

BUILDING MAINTENANCE FRAMEWORK SUPPLIER FORUM Q & A DOCUMENT

No	Question / Comment	Response
Framework Period		
1	The Council has received a number of questions about the period of the framework. There has also been a suggestion that the Council could benefit from a long term commitment contract.	The Council has considered a number of contractual options and feels that a framework agreement best suits its needs. The term of the framework(s) will be four years as this is the maximum period for a framework.
Framework Value		
2	The Council has received a number of questions in relation to the framework values detailed in the presentation, particularly around their accuracy and if they are inclusive of the work delivered in-house.	The estimated framework values are for the work expected to be delivered by the framework providers. This is in addition to work that is delivered by the in-house workforce. The estimated values are based on historical data; and whilst no guarantee can be given that they will remain unchanged during the life of the framework it is anticipated that values will not differ significantly from estimates.
Restriction of award to 1 lot only (Does this allow for award of a lot on each framework?)		
3	The Council has received a number of questions in relation to the number of lots they are able to bid for, and whether appointment to a lot on one framework would prevent award of a lot on the other framework.	Suppliers are able to bid for both Housing and Disabled Adaptations Frameworks, and whilst the limitation of award of 1 lot to a single provider applies to both frameworks, this does not prohibit suppliers winning a lot on each framework. For clarity, should a bidder be successful in winning a lot on each framework, this would be acceptable.
Minimum Turnover thresholds		
4	The Council has been asked to confirm what minimum annual turnover values will apply for a contractor to enable them to bid?	The Council will set a minimum turnover for each lot of each framework which will be dependent upon the value of that particular lot. As the framework structures have not been finalised, minimum turnover threshold levels have yet to be determined.

Lotting Structures		
5	The Council has received a number of comments in relation to the size of the lots not being small enough to engage smaller SMEs, and have suggested that a split into more lots (up to 10) would be more beneficial to them. It has also been suggested that lots may be broken down further by trade.	The Council has considered various framework structures; and has determined that the number of providers needs to be at a level that allows contract management to be manageable from a resource perspective. Also if the number of lots are increased (lowering the value in each), it will not only affect VFM but will be too small to deliver Community Benefits. However, the Council will consider how it can best maximise supply chain opportunities for SMEs within the proposed framework structures. (Such as stipulating that the successful providers will be expected to work with the Authority to open up opportunities for SME's to bid for 2 nd & 3 rd tier supply chain opportunities - advertising subcontracting opportunities on Sell2Wales, holding "Meet the Buyer" events, etc.
6	It has been suggested that the preferred Housing structure of three lots / suppliers results in a low annual value and as a consequence community investment, training, investment in IT and direct employment will be very difficult and potentially unaffordable. It was suggested that two districts / lots would be preferable. This would also aid resource for Contract management.	The Council considered a number of framework lotting structures and believes that having only 2 providers is high risk in relation to continuity of supply.
7	The Council has received the suggestion that the Disabled adaptations Framework may benefit from splitting the Stair lifts and Through floor lifts into separate lots.	The Council has considered this option, and has taken experience into account in when making the decision to combine the two. The number / value of through floor lifts is extremely low, and it would require additional resource to manage the additional contractors should they be split into separate lots. Hence they have been included in the same lot(s) as stair lifts.

8	It has been suggested that The Council has streamlined resources to meet the current structure with reduced lots / contractors. How will they manage multiple lots and multiple contractors so not as to cause delay operationally?	When considering the framework lotting structures, the Council has taken into account the resource implications of contract management / administration. The Council will conduct a full review of its resources in relation to the requirements of the new frameworks.
9	It has been suggested that increasing the number of suppliers will benefit tenants as it will allow the service to be benchmarked using KPI's.	The Council has also taken into account the number of suppliers required to allow benchmarking using KPI's and feels that the preferred options deliver this.
10	It has been suggested that major painting works should be included in the Housing framework rather than being procured via alternative contractual arrangements. This is due to painting work having a high labour content and the creation of opportunities for apprenticeships would be enhanced if continuity of employment could be provided within this contract.	The Council felt that better value for money on major painting works may be best achieved via a separate arrangement, and opportunities for apprenticeships could be delivered via this. Suppliers may bid for both the framework and the arrangements for major planned works. However, the Council will give further consideration to this suggestion prior to making a final decision.
Work Order Allocation		
11	The preferred option for Housing appears to be lotted by district and the winning bidder for a district will receive all orders for that district. Will a similar "district" approach be taken with the Disabled Adaptations lots? If not how will they be structured in relation to allocation of orders?	For the Disabled Adaptations framework lots will not be based on districts. Orders will be issued on a rotational basis and may be anywhere in the city. (For example, there will be three lots / providers delivering general building works and orders will be rotated, first to 1, the next to 2, the next to 3 and then back to 1 again and so on).
12	The Council has been asked if orders will be issued electronically.	It is envisioned that orders will be placed via electronic transfer from Cardiff's system.

Scope of included works		
13	The Council has been asked if it can provide details of the full scope of each framework and each lot (by mix of trades?)	<p>The Council can confirm the following:</p> <p><u>Housing Framework (preferred option)</u> Three lots all delivering responsive repairs, vacant repairs and minor planned works. (All three elements can have a mix of general building and mechanical & electrical works. This will vary and be driven by customer demand).</p> <p><u>Disabled Adaptations Framework</u> This will be split into the lots described in the presentation (the general building lots will also include an element of M&E works, again this will vary and be driven by customer demand). When the Council issues the tender documentation, it will provide historical data on the indications of the work included in the frameworks including trades / volumes.</p>
Capped Rates		
14	It has been suggested that the Capped Rates suggested for the Disabled adaptations framework will not achieve VFM / competition.	The Council is currently considering this matter.
Major Planned Works		
15	The Council has been asked to clarify if a supplier was successful in winning a Lot on either the Housing or Disabled Adaptations framework (or both), would they still be able to bid for the major planned works contracts?	Yes. If a supplier is successful in winning a lot on either or both the Housing and Disabled Adaptations framework(s); this does not prevent them from being able to bid for the major planned works contracts.
16	The Council has been asked if it would consider procuring these works via the NPS frameworks.	The Council is currently considering all options in relation to how best to procure the major planned works.
17	The council has been asked if bespoke arrangements are to be made would it consider a DPS whereby a list of active trades is developed from those who passed PQQ acceptable quality and then allow them to bid for work as it arises.	The Council is currently considering all options in relation to how best to procure the major planned works.

18	The Council has been asked if mini-competitions were ordering mechanism within bespoke arrangements for these works, would it consider assessing providers on a price/quality/KPI weighting. The KPI performance could be assessed at the end of each completed contract and used to assess a provider bidding for future work. This would result in past performance influencing a providers' future workload.	The Council is currently considering all options in relation to how best to procure the major planned works. Mini-competitions will not form part of the frameworks (and it has yet to be determined if they will form part of the arrangements for major planned works). The Council will give consideration to this at the appropriate time.
19	The Council has been asked if it would consider longer term commitment contracts for Major Planned Works (up to 10 years).	The Council has considered various contractual options and feels that framework agreement(s) will best suits its' current needs. The term of the frameworks will be the maximum period for frameworks which is 4 years.
DLO		
20	The Council has been asked if it has any plans to outsource the DLO?	The Council has no plans to outsource the DLO.
21	The Council has been asked how each district / lot will interface with work of the DLO and other providers within the MPWF	Responsive repairs, vacant repairs and minor planned works that will be delivered via the framework will be the overflow from the internal workforce within each district / lot. However, providers delivering the major planned works (which will be procured outside of the frameworks) will work independently with no cross-over.
TUPE		
22	The Council has received a number of questions in relation to TUPE, and as to whether it will apply; and if so what would the TUPE implications be.	The Council is currently seeking advice in relation to the Council's position with regard to TUPE. Should it be deemed that TUPE will apply, the Council will provide information within the ITT.

Specifications		
23	The Council has a number of queries and comments in relation to specifications. (Who will decide on the appropriate specifications, which should be more detailed than existing)	The Council's Building Improvement Unit is currently reviewing all specifications and detail contained within them. Where more details is required, this will be addressed.
Property Portfolio		
24	The Council has been asked to confirm the number of Council owned dwellings (Houses and flats)?	The Council has approximately 13,500 Council owned dwellings of which approximately 730 are blocks of flats.
Asset Register (lifts)		
25	The Council has been asked to provide the asset register for all non-domestic lifts (including multi-storey domestic)?	The maintenance of the non-domestic property portfolio is not included in phase 1. However the maintenance of our domestic High Rise and Sheltered Blocks are, and details of these will be included in the ITT.
Subcontracting		
26	The Council has been asked if contractors will have to name their subcontractors in advance.	If suppliers are bidding on the basis of use of a substantial sub-contractor (s), they will need to be named and assessed as part of the pre-qualification process. If appointed Contractors would be expected to inform the Council of their named subcontractors prior to their engagement for work on the framework(s).
27	The Council has been asked if there is a process / mechanism to enable specialist SME's to understand who is bidding for the works, and what approach would the it recommend is taken?	The Council will consider how it can best maximise supply chain opportunities for SMEs within the proposed framework structures. (Such as stipulating that the successful providers will be expected to work with the Authority to open up opportunities for SME's to bid for 2 nd & 3 rd tier supply chain opportunities - advertising subcontracting opportunities on Sell2Wales, holding "Meet the Buyer" events, etc.
28	The Council has been asked to circulate a list of those organisations that were represented at the Supplier Forum.	The Council has attached a list of organisations represented at the Supplier Forum.

Firmness of Price		
29	The Council has been asked if bidders will be expected to bid fixed prices for the framework or will there be a provision for rise & fall.	Bidders will not be expected to tender a firm price for the framework period. Tendered prices will be subject to annual review.
Community benefits		
30	The Council has been asked how the Community Benefits Plan will be developed across the contract and how will the work of the DLO be integrated within it e.g. could a training centre be established for use by the DLO and service providers to develop a future workforce providing opportunities for local residents	Initially the Community Benefit Plan for each provider will stand independently. However, this could be a future development.
Sell2Wales		
31	The Council has been informed that Sell2Wales Portal is not user friendly.	This is noted, and the Council will feedback concerns to Welsh Government.
Benchmarking / Service Improvement		
32	The Council has been asked if it would consider the benchmarking of the whole service using KPIs and encourage the council's DLO to take part in all initiatives that can improve the service to tenants e.g. KPIs, continuous improvement plans, joint recruitment and training plans, training centre, community plans, etc.	Currently KPIs between internal workforce and external providers are monitored and compared on a monthly basis, and it is envisioned that this will continue with the introduction of the new frameworks.