

Redbridge & Waltham Forest Supporting People Framework Agreement

Sitra Training – Questions from Providers

These are responses to the questions raised by Providers at the training which took place on 3 & 4 August 2009, 5 & 6 August 2009 and 10 & 11 August 2009

Question	Answer
1. Will commissioners receive training on interviewing and presentation skills?	This question is not clear, commissioners will not be doing interview or presentation.
2. One of the providers was asked to supply costs for their current service in advance of tender, why was this?	This cannot be answered as it is not clear which Service this is. The individual Service Provider can resolve this with the respective borough
3. How will service users be involved in the procurement process?	This is currently being decided.
4. Will all providers who are accepted onto the framework be interviewed before-hand?	The Tender Evaluation Panel reserves the right to interview bidders before the award of the Framework Contract.
5. Will there be an opportunity for providers to ask questions at the interview?	Yes, Providers may ask questions related to their bid and the relevant tender process.
6. If there is a collaborative bid will all members of the bidding group have had to pass the PQQ stage?	Providers can only submit a tender in exactly the same configuration as they submitted their PQQ. If they did not submit the PQQ as a consortium or partnership they cannot now submit a tender as one.
7. What documentation needs to be returned (eg. in Volume C Invitation to Tender do providers just submit the sections that require signing or the whole Volume including preamble etc)?	Please refer to Volume C which states how the Tender Documents should be submitted.
8. Have the interview dates been set yet?	They are being set and will be conveyed to relevant bidders at the earliest date possible.
9. Can prospective bidders contact current service providers to ask for information? How would this fit in with service user confidentiality, data protection and competition rules?	Prospective bidders may not contact current Service Providers to ask for information. Any information required must be requested from the Authority by 10 September 2009, as stipulated in the covering letter accompanying the Tender Documents.
10. How are points measured against percentages for questions? eg. if a bidder gets 50 points out of 100 for a particular question does this entail full percentage allocation for that question or just 50%	The way the method statement is set out, each question has been allocated a specific percentage which has been converted into equivalent points, the points scored for each of the questions will be added up to form the total score.

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11. Can the decision on awarding points be appealed?	Yes. Providers may seek feedback and take this further with the Authority.
12. How are questions scored?	This question needs to be clarified.
13. The framework agreement states that it includes services in Barking and Dagenham, which services are these?	One floating support service for Prolific and Priority Offenders.
14. In bidding to be included in a category do providers have to bid to deliver the whole category or can they pitch the bid at one or two services only within the category (eg. provider is interested only in delivering their existing service but that sits within a wider category)?	It is up to the Provider how they want to pitch their bid, however it needs to be noted that the Providers have been informed that at this stage they are bidding for a category of service and not for individual Services within that category.
15. If providers are successful in being accepted into a category on the framework will they have to be involved in all the call-off mini-competitions for that category or just the services within the category they are interested in / able to deliver a service for?	Only for the Services they are interested in/able to deliver a Service for.
16. When pricing the bid do providers have to aim at an average for the category or just for the service within the category that they are interested in?	Providers must make their own commercial decision as to how they wish to price their bid.
17. Can further clarification be given between previous answers given as to whether inflation will be added on top of the agreed contract value?	It is not clear what further clarification is needed so this question needs to be more specific.
18. If there is an apparent conflict or difference of emphasis between the answer to questions raised with Redbridge and Waltham Forest and what is written in the tender document, can providers rely on the answers given to specific questions?	The Authority's responses to queries will be in line with the requirements stated in the tender documents. If a Provider considers that there is some discrepancy between the two, they must contact the Authority for clarification and to ensure that they have a clear understanding of the Authority's requirements.
19. Can questions be answered and sent out to providers within a couple of days of them being asked?	Answers will be sent as soon as possible.
20. Can a date be set for when final questions can be asked by providers and a date for when the last answers will be sent out so providers can plan their final drafts?	It is stated in the covering letter issued with the Tender Documents, that the last questions must be received by 10 September 2009.
21. Is the price required for the whole category or should there be a separate price for each service?	The price is required for the whole category.

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<p>22. Should the price be averaged for a category with one higher cost service, or shown at a higher price and then this price reduced for the lower cost services at call-off stage?</p>	<p>Providers must make their own commercial decision as to how they wish to price their bid.</p>
<p>23. Can volunteer hours be included in the hourly rate calculations?</p>	<p>Volunteer hours are not to be included in the hourly rate calculations.</p> <p>Only paid employees' hours are to be included.</p>
<p>24. Can 'mutual support' between service users be included in the hourly rate calculations?</p>	<p>"Mutual support" between Service Users cannot be included in the hourly rate calculations.</p> <p>Only paid employees' hours are to be included.</p>
<p>25. Re. the question about the weekly unit cost on the pricing schedule, does a unit refer to a person? Does this question refer to an average of service users' costs?</p>	<p>Further clarification will be provided on this matter next week. In the meantime, Providers should proceed with completing the other elements of the application.</p>
<p>26. Can providers be told in advance what areas will be focused on in the interview? eg. if finance is to be asked about at interview providers will need to know to bring finance staff to interview panel.</p>	<p>Yes, as far as possible advance notice will be given.</p>
<p>27. Is there a set number of people who can come to the interview?</p>	<p>There is no set number, however the interview process needs to be contained and manageable.</p> <p>Providers who are invited to interview will be requested to inform the Authority how many people will be attending so that arrangements can be made to accommodate them.</p>