

Supplier Questions and Answers

Question 1:

I was hoping that you would be able to provide some clarification on table 1 for the above tender. We are assuming that item A is for the first hour on-site and item B is for any subsequent hours, is this correct?

Answer 1:

Yes, correct. The Call out Rate is the hourly rate assigned to the first hour of on-site productive labour responding to a request for service (as & when and preventative maintenance). Example: Work Order #1234 takes 5 hours of productive on-site labour to complete over the course of 2 days. The first hour on site day one, is at the Call Out Rate (Table 1, section A), all subsequent hours on site over the course of the 2 days is at the Labour Rate (Table 1, section B).