GREATER ANGLIA AND INTERCITY WEST COAST FRANCHISES
APPLICANTS' CLARIFICATION QUESTIONS: BULLETIN 1

Document reference/page no	Topic	Clarification Question	DFT ref	Clarification Question Response
Pre-Qualification Process Document / Section 5.3.3 Part D	Part D scoring	We note that in the PQQ Process Documentation paragraph 5.3.3 it says that you intend to use the Results section of the EFQM Business Excellence Model with the RADAR evaluation method to evaluate responses. Please confirm that Part D will be evaluated according to only the two results elements of Relevance & Usability and Performance described in the EFQM RADAR Guidelines for Results and not include the three elements of Approach, Deployment, Assessment and Refinement from the EFQM RADAR Guidelines for Enablers?	PQQ-0001	The DfT confirms that Part D will be evaluated according to the Results elements of Relevance & Usability and Performance. The elements of Approach, Deployment, Assessment and Refinement will be used to assess the delivery plans at ITT stage.
Greater Anglia Pre-Qualification Questionnaire / Part E	Period on which to base Part E response	In Part E two of the themes refer to controlling costs and maximising revenue. In assessing bidder's responses will you be concentrating on actions that affect the management contract period or will you award marks for actions that may have a longer term impact?	PQQ-0002	We expect that the majority of actions would focus on the long term value of the franchise. It is highly likely that this would mean that they would have an impact on the period of the short-term contract starting on 5th February 2012 as well as the longer term contract which is due to start in the summer of 2013.

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Greater Anglia Pre-Qualification Questionnaire / Part E	Required outputs	In Part E the first of the themes refers to controlling operational cost to deliver better value for money and required outputs. Can the DfT provide further information on what will be the required outputs for the Greater Anglia franchise during this management contract period?	PQQ-0003	The minimum required outputs for this contract are set out in the existing version of the National Rail Franchise Terms. This can be viewed on the Department's website at: http://www.dft.gov.uk/pgr/rail/passenger/publicregister/current/shtn/southernnrft.pdf
Pre-Qualification Questionnaires / Instructions	Font size	Is using a smaller font for tables / charts / graphics permissible?	PQQ-0004	Yes, you may use a smaller font for tables etc., as long as it remains readable.
Pre-Qualification Process Document / Section 5.1 Submission of Applications	Electronic copies	Should electronic versions be submitted in Word/ Office or PDF?	PQQ-0005	In Word
Pre-Qualification Process Document / Section 5.1 Submission of Applications	Electronic copies	If Electronic copies should be Word/ Office which version should we use?	PQQ-0006	Microsoft Word 2003.
Pre-Qualification Process Document / Section 5.1 Submission of Applications	Electronic copies	Are we required to submit a version of the PQQ for Network Rail?	PQQ-0007	No

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Pre-Qualification Questionnaires	Introductory statement	Previous PQQs have asked bidders to provide a brief introductory statement as part of the submission. This set out a summary of factual information on the scope of relevant experience of the bidder e.g. time span, nature and scale of operations; resources employed. This section provided some background for evaluators although no marks were allocated to it. Whilst some bidders will be well known to the DfT evaluators, others will be less so and we believe that such background information would be helpful in this case. Would DfT permit bidders to include in their submission a short introductory statement (2-3 pages) of such information in line with what was requested in previous PQQs.	PQQ-0008	The Pre-Qualification Questionnaire has been designed to elicit all the information the Department needs to assess the suitability of an applicant to progress to the next stage. Should you consider it would be helpful to include a brief introductory statement in your submission, then we suggest that it be included in a covering letter. As before, such a statement will not be regarded as forming part of the information to be evaluated and scored.
Pre-Qualification Questionnaires / Part D	EFQM Model	DfT are using the 2010 Excellence Model for EFQM. Will they also be using the 2010 RADAR Matrix?	PQQ-0009	Yes
Pre-Qualification Questionnaires / Part D	EFQM Model	Will DfT only be using the Results matrix or will they be using the Enabler matrix to assess the answer to questions such as, "How do you measure your employees' perception of your organisations? Provide examples of results achieved." If you are not using the Enabler matrix how will the responses to the first part of this, and other Part D questions, be assessed?	PQQ-0010	The Department will be using the Results matrix only to benchmark and evaluate Applicants' responses to Part D. Responses to the first part of such questions should be a statement of approach that leads to the results achieved.

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Pre-Qualification Questionnaires / Part D	EFQM Model	The 2010 RADAR results matrix does not appear to give extra marks for trends longer than three years – will this also be the DfT approach or are there more marks to be gained by showing trends of more than three years?	PQQ-0011	The Department requires Applicants to provide at least 2 years worth of relevant supporting data as stated in section 1 (Customer Results) of the PQQ. Additional marks will not be awarded for showing trends beyond this.
Pre-Qualification Process Document / Section 5.3.3 Part D	Data	In the Process document on page 17 you state that: '…the Department's assessment of its responses will take into account relevant performance data and recorded breaches of agreements held by the Department, National Passenger Survey results held by Passenger Focus and other performance data held by Network Rail, in addition to the submission.' Please could you advise if you expect see NPS, PPM data in Part D of the submission and, if so what level of detail?	PQQ-0012	The Department has access to performance data and NPS results and hence does not expect these to be included in full in PQQ submissions. It would expect Applicants to present evidence of past performance which they consider appropriate for their submission.
Greater Anglia Pre-Qualification Questionnaire / Part E	Class 379 delivery	What is the DfT's current working assumption in relation to the timing of delivery of the class 379s vehicles? Are all class 379 vehicles expected to be in-service in time for the December 2011 timetable change?	PQQ-0013	All class 379 vehicles will have been delivered and be in service by August this year.

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Pre-Qualification Questionnaires / Part D	EFQM Model	Can the DfT confirm that Part D of the PQQ will be evaluated using the 2010 version of the RADAR model?	PQQ-0014	Yes.
Pre-Qualification Questionnaires / Part D	EFQM Model	If the 2010 model is to be used in marking Part D, it is assumed 'segmentation' has now become a separate line item, as opposed to being included implicitly in 'scope' in the previous RADAR model. Therefore, in order to receive a positive score on this line item, bidders will be required to show segmented results. However, for measures such as NPS (where all UK TOCs operated by the bidder need to be shown), using a route / area segmentation for all TOCs operated would then imply a very large number of trends being shown on any particular graph of performance. Can the DfT provide guidance on whether, in this example, route / area results for every operating company are actually desired, or whether TOC level NPS results are more appropriate (and would not have a negative impact on the 'segmentation' score?)	PQQ-0015	As the 2010 model is being used 'segmentation' is a separate line item. The DfT does not require an applicant to show the results for each TOC divided by route or area, particularly if that applicant operates a number of UK TOCs. TOC level results would however be expected for each operation. In such a case the applicant may also wish to demonstrate, by example and where applicable, evidence that segmentation by route/area is used in the management of the TOCs.

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Greater Anglia Pre-Qualification Questionnaire / Part E	Management of Class 379 vehicles	Franchise theme 9 asks applicants for their approach to managing the introduction of the class 379 vehicles. The current introduction plan for these vehicles will have them all into traffic before the start of the franchise. Should our response therefore focus on how we will manage these vehicles in service to best effect, as opposed to an introduction into traffic plan?	PQQ-0016	Yes, as all class 379 vehicles will have been delivered and be in service by August 2011 bidders should focus their response on how they will manage and deploy the new vehicles in service.