

Question and Answers Log

Project: Deep, Decontamination Clean and Hoarding Clearance Services Workshop

<u>Question No.</u>	<u>Questions</u>	<u>Isle of Wight Council Response</u>
1.	Travel Expenses? What if we come to do a service for any of the lots and are refused entry to the property?	<i>This is considered to be part the nature of the service and will be at the providers risk. All expenses and other pricing issues will need to be considered by providers when submitting their pricing. Full wording and disclosure will be within the tender pack.</i>
2.	Quantities and values of each lot, will this be in the tender pack?	<i>This will be covered within the tender pack.</i>
3.	Decontaminate a property we require no one to be there because of the chemicals involved, has this been considered?	<i>This will be on a case by cased basis</i>
4.	Certification requirements. Waste removal requirements? What would be required?	<i>This will be requested within the tender pack. The requirements will request either certification or commitment to achieving before the services are provided</i>
5.	Hoarding Timeline – person centred, what happen if someone doesn't ever want to clear?	<i>This will be further detailed in the tender documents. The process could up to take 6 months/12 months. At the first introduction the individual agreement will outline the action plan to support the individual and the areas to concentrate on. This will be an agreement between IOWC, Cleaners and the individual.</i>
6.	Pest control, will this be included?	<i>Yes this will be detailed in the tender pack.</i>
7.	Feedback – Hoarding may require both deep and decontamination cleans. Will this be included in the specification.	<i>This will be detailed in the tender pack.</i>