facilitates to provide for face to face delivery. |
| Please could you confirm that value of £90,000 is for the whole 3 years and not per year? | Yes, £90,000 is an approximate cost for the whole 3 years and not per year |
| How many senior managers and customer facing staff will be accessing the mandatory training around culture competency? | In reference to the cultural competency training we have c.20 senior managers and c.16 customer facing staff. Essentially, we are referring to around 35-40 members of staff. |
| Please could you confirm the total number of participants expected at each lot and whether these are the same people who will be trained year 1-3. | The approximate number of participants for each Lot is outlined in the table within the specification on the “invite to tender” document and the number spans across the 3 years. The number of participants varies across the Lots as some will be mandatory/prioritised for particular members of staff but also available for other staff should they wish to attend (i.e. some flexibility).Also, we consider 1 training as 1 cohort so there could be multiple cohorts within a single year – the number of participants within a training is down to the providers discretion and a cohort may require multiple sessions for a completed training (again that’s down to the provider).  |