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FAQs Document

Islington - Public Realm

Question no.	Question	Answer
1	We have an annual PPM contract which started a few months ago. Will this be affected the introduction of *adam* Procure?	All existing contracts will continue as they are, it is only when they come up for renewal that they will be put out through *adam* Procure.
2	How does the bidding process work?	You can place up to three offers on a job request. When you place an offer you will be able to see what position you are in but you will not be able to see what position or price any other suppliers are in. If somebody puts in an offer which is priced lower than yours, your position will change and you will be able to see this, e.g. you might move from 1st to 2nd position. You can decide whether it is viable for you to make another offer on that job.
3	Is it based purely on price?	The split is 80% price, 20% quality. Initially, each supplier will receive a quality score of 50%. This score will go up or down based on the standard of your work. The system will automatically take this quality score into consideration when you make offers on jobs. There will be exceptions where we don't select the suppliers in 1st position, however this will usually be the case.
4	How will specifications for work be set out?	For those of you who already work with us, we currently send this out as an email. When *adam* Procure goes live, we will attach the specification to the requirement on *adam* Procure so you have all of the information in one place.

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5	Will Islington staff be allowed to contact us outside of the system about jobs?	Everything will go through *adam* Procure. The main reason for this is so we remain compliant.
6	Will we have an opportunity to look at the work before quoting?	This will depend on the nature and timescale of the job but yes if it is a larger requirement then there will be an opportunity for a site visit. If you would like to make a site visit you will be able to contact us through the requirement messaging tool on *adam* Procure.
7	Will all council departments be using the system?	Initially it will just be three departments; Parks Service, Facilities Team and the Fitters Team, however there is scope for other council departments to use it in the future.
8	Will the council be using this system for jobs where there is no physical work undertaken?	The system can be used for any service which falls under the Public Realm umbrella, so for example if you provide Legionella risk assessment, or fire risk assessments then this would still be classed as a service and would be put out to tender through *adam* Procure.
9	Will the council be using this for HVAC and electrical?	Yes – we will be sending these types of jobs out through *adam* Procure.
10	For emergency blockage clearance we can't typically give you a definitive cost before we attend site– what will happen here?	We understand that this will be the case for some types of jobs and we can't hold you to a price if you discover there is a lot more work involved than initially thought. We may ask you for an approximate cost beforehand.
11	What about emergency response?	There will be some job requirements which require a quicker response from suppliers and we will attempt to put these through *adam* however, if it doesn't work then we will look for an alternative process.

12	My company supplies hydraulic and pneumatic parts and we service this type of machinery in workshops annually – what about these jobs?	You will have to bid for this work when it comes up for renewal. If you have an existing PPM contract then this will carry on as usual until it comes up for renewal.
13	Will the system notify suppliers of opportunities within their area of expertise?	When a supplier completes their Enrolment, you will need to select the services which you can provide/would like to see requests for. These are called service categories. You will only be notified of jobs which you can provide and won't be bombarded with irrelevant opportunities. When you first sign up you will receive an email notification per job which is released. You can turn this off so you don't receive an email per job if you would prefer to log in and browse them all that way.
14	What happens if we can't respond to a job in time?	If for example only two suppliers respond to a job request when we know there are 15 suppliers who can provide the service, we have the option to roll back the requirement to allow more suppliers to place an offer. We want to make sure the system is being used by everyone to its fill capacity and that everyone has an opportunity to bid for work and no one is disadvantaged.
15	Is there an opportunity for metal fabricators?	Yes – this would fall under the 'fencing' service category.
16	Do invoices and accounts go through *adam*?	*adam* Procure will be used from supplier registration up until the point you provide evidence that the job has been completed. When we ask you to invoice us, this will be using our current process. You will need to send a pdf invoice via email.

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17	Will office furniture requirements be sent out?	Yes – this will go out through the waste recycling centre service category.
18	How will the quality score be awarded?	There will be five elements which make up the quality score. 1. Administration 2. Communication 3. Health & Safety 4. Reliability 5. Workmanship You will be able to see your quality score as well as a percentage for each of the five elements. You will therefore be able to see if your quality score has gone up or down. The council recognises that many of our existing suppliers provide a high quality service so would have the equivalent of a 100% quality score however, we are starting all suppliers on 50% so that it is a level playing field to begin with, and so that new suppliers are not at a disadvantage.
19	How long does it take for payments to be made?	The payment terms will remain the same as they are now.
20	Will *adam* be acting as the consultant to the issued works?	*adam* will not be acting as a consultant for the works which are being sent out.

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