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| Meeting Title: | Emergency Accommodation Provider E-Tendering and DPS Guidance Event |
| Date: | 11 December 2019 |
| Time: | 10.30am |
| Location: | New County Hall, Truro |

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| Question | Answer |
| Will Providers get to see what is in the contract before submitting a tender | Documents can be viewed once the tender has been published and Providers can express an interest and then decide if they wish to submit a response |
| Do Providers have to register on Supplying the South West as well as Due North | They are the same portal. But it is recommended that Providers register on to Supplying the South West |
| How do Providers know what is being tendered for at stage one | At stage one there will be specifications available to detail information about the Emergency Accommodation provision requirements within the 3 Lots: Lot 1 Accommodation for Applicants with family commitments (pregnant or with dependent children)  Lot 2 Accommodation for Applicants who are 16 and 17 years old  Lot 3 Accommodation for Applicants who are single or a couple with no children  At stage two there will be Individual Call Off requirements that will identify individual accommodation placement needs |
| What is bidding at stage two | Individual Call Off requirement for Lots 1 and 3 will be advertised through the Due North portal to pre-qualified Providers in the relevant geographical areas. Providers’ can choose whether to place a submission bid for the Individual Call Off |
| Have the Council considered how long it will take to make an accommodation placement | Yes, there will be Applicants who require accommodation placements the same day and some will have a future placement requirement. The Dynamic Purchasing System (DPS) allows flexibility in the length of time Individual Call off requirements are open for submissions |
| How will Providers know about demand for accommodation | There isn’t enough capacity within the current framework which is resulting in purchasing outside of the framework agreement. The DPS will provide flexibility for both the Provider and Cornwall Council |
| What is CPI | CPI is the Consumer Price Index which is the method of calculating inflation in the UK |
| What happens if a Provider is successful in a bid, would the Provider keep the placement | The successful Provider would have the placement for the duration of the accommodation placement. Should an Applicant need to move this would be arranged with the Applicant and Provider |
| How will Providers be alerted to Individual Call Off requirements | Alerts will be sent from the DPS to Providers in the applicable geographical areas |
| Will it be a requirement that breakfast is provided | The service is looking to provide accommodation. Cornwall Council pays the accommodation costs and looks to recover costs from the Household, this can be through Housing Benefit. Housing Benefit would consider breakfast to be a service charge |
| When will Providers see the nightly room rate ceiling prices | The pricing strategy ceiling prices will be detailed within the specifications and available once the tender is published |
| If a Provider takes bookings via the telephone staff would need to monitor emails for alerts as well at Stage 2. Can Providers change the email address logged in Due North to receive alters | Yes the email address can be updated in the system |
| How long will Providers have to respond to the Individual Call Off requirement adverts | There will be Applicants who require accommodation placements the same day and some will have a future placement requirement. The Dynamic Purchasing System (DPS) allows flexibility in the length of time Individual Call off requirements are open for submissions |
| Will Providers be given information about the Applicant | As part of the Individual Call Off there will be a Placement Requirement Document which will provide information about the placement requirements and relevant and appropriate information about the Applicant |
| Will there be enough Providers for accommodation needs during the summer | The DPS allows Providers to join and leave throughout the duration of the contract  The pricing strategy includes a reflection of seasonality  Emergency accommodation placements are for shorter lengths of stay whilst further accommodation solutions are sought to meet the needs of the Applicant |
| How do Providers make an Individual Call Off submission in stage two | Providers will make a submission through the DPS on Due North and complete and submit a Placement Requirement Document  Details of the Individual Call Off Procedure will be provided with the documents published at stage one |
| Will Providers be required to accommodate pets | The specification requires that Providers have a policy on pets  The Terms and Conditions of Applicants placements in accommodation state that pets will not be accommodated unless there are exceptional circumstances and the Provider permits the pet. |
| Do Providers need to be online | The DPS is an electronic system and Providers will be sent Individual Call Off alerts from the system via email |
| Will the Individual Call Off submission bids be won based on price | Price is only one element of the evaluation criteria, there will also be the suitability of accommodation for the Applicant, safeguarding and the suitability of the location for the Applicant |
| How are Providers’ price submissions evaluated at stage two | Details of the Individual Call Off Procedure will be provided with the documents published at stage one  There is a formula to assess the Providers’ price submissions to create a weighted score |
| Can the Individual Call Off submission be made online | Individual Call Off alerts will be sent via email. The email will contain a link to the DPS for Providers to complete a submission. The Placement Requirement Document will be available as an attachment |
| How will Providers be alerted that a bid was successful at stage two | An alert will be sent from the DPS via email |
| What happens if no one bids for the Individual Call Off | It would depend on the Applicant’s requirements. The advert deadline could be extended or a Provider could be contacted directly |
| When will the project be published | The project will be published this week. An email will be circulated to provide an alert |
| What happens when a Provider registers on Supplying the South West | There should be an email confirmation from Supplying the South West |
| How do the ceiling prices work | The pricing strategy ceiling prices will be detailed in the specifications and published at stage one. Providers will not be asked to submit prices at stage one  Pre-qualified Providers who enter stage two will be able to submit Individual Call Off submission bids up to the ceiling prices detailed within the specifications |
| Can Providers make tender submissions for more than one Lot | Yes, Providers would need to make a submissions for each Lot but there would be similar questions |
| Is there a price variation based on geography | No, the pricing strategy reflects seasonality |
| What are the Providers availability requirements | Providers would need to be available to manage the Applicants placement  Requirements are provided within the specifications |
| How are types of accommodation identified | Accommodation classifications are identified within the specifications |
| At stage one will Providers be told if they have been successful to enter stage two | Yes, feedback will be provided |
| Would Lot 2 Accommodation for Applicants who are 16 and 17 years old have different pricing to reflect the different specification | There are specific requirements for this Lot so the Council is looking to block purchase accommodation for this Lot |
| How will the bookings work? Will they book  on a rolling ‘night’ basis or a set period of  time? (If say the contract is for 56 days but the  persons are housed on day 24, what happens  to the remainder of that contract?) | In most cases, the Council will endeavour to move the Applicant to alternative accommodation no later than 56 days from their placement, but there will be occasions when the requirement for emergency accommodation will differ. The bookings are requested for a set period of time. If they leave the property on day 24 you will be paid for the 23 nights stay. Individual Applicants needs will be evaluated and this will be reflected when a service request is made, the service request will identify the anticipated placement length |
| What happens when damages are caused? | Damages to the property should be covered with Providers’ contents and building insurance |
| What are the T&C’s Cornwall Housing will be  imposing on clients? – and who’s role would it  be to ensure these are abided by? | In order to ensure a smooth, consistent and effective service, CHL, as the Council’s agent, will manage the contract with the Providers in accordance with the Council’s Management Toolkit which will include regular inspections of accommodation and contract review meetings. All Applicants placed in Emergency Accommodation are issued with terms and conditions by the Temporary Accommodation and Move On Team. Providers may also have their own house rules |
| Please could you confirm the standard invoice  payment policy | Providers must issue accurate invoices by 15th day of the month following provision of accommodation.  The Council will pay the Provider the invoiced amounts no later than thirty (30) days after verifying that the invoice is valid and undisputed and includes a valid Purchase Order Number. |