

**Redbridge and Waltham Forest Supporting People Framework Agreement**

**Questions and Answers**

<b>Questions</b>	<b>Answers</b>
<p>1. Please could you confirm whether there is a word or page limit when answering the questions set out in the Method Statements?</p>	<p>There is no word or page limit.</p> <p>However, Tenderers are advised to provide clear, concise and comprehensive responses that best answer each of the questions in the Method Statement/s.</p>
<p>2. How many copies (hard and digital) of the tender documents should be submitted?</p>	<p>1 <b>hard</b> copy of the tender documents is required to be submitted.</p>
<p>3. The service specifications for the sheltered housing for older people give indicative weekly support hours for the service. However on most of the service details this doesn't match the times given for cover. For instance, in contract 1, service A - indicative weekly support hours are listed as 8 but times are given as Mon - Fri 9-5 (40 hrs). Please can you clarify the situation?</p>	<p>The indicative hours are to be delivered during the period of time specified. So in the example, 8 hours per week are required and these are to be delivered between 9am and 5pm from Monday to Friday ie the hours will not be required in the evenings or at weekends.</p>
<p>4. Is the borough in a position to inform tenderers which contracts may include people on Local Government Pension Schemes?</p>	<p>All details, including pension details, relating to the employees engaged on specific contracts will be provided to those organisations on the Framework invited to participate in a mini-tender for a call-off contract as part of the mini-tender documentation. Tenderers do not require this information in order to prepare their tender in relation to appointment to the Framework because as part of the mini-tender process Tenderers will be permitted to submit adjusted staffing costs in light of the TUPE information provided in the mini-tender documentation. As the call-off contracts under the Framework are not due to commence for some time, it would not be appropriate for the</p>

	<p>Authority to provide Tenderers with staffing information relating to those contracts at this time and to do so could lead to Tenderers submitting their tenders based on inaccurate information.</p>
<p>5. We have been reviewing the information received as part of the Framework tender and trying to identify where the services currently sit within the various contract splits. We seem unable to identify the relevant services from the specifications. Additionally many of the unit numbers do not correlate with current provision.</p> <p>Can our organisation be given details of which contracts and services in the specification are the services, which we currently provide. Our organisation would require this information to begin considering the potential TUPE implications, especially where the contracts are split from how they are currently delivered, and the implications for staff including managers who may be spilt across the new contracts. As an organisation we obviously have a responsibility to staff and seek to ensure they are as informed as possible about any potential change in employer.</p>	<p>The Authority acknowledges that existing providers will have privileged knowledge over potential in-coming new providers. The information provided at this stage of the tender has been anonymised in order to give all Tenderers an equal and fair opportunity upon which to base a commercial judgment when supplying proposed cost.</p> <p>Any and all successful Tenderers who have been appointed to the framework agreement will be given additional detailed service information when participating in a mini-tender for any call-off contract. The number of units quoted in the invitation to tender documents will be based upon full occupancy or based upon the future commissioning intentions of the Authority.</p> <p>With regards to TUPE consultation, all providers have a responsibility to consult/inform employees as soon as TUPE may be an option. All existing providers are aware of the expiration date of their current contracts and should therefore take responsibility. Where the Authority has not evinced any intention to extend the current contracts, providers should consult/inform (as appropriate) their employees as to this fact and the fact that the service may transfer to a new provider or providers at the end of the contract.</p>
<p>6. Which Contracts, if any, have Local</p>	<p>(Please note that this question has already previously been asked and an</p>

<p>Authority pension liabilities?</p> <p>Our position to proceed with any bid could be affected by Local Authority pension liabilities.</p>	<p>answer was provided. This answer reiterates the previous answer as the Authority has no further information to add in relation to this.)</p> <p>As the bidders are not being asked to take over any Services at this stage they will not be taking on any potential pension liabilities. What exactly those liabilities are for each Contract will not materialize until such time as all the TUPE information is gathered for the Contract concerned. If, having been provided with the information as part of the mini-tender for the Contract the Provider feels that they would not be able to comply with the pension obligations then they can withdraw from the mini-tender for that Contract. Once appointed to the Framework, there is no obligation on bidders to participate in any Contract if they do not feel that they can comply with the requirements, whether that be in terms of provision of the Service as required at that time, or the staffing obligations.</p> <p>If information is provided now, that may not be correct at the time of the call-off anyway, and would also need to cover Contracts already outside of Local Authority control as some Providers may already have staff on Local Authority pensions where they have transferred to them on other occasions, whether from LBR or any other Authority.</p>
<p>7. In Services where there is lifting equipment e.g. hoists, stair-lifts and also alarm systems who is the responsible party for purchasing, maintaining and negotiating Service Contracts?</p> <p>If these are to be a Provider cost then disclosing information earlier will be needed. Or, this will need to be included as part of second stage costing.</p>	<p>All the Services that relate to the maintenance of stair lifts etc. are the responsibility of landlords. The Support Services such as alarm response are part of the Support Contract and the responsibility of the Provider.</p> <p>The cost of the alarm response is included in the overall Contract price for the different Contracts under individual</p>

<p>Can clarification be given please?</p>	<p>categories. Detailed breakdowns of these will given at the Call Off stage.</p>
<p>8. Volume B1 – Core Specification for Supported Living Services for people with Learning Disabilities; we would suggest that the Local Authority includes within the Contract a commitment to work with landlords, Providers and personal assistants where there is more than one agency providing support Services within a shared house. There would be complexities for all parties; we feel that it would be supportive if the Local Authority committed to working with agencies in this instance. e.g. issues relating to Health and Safety, Fire procedures, shared sleep-ins, neighbour disputes etc.</p>	<p>There is full commitment from the Local Authority to work in partnership with all the parties. It cannot be done in any other way if the Authority wants to ensure high quality Support and Care Services for the Service Users.</p> <p>Please note the Service Specifications detail the requirements for the <b>Provider</b> in the delivery of Supported Housing Services.</p>
<p>9. Volume B2 page 28 Category 6 - Young Persons support Services;</p> <p>There are no specified hours upon which we can base our costs in relation to this Service. The specification only states;</p> <ul style="list-style-type: none"> <li>• Service duration is up to 2 years</li> <li>• Possible sleep-in arrangements / on call</li> <li>• 365 days a year</li> </ul> <p>We need more information please</p>	<p>The London Borough of Waltham Forest has identified that Young People with Learning Disability in the transition stage of adulthood may require a Support Service specific to their needs. This is currently an area where the authority wishes to develop Services. Therefore all hours, costs and capacity quoted are indicative and offered as guidance ONLY on which Providers can base average costs. It is likely that the Service will require 147 hours to 6 users, 7 days per week.</p> <p>The Service will require sleep in support between 11pm – 7am and have an on site office.</p>
<p>10. Volume B3 section 27.</p> <p>At first reading this seems to contradict itself.</p> <p>We feel that 27.2 stipulating that at commencement of Contract 50% of staff must be suitably qualified is reasonable.</p>	<p>27.1 relates to newly recruited staff registering to train within 6 months of joining an Organisation. It is not dismissing any qualifications they might already hold, but specifying that all staff must have or be working towards qualifications that meet the National Minimum Standards. Therefore, this</p>

<p>In contrast it seems 27.1 is too rigid as it does not account for other relevant qualifications relevant to the sector that staff may have</p>	<p>cannot be construed as too rigid or contradictory.</p>
<p>11. There are 2 x Floating Support Contracts (<i>one in Redbridge, one in Waltham Forest</i>) outlined in tender documents. Where and how can we express our interest in which borough we are bidding for?</p>	<p>This will be at Call Off stage when Providers will be able to bid for the specific Contract they are interested in delivering.</p>
<p>12. Are you able to clarify what should be included in weekly unit costs?</p> <p>e.g. in Contract 10 (Learning Disability supported accommodation based Services) there are 16 Services specified within one Contract- how would the Authority like Providers to present the weekly unit cost</p>	<p>The tender documentation requests providers to present costs for each category. For categories containing several contracts with multiple services like the one referred to in the question, the calculation of weekly unit cost would need to be based on the capacity and costs of all of the services in the category, then averaged out against the total capacity of all of these services so it provides an average weekly cost per unit across the category.</p>
<p>13. Contract Pricing Summary Schedule: can you clarify what you require here. Normally our hourly rate would include central overheads and sleep ins. Do you want the hourly rate net of these? Could you confirm what you expect to be included in the weekly unit cost?</p>	<p>The hourly rate is calculated by dividing the total annual Contract value by the total annual number of support hours (which are made up of direct support, support workers' admin time and line management).</p> <p>As the total contract value is not known at this stage, working the other way around means that the hourly rate should include the costs of sleep in and central overheads. (please note however, that the sleep in hours are not included in the support hours).</p>
<p>14. The letter which we received confirming categories that we had been short listed for. One of these was People with Learning Disabilities: Floating Support Services in London boroughs of</p>	<p>People with Learning Disabilities: Floating Support Services is ONE category that covers both boroughs. Therefore one submission is required.</p>

<p>Redbridge and Waltham Forest. However, the two boroughs have described their Services as two separate categories. Do you want one submission for Waltham Forest and another one for Redbridge, or one to cover both categories?</p>	
<p>15. Can you explain what is meant by 24 hour shift live in staff rota in B2 Appendix 1, Contract 5?</p>	<p>The current Provider has in place a rota where a staff member is on site for a full 24 hour cycle inclusive of sleep in times (after 11pm) during this time they are available to provide out of hours support if needed. For the purpose of the bid Providers are asked to consider the indicative average hours plus an out of hours sleep in support Service (11pm – 7am)</p>
<p>16. Can you clarify the term "On call sleep in support" used in a number of the Contracts?</p>	<p>This term indicates that the Provider will have a member of staff providing support if needed out of hours (11pm-7pm) who may be asleep during these times unless awoken for duties.</p>
<p>17. Is there a fixed element to the Block Gross Subsidy Contract?</p>	<p>No</p>
<p>18. When you say you want the submission bound, do you mean spiral bound or in something like an A4 folder?</p>	<p>There are no specific requirements in relation to this but Providers should ensure that this is done in such a way that the documents can easily be separated and put back together for photocopying.</p>
<p>19. Please confirm if you are asking for the 'hourly rate' or 'hourly support rate' at this stage. On page 25 of the tender doc it states 'Hourly Rate' - Page 56 states 'Hourly Support Rate'.</p>	<p>This is one and the same, as described previously (consisting of direct support time, support worker's admin time and line management).</p>
<p>20. There is an appendix 2 which is a spreadsheet do we need to fill this in?</p>	<p>The document referred to is an appendix to Volume B2 for ex-offenders: floating support services. This is part of the service specification and is included to demonstrate the outcomes that the successful Provider would be required to report against. This is not a document to be submitted as part of</p>

<p>21. a. Can you please clarify the components that make up the support hour. Question 13 indicates that the components are:</p> <p>Direct Support time Support workers admin time Line management</p> <p>Question 8 indicates that the hourly rate is:</p> <p>Should include the cost of sleep-in and central overheads.</p> <p>Is the hourly rate then:</p> <p>Direct support time Support workers admin time Line management Sleep-in Central overheads</p> <p>b. Can you please clarify what components make up line management and what components make up central overheads.</p>	<p>the tender.</p> <p>The hour itself is made up of time spent on direct support and related admin and the line management of the front line support worker.</p> <p>Staffing costs may include</p> <ul style="list-style-type: none"> <li>• Staff actual salary</li> <li>• Employers NI</li> <li>• Employers pension contribution</li> <li>• Training costs (related to support and skills that will aid support and related work e.g. basic IT skills etc. (not care related))</li> <li>• Locum Costs</li> <li>• Agency costs if different from above</li> <li>• All workers that carry a caseload plus their line manager</li> <li>• Mobile phone cost if staff leave premises with clients on eligible support tasks</li> <li>• CCTV if installed</li> <li>• Sleep-in/on-call costs</li> <li>• Travel if staff leave premises with clients on eligible support tasks</li> </ul> <p>Central overheads may typically include the following:</p> <ul style="list-style-type: none"> <li>• finance department</li> <li>• IT infrastructure costs</li> <li>• human resources department</li> <li>• administration</li> <li>• insurance</li> <li>• audit and accountancy</li> <li>• publicity</li> <li>• office accommodation</li> <li>• legal costs</li> <li>• quality control and policy development etc.</li> </ul> <p>The total contract value will be made up of staffing costs and overheads. The hourly rate is calculated by dividing the total annual contract value by the total</p>
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	<p>annual number of support hours (as defined above). Therefore the cost of the support hour includes all of the above costs.</p>
<p>22. Can you please provide clarification on the service specification for the Sheltered Older People service (Section 6. Referral and Access). Can you please clarify what the Sheltered Housing Panel is, does it currently exist or will it be set up in the future as voids for sheltered housing in Redbridge currently are filled through choice based lettings.</p> <p>Can you also please clarify if the 'provider' in the context of the specification is the support provider and whether it is envisaged that all voids in future will be filled through the council waiting list exclusively so that transfers, other referrals etc are ineligible.</p>	<p>A Referral and access panel is the Authority's preferred method of managing access to Services for this Client Group.</p> <p>The Panel is not currently in existence but the Authority intends to implement this so that it will be operational when the contracts included in this framework are called off. The panel will then assess and prioritise all referrals to the included services. Any proposals for transfers will need to be submitted to the panel for its consideration.</p> <p>The "provider" in this context refers to the support provider.</p>
<p>23. Can we delete from the Tender documents the sections (appendices) which we are not applying for or do we need to leave them all in and just complete the relevant ones? For example we are completing appendices 1, 2, 8, 11 and 12 , but there are 20 appendices in total. We were just thinking that by completing and returning only the relevant ones it would reduce the amount of paper returned to you.</p>	<p>Volume C includes 20 method statements (one for each category) included as appendices 1-20.</p> <p>Providers may delete the appendices for the categories they are not bidding for. It will be the responsibility of each individual Provider to ensure that they only delete those appendices which are not relevant to their organisation.</p>
<p>24. For the Category "accommodation based move on support services for single homeless/rough sleepers", the service specification describes the category as being made up of two contracts, each consisting of one service. However, in the PQQ documents which state the contract values for each category, there is only one contract value, indicating that the category constitutes 1 contract made up</p>	<p>When the PQQ documents were issued it was envisaged that this would be one Contract. However, a decision was subsequently taken to tender this as two Contracts.</p> <p>A document was re-circulated last week summarising all changes that have occurred since the issuing of the PQQ documents.</p>

<p>of two services. Please can you provide clarification on this matter?</p>	
<p>25. When submitting multiple tenders (ie for various categories), should each category's method statements be submitted as a separate 'package' (ie in separate binders)? If this is the case, I assume that where an appendix is referred to in more than one category, it should be duplicated and attached to each relevant category's binder. If the method statements for each category can be submitted together in one binder, then will one set of appendices for all categories suffice?</p>	<p>Providers have been instructed in the tender documents to submit ONE tender including a separate method statement for each category. These documents may all be submitted in one binder. However, Providers are asked to ensure that these can be easily separated for photocopying.</p> <p>The meaning of the reference to "appendices" is unclear. Volume C states what needs to be submitted. If Providers require clarification of any aspect of this a specific query needs to be put forward about the specific issue requiring clarification.</p>
<p>26. Is there a questionnaire provided for the method statements?</p> <p>If not, what form is prescribed for submission of a tender-compliant method statement submission?</p>	<p>Each method statement is in a table format. Responses to each question should be entered in the relevant row under the question.</p>
<p>27. In relation to the landlord costs:</p> <p>a. Mental health – low to medium needs – service 3, contract C: I note £6,434 of charges from the landlord. Can I assume we would be taking on the housing management costs, collecting the rent and meeting these charges from them – or is this to be costed into the support contract? There appears to be no office space or sleep in area, so I cannot understand why we would be charged for this.</p> <p>b. Rough sleepers – assessment services - contract one, service A – I note that there is no current charge for office space or sleep-in room, although this is liable to change. When will this information be made available? Are LB</p>	<p>a. This is based on the Support Provider collecting the housing management costs and meeting these charges from them.</p> <p>b. Redbridge Council is the Landlord for this Service. There are currently no plans to charge rent but in the event of this changing this would be addressed as part of the review of prices referred to in Section 28 Volume A (Conditions of</p>

<p>Redbridge willing to underwrite any additional costs associated with these, which providers are not in a position to cost into the support contract at present as the information is not available?</p> <p>c. Young people – the office space charge of between 44 and 47k over four years is extremely high and may impact on the ability of other providers to meet the competitive pricing on the support contract that East Potential will be able to offer. Do the commissioners take a view on this?</p>	<p>Contract).</p> <p>c.) We are awaiting legal advice on this query. In the meantime please see the attached document which provides a more detailed breakdown of the landlord charges related to the Contract in the category Young People at Risk: Accommodation Based Services. Update following legal advice: Tenderers must take a commercial view as to the tender price to submit based on the information provided and their knowledge of what charges landlords may reasonably be able to impose. The potential costs charged by landlords will also be taken into consideration by the Authority when evaluating this aspect of the tenders.</p>
<p>28. In addition to the method statements and contract pricing summary schedule, are we required to submit any documents to evidence our responses?</p>	<p>Providers may submit supporting documents. Please refer to Volume C which provides further details.</p>
<p>29.</p> <p>a) Are providers to assume that the accommodation based services will remain within their current location with charges as described in email attachment 28/8/2009?</p>	<p>a) As far as we know, with the exception of one mental health service and the services which are yet to be built for women and children escaping domestic violence, it is envisaged that all services will remain in their current location. The</p>

<p>b) Do commissioners expect submissions to incorporate the stated accommodation charges within their financial calculations?</p> <p>c) Do these charges represent the entirety of accommodation costs?</p> <p>d) Will commissioners please provide current information on ALL fixed accommodation or capital costs for each contract, e.g., building rentals, council tax, applicable mortgages, and capital charges separately, where they apply, for each contract?</p> <p>e) Are financial calculations to begin with from 1 April 2010?</p>	<p>details of charges provided are landlords' current projections. The Authority is not in a position to guarantee that these will not be subject to change. However, as stated in the Section 28 Volume A (Conditions of Contract) prices will be reviewed during the term of the Contract, subject to the funding received by the Authority from central government.</p> <p>b) The accommodation charges have been distributed so that Providers can use these to help inform their financial calculations. This is due to the fact that at call off stage Providers will not be able to submit higher prices than they submitted in their tender except for where an increase is necessitated due to TUPE requirements.</p> <p>c) The proforma completed by landlords and then distributed to support providers requested that landlords include all accommodation costs payable by the support provider to the landlord. To the best of our knowledge, this has therefore been provided. This may not include utility costs and bills which the support provider is required to pay directly to the relevant party.</p> <p>d) Please see the answer to 29c. which states that landlords have been asked to provide all relevant information regarding costs which are payable to the landlord by the support provider. Where there are costs such as utilities and bills, which are payable directly by the Provider to the relevant party, Providers are required to use their commercial judgement as to these in their financial calculations.</p> <p>e) the proforma of landlord costs starts with the year 2010/11</p>
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<p>30. I would like you to confirm which contract for sheltered housing for older people has been removed from the framework</p>	<p>The contract which has recently been removed is included in Appendix 1 to Volume B2 - Sheltered Housing for Older People as Contract 1 and it appeared on the information document accompanying the PQQ as a contract in the region of £68,000. This Contract was removed due to the landlord deciding to withdraw from the Supporting People Programme.</p>
<p>31. Please could you clarify for me  <b>Category: Sheltered Housing for Older People</b> – the Contract for £6,000 and the Contract for £68,000 have been removed and there are now 5 Contracts in this category.          In the tender documents can we assume pricing as out in the Service Categories in the Framework</p> <p>E.g          Contract 1 £68,000          Contract 2 £25,000          Contract 3 £45,000          Contract 4 £55,000          Contract 5 £72,000          Contract 6 £41,000</p> <p>and the contract for £6,000 is none of the above?</p>	<p>This is correct. Contract 1 has recently been removed from the Framework as explained in the answer to question 30.</p> <p>The contract in the region of £6,000 was removed from the Framework prior to issuing of the tender documents and therefore it does not appear in Appendix 1 Volume B2 with a contract number assigned to it.</p>
<p>31. As we have successfully been invited to tender for a number of categories within the Framework we are preparing separate tender submissions for each category. On this basis can you please confirm if it is acceptable to submit a separate "CONTRACT PRICING SUMMARY SCHEDULE" within each submission that only shows the prices for that category?</p> <p>See attached example.</p> <p>If this is acceptable do you wish us to</p>	<p>Providers have been instructed in the tender documents to submit ONE overall tender which includes one contract pricing schedule (incorporating all of the categories they are tendering for) but a separate method statement for each category they are tendering for. Please refer to Volume C which provides detailed instructions as to how the tender must be submitted.</p>

<p>supply separately signed "Forms of Tender" and "Certificate of Bona Fide Tendering" for each tender submission or would one signed original of each and photocopies in the additional submissions suffice?</p>	
<p>32. Can you please confirm if all landlord cost figures that have been supplied are annual costs? For example, the two Family Mosaic mental health high needs schemes contract 1, services A &amp; B are £75.14 and £77.22. Are these figures weekly, monthly, annual or for another time period?</p>	<p>All of the costs are all annual costs, with the exception of:</p> <p>1. The following Services for which the answer to question 5. is weekly -</p> <p>People with Mental Health Problems: High and Complex Needs Accommodation Based Services – Contract 1, Services A &amp; B</p> <p>Older People: Sheltered Housing for Older People – Contract 4, Services A to G.</p> <p>Older People: Sheltered Housing for Older People – Contract 6, Services A &amp; B.</p> <p>2. The following Services for which the answers are weekly –</p> <p>People with Learning Disabilities: Accommodation Based Services – Contract 6, Service A.</p> <p>Waltham Forest Landlord Costs Schedule circulated as “Waltham Forest Spreadsheet 7” (Category 3, Contract 1, Service B)</p>
<p>33. Following your email on Friday last - advising of the inclusion of a floating support service with the Older People - BME contract; does this mean that the number of units for this contract needs to be increased from seven to ensure that we all submit correct costings?</p>	<p>The 7 units referred to in the specification are the accommodation based units. Floating support work is to be carried out in addition to the support provided to these 7 units. More detailed clarification of this matter is being sent in a separate email to Providers who have been shortlisted for this category.</p>
<p>34. Please can you clarify what costs can</p>	<p>ii) is a housing management cost related</p>

<p>be included in the support costs in relation to alarm systems. From the information submitted by landlords of sheltered housing it is clear that some include the cost of maintenance of the alarm system equipment. For others the position is unclear. Your answer on this question is also unclear. Can we include in support costs the following:</p> <p>i) The cost of the warden call service.</p> <p>ii) The cost of maintaining the warden call service equipment.</p> <p>iii) The cost of the telephone link to the warden call service.</p> <p>These are currently included in the contract we have with LB Redbridge and are eligible for support subsidy.</p>	<p>to the fabric of the building and would therefore not be included in the support contract.</p> <p>i) and iii) would be split between support costs and housing management costs as they would relate to housing management issues as well as support issues.</p>
<p>35. Regarding pricing, we understand that we are to submit a maximum price for support and not to make any adjustments for inflation as the prices and rates will be subject to review according to the terms of the Contracts awarded. However, what is not clear is whether the price we submit is to be our price as at September 2009 or whether it is the price we have calculated for the date of commencement of the new Contract. In the case of sheltered housing for older people this is October 2011. Please clarify.</p> <p>Can you please also explain how this ties in with the statement in Contract Pricing Summary Schedule Preamble which says, 'Save for in relation to staffing costs, tendered prices shall be maximum prices and shall be subject to amendments by the Authority in accordance with the provisions of the [Contract].</p>	<p>The price that Providers submit in their tender cannot be increased at call off stage <b>except</b> where this is due to TUPE requirements. Therefore Providers must make a commercial decision and submit a price in the tender which they would be able to honour at call off stage.</p>

<p>36. Sleep in rate - in your recent answers [question 13 and 21] you have said the support cost per hour and per week should include costs for sleep in. Yet only one scheme out of fourteen has 24/7 cover and requires sleep in cover. This does not seem right. You have also asked providers to quote separately for the sleep in rate, which suggests that this is a cost to be quoted for separately from day time support costs.</p>	<p>Providers are required to provide an overall support cost per hour for each category, taking into account the requirements for each of the contracts included in that category, including sleep in.</p> <p>In <b>addition</b> to the above requirement Providers are asked to separately show the cost for sleep in.</p>
<p>37. Contract Pricing Summary schedule.</p> <p>Please could you clarify what is meant by 'central overhead costs' Or could examples be given of what would be included as central overhead costs.</p>	<p>Please refer to the answer to question 21.</p>
<p>38. In relation to People with Learning Disability Services Accommodation Based Services:</p> <p>a. Contract 3 Services A &amp; B for 114 hours should it be 1 cost for the combined 2 services.</p> <p>b. Is there a costing for the rent council tax and utilities for the 2 volunteers flats on contract 6 Scheme A?</p>	<p>a. A cost is required for the overall category not for individual contracts. In terms of the support hours allocated to these two services, a total of 114 hours are shared between the two services.</p> <p>b. The landlord costs form for this service will be circulated shortly and will clarify this.</p>
<p>39. In relation to landlord charges information for London Borough of Waltham Forest categories:</p> <p>a) Some information includes addresses of particular schemes (namely from Outward and East Homes) whilst others do not. Can you please address the discrepancy, and as these have now been sent to all tenderers can addresses for the other properties be provided to ensure equity. Previous responses have stated that addresses for all properties</p>	<p>a) Some information was included in error on the schedules of landlord costs. However, as stated previously the Authority will not be providing details of each contract at this stage.</p>

<p>will be provided to all tenderers as the same time.</p> <p>b) In the High Support category one service is listed twice (Contract 2 / Service C) by two different landlords - WFHA and East Homes. Which is the correct landlord?</p> <p>c) The service listed as Category 2, Contract 2, Service E in WFHA doesn't seem to exist as there are only three service in Contract 2 (A, B and C)</p> <p>d) There are a number of service which the specification states has office / sleep-in room, but no landlord information has been attached - namely High support- Contract 1- service H, Contract 3- services B and C, medium support - Service A. Can you clarify when this information will be received?</p>	<p>b) In the High Support category, the landlord for Contract 2 Service C is WFHA</p> <p>c) IN WFHA, Category 2 Contract 2 the service listed as Service E should be Service C</p> <p>d) Where no landlord information has been given in these examples, no charges have been specified by landlords.</p>
<p>40. Regarding landlord costs, the problems listed below all relate to the spreadsheets entitled "Waltham Forest Spreadsheet":</p> <p>Spreadsheet 2 - refers to Cat 2, Contract 2, Service E – no such service.</p> <p>Spreadsheet 3 - refers to Cat 1, Contract 1, Service B – no such service.</p> <p>Spreadsheet 7 Tab 211 Hainault - Refers to Cat 2, Contract 2, Service D – no such service.</p> <p>Spreadsheet 7 Tab 36 FDE - Refers to Cat 2, Contract 2, Service E - - no such service.</p> <p>Spreadsheet 7 Tab Somerset - Refers to Cat 2, Contract 2, Service A - this was covered by spreadsheet 1 - is this as well as or has one or the other been mislabelled.</p>	<p>Spreadsheet 2 Cat 2 Contract 2 Service E should read Cat 2 Contract 2 service C</p> <p>Spreadsheet 3 Cat 1 Contract 1 Service B should read Cat 1 Contract 1 Service A</p> <p>Spreadsheet 7 Tab 211 Hain Cat 2 Contract 2 service D should read Cat 2 Contract 1 service D</p> <p>Spreadsheet 7 Tab 36 FDE Cat 2 Contract 2 service E should read Cat 2 Contract 1 service F</p> <p>Spreadsheet 7 Tab Somerset Cat 2 Contract 2 service A should read Cat 2 Contract 1 service A</p>

<p>Spreadsheet 11 - Refers to Cat 2, Contract 2, Service C - This was covered by spreadsheet 1 - is this as well as or has one or the other been mislabelled.</p> <p>Also note that Spreadsheet 8 was a duplicate of Spreadsheet 4.</p>	<p>Spreadsheet 11 Cat 2 Contract 2 service C is as well as spreadsheet 1</p> <p>Spreadsheet 8 is a duplicate of spreadsheet 4. The assignment of the service as Category 2 High Support Contract 1 Service G is correct.</p>
<p>41. Clarification of question 25. By appendix I mean any relevant policies and procedures (or other documents) that need attaching. If an appendicised document is referred to in different method statements, will we need to attach it once for each time it is mentioned? For example one copy of the SOVA policy and procedure for the mental health method statements and one for the homelessness method statement?</p>	<p>If the same supporting documents are being sent in support of more than one method statement, only ONE set of supporting documents should be sent. It is the Provider's responsibility to ensure that these are clearly cross referenced to the relevant method statements and questions within these.</p>
<p>42. In relation to the Contract included in the category Young People at Risk Accommodation Based Services</p> <p>a. Can you clarify that you expect support providers to deliver 504 hours per week of support time? (seven hours individual support per client per week).</p> <p>b. Do you require three staff between the hours of 10pm and 7am? If not, what is the expectaton? Can staff be on call or sleep in on site?</p> <p>c. If you do require three staff to be on duty at all times - can I assume that this is on a rota basis?</p>	<p>a. Please refer to Volume B Appendix 1 which states indicative weekly support hours as 496.</p> <p>b. &amp; c. The Service is staffed by 2 security staff on a 24 hour basis. One third of the total costs of the security service are funded through the support contract and therefore one third of the security staff's time is allocated to support. 3 support staff are on duty from 7am until 10pm. There are no sleep in staff at night but a manager is on call in case of emergencies. The Service operates a rota system.</p>
<p>43.</p> <p>a) Can you please confirm that the LD floating support service in Waltham Forest, which is for up to 2 years</p>	<p>a) The "Type of Contract" for LBWF Category 1 Contract 1 Floating support should read Block Gross not Block</p>

<p>duration, is a block subsidy service rather than a block gross service and if the service is a block subsidy service how block subsidy payments are expected to be collected by the floating support service provider.</p> <p>b) Can you please confirm that the contract value of the LD floating support service is still expected to be within the range of £320,000 to £425,000, though the sum at call off stage may be higher or lower than these figures.</p>	<p>Subsidy.</p> <p>b) It can be confirmed the contract value for LBWF Category 1 Contract 1 Floating support is anticipated within the range £320,000 to £425,000 although the sum at call off stage may be higher or lower than these figures.</p>
<p>44. In relation to People with Mental Health Problems: High and Complex Needs Accommodation Based Services Contract 2 Scheme A, can you please confirm that Peabody will not be making any charge at all for the use by staff of accommodation, office or otherwise, for the high/complex mental health need scheme that they are the landlord for?</p>	<p>Peabody will be making charges related to the housing management. Details of these were sent out in an email on 08.09.2009 as a correction to the schedule of landlord costs previously circulated.</p>
<p>45. The formulation that you have used to clarify how to establish the cost per support hour implies an hourly rate if the contract sums available per service type are divided by the indicative hours required. In the case of the sheltered service, the sum available to provide the support has been considerably reduced because of the office and other support costs. In the light of this do the indicative hours still need to be provided within the overall contract sum? If not how can the actual hours that will be provided be shown within the tender, as only an hourly rate is requested.</p>	<p>The indicative hours stated in the specification are required to be provided.</p>
<p>46. Can you please clarify the</p>	<p>Providers are required to use their</p>

<p>percentage splits between housing management and support for the warden call equipment and maintenance.</p>	<p>commercial judgement in relation to this.</p>
<p>47. In question 26, the response was:</p> <p>'Each method statement is in a table format. Responses to each question should be entered in the relevant row under the question.'</p> <p>The tables contain a 'Weightings' column, which takes up about 30% of the page. Can this column be excluded?</p>	<p>Providers may delete this column. However, it is providers' responsibility to be aware of the weighting for each of the questions being answered.</p>
<p>48. In relation to the category Young People at Risk Accommodation Based Services are the 24 hour security costs for the service paid through the income from the support contract?</p>	<p>One third of the cost of the security staff is funded through the support contract.</p>
<p>49. In relation to method statement (question) No. 1, please can you explain the relationship between parts a and b. Is part b intended to read as supplementary to part a, so that the emphasis of the question is on building on services taken over from others, or should it be answered more generally by reference to building on any existing services the bidder currently provides in the relevant field in order to provide the full service the contract requires? This is of particular relevance to us as the current provider since although we presume we need to provide a theoretical answer to part a, it is not directly relevant to our situation. We would like to be able to respond to part b in a way which does relate directly to our situation.</p>	<p>Providers are must use their judgement in interpreting the questions, based on the requirements of the service specifications and then decide how they wish to answer the question.</p>
<p>50. In relation to the housing benefit funding available for Single Homeless/Rough Sleepers: Accommodation Based Assessment Services:</p>	<p>Providers may incorporate the figure of £100,000 from housing benefit into their costing. However, this is an indicative figure only and may be subject to change (as explained in the email informing providers of this</p>

<p>Should providers assume that the maximum contract value has now been increased to £375,000, and price our service model on the basis of this value?</p>	<p>funding).</p>
<p>51. In relation to the housing benefit funding available for Single Homeless/Rough Sleepers: Accommodation Based Assessment Services:</p> <p>If the extra income will come from housing benefit, this must be to cover costs relating to the upkeep and management of the property. Can you please clarify whether this income will have any bearing on the cost of support being requested in the tender as it does not appear that this income can be used to fund support.</p>	<p>The figure of £100,000 referred to is to be used to fund the support provided as this is the balance remaining after housing management costs have been deducted. However, it is an indicative figure only.</p>
<p>52. In relation to Volume A (Conditions of Contract)</p> <p>a. Section 4.1 refers to modifications to the contract. Can notice periods be added to such modifications? This will allow for providers to respond and continue to deliver effective services.</p> <p>b. Section 4.2 states '<i>The Provider shall be flexible to accommodate such modifications and seek to assist the Authority in this regard as far as reasonably possible.</i>' Can you define the term <i>reasonable</i>?</p> <p>c. Shouldn't 6.2.5 be 6.2.4? or is 6.2.4 missing?</p>	<p>a. As far as possible, providers will always be given notice of any changes required to the service. This will be based on the parties working reasonably together and seeking to cooperate with each other. The Authority does not consider that this is best served by being prescriptive regarding notice periods in the Contract.</p> <p>b. This would have its normal meaning and will depend largely on the nature of the circumstances and the extent of the changes being sought. It is not something that can be described definitively at this stage but the Authority seeks to work in cooperation with its providers.</p> <p>c. Yes, this is a typing error.</p>

<p>d. 6.7 refers to statement of sustainability principles. Can the principles be made available?</p> <p>e. Section 7.8 states <i>'The Provider shall not permit any employee who has not been checked in accordance with Condition 7.7 above, or whose check has disclosed information that would deem such checked employee to be unsuitable to perform the Service, to be engaged in the provision of the Service'</i>. Many providers at times take on staff with POVA 1<sup>st</sup> checks, this is permitted by CQC. Does this contract permit the practice of engaging staff with POVA 1<sup>st</sup> checks only?</p> <p>f. Section 7.6.1 states <i>'The Provider shall disclose to the Authorised Officer the names and addresses and sufficient information including, as appropriate, all convictions of its employees engaged in the provision of the Service to enable the Authority to make or require the Provider to make the proper checks of such employees'</i>. We believe that the contract transfers over the responsibility for checks to the provider. Is this clause consistent with the Data Protection Act, in that it requires providers to disclose sensitive personal data. . By law, we are required to assess disclosures and then destroy them if we have taken a decision that the person is fit to work with vulnerable adults.</p> <p>g. Section 7.7 states <i>'All staff employed in the Service shall be registered with the Independent Safeguarding Authority (ISA) and the Provider shall check their registration status via the Criminal Records Bureau at the time of recruitment'</i>. Shouldn't this statement refer to this action being completed in due course as ISA have phased 5 year registration process.</p>	<p>d. These are attached to the covering email with this document.</p> <p>e. POVA 1<sup>st</sup> checks will be obsolete with the introduction of the Independent Safeguarding Authority. Providers will be required to comply with the arrangements of the ISA.</p> <p>f. The clause does not entirely transfer responsibility to providers and the Authority has an obligation to ensure that the people providing services to its residents are suitable. There is no breach of the Data Protection Act if information is provided to the Authority strictly for the purposes of allowing the Authority to carry out checks if necessary. In most instances, the Authority will not require the details to undertake checks itself but does need to reserve the right to do so if it deems this appropriate.</p> <p>g. This Contract is deemed to cover call-off contracts that may not commence until late January 2013 and may run beyond the end of the term on 31st January 2014. Consequently, it is necessary for this clause to envisage providers keeping pace with the registration process. This clause will only be implemented as appropriate for each call-off contract as until the time that a provider is appointed for a call-off</p>
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<p>h. What date was your last Equal Pay Review?</p> <p>i. Can you confirm whether any pay inequalities were identified within the proposed TUPE transferring group of employees? If yes, can you confirm that these will have been rectified before the employees TUPE to the successful provider.</p>	<p>contract they will not have to engage staff or undertake any work.</p> <p>h. The Authority is currently undertaking its Single Status review but this has not yet been completed.</p> <p>i. As above, the Single Status review across the Authority has not yet been completed and the Authority has not yet made any final determinations in respect of Single Status.</p>
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