

ESSEX THAMESIDE, GREATER WESTERN, AND THAMESLINK FRANCHISES
APPLICANTS' CLARIFICATION QUESTIONS: BULLETIN 3

Franchise(s)	Document reference/page no	Topic	Clarification Question	DFT reference	Clarification Question Response
All three	Part G	PQQ	<p>The pre-qualification process document states: "When answering the questions in Part G, Potential Providers should describe the policies and strategies adopted that influence the results described in their PQQ submission." Please can you clarify whether the department requires description of:</p> <p>a) The policies and strategies that influenced the choice of measures shown in the Part G response. i.e. addressing the SCOPE AND RELEVANCE attribute within RADAR</p> <p>b) The policies and strategies that influenced the choice of actions that led to the results achieved against each measure. i.e. addressing the CAUSES attribute within RADAR</p> <p>c) Both of the above.</p> <p>Furthermore, as there is no enablers section in which to describe policies and strategies in detail is the department able to provide greater clarity on the level of detail they require bidders to use when describing policies and strategies?</p>	PQ2012-077	<p>It's (b) that we're seeking. This text was included precisely because we no longer require enablers and hence need to provide applicants somewhere to demonstrate why the results were achieved.</p> <p>The level of detail should be sufficient to explain how the policies and strategies adopted led to the results given.</p>
All three	Part G	PQQ	<p>It is common practice for bidders to state their vision and strategies in a wide variety of publicly available documents (e.g. annual accounts, websites, investor presentations etc). Is it acceptable for bidders to refer the department to these documents where policies and strategies are set out in detail and will credit be given if these references are used to show the linkage to results?</p>	PQ2012-078	No, this would not be acceptable.
GW and ET	Part H	PQQ	<p>In part H of the Essex Thameside (ET) and Great Western (GW) questionnaires the phrase 'appropriate capacity' is used. Please can you provide guidance on what 'appropriate' means in this context?</p>	PQ2012-079	<p>This will be confirmed as part of the detailed specification process.</p> <p>Appropriate capacity aims to balance the needs of passengers, and the economy, with affordability as well as infrastructure and rolling stock constraints. Part of the specification process will be to look in detail at current, and forecast demand patterns and respond, appropriately.</p>
ET	Part H	PQQ	<p>The ET questionnaire refers to 'flexibility within the train service requirement'; please can you clarify as no TSR currently exists.</p>	PQ2012-081	The objective anticipates a train service requirement existing for the new franchise, to be confirmed following stakeholder consultation.
All three	Part H	PQQ	<p>Please can you clarify under which question you expect revenue maximisation plans for each franchise, in its entirety, to be discussed?</p>	PQ2012-087	The Department has not included revenue maximisation as a specific franchise objective, as it expects that bidders will automatically aim to deliver this in order to win the franchise and subsequently operate it successfully.

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All three	Part D supplemental	PQQ	Please provide detail of the expected obligations under full repairing leases of stations for which a supporting parent company guarantee is required.	PQ2012-091	The obligations are likely to be similar to those for the West Coast franchise. Guidance on these obligations will be available shortly on the Department's website as Annex C to the West Coast Invitation To Tender document.
All three	Part E core	PQQ	Please can you clarify which of the tables headed "Experience and Contract Examples" and "Staffing" need to be completed (if any) for a Potential Provider that is intending to be the main provider of the goods or services.	PQ2012-092	Both tables please.
GW	OJEU II.2.1		Would please confirm that the entry "3.4 million passenger miles" is incorrect	PQ2012-103	The entry should read "3.4 thousand million passenger miles".
All three		Part H	Please clarify the split of evaluation marks between elements, for the objective common to all 3 franchises, that contains both a reliability and punctuality element and an environmental performance/minimise carbon footprint element.	PQ2012-104	We expect to weight the answer 70% to punctuality & reliability and 30% to environmental performance.
GW		Part D supplemental	Please can you confirm that the values for Performance and Season Ticket Bonds should be taken from the OJEU notice for the Great Western Franchise rather than the pre-qualification questionnaire document itself.	PQ2012-105	The correct Performance Bond and Season Ticket Bond values for the Great Western franchise are up to £50 million and up to £25 million respectively, as stated in the OJEU Notice.
ET		Part H	Please can you clarify what is meant by "the Thames Gateway", are you referring to the region generally, or referring to supporting the objectives of a specific vision/document?	PQ2012-106	Thames Gateway refers to the regeneration and development programme promoted by the Department for Communities and Local Government.
All three			Is it acceptable in a response to have, for example, Part A and Part A Supplemental following each other, or must they be in their separate sections.	PQ2012-111	You may submit in the format of Part A, Part A Supplemental, Part B, Part C, Part C Supplemental, etc. If you do, would you please ensure that the Supplemental parts are clearly marked as such.
TL	Thameslink Part H	Formatting	For Part H, are bidders required to include the full text of the questions within their response to DFT?	PQ2012-114	It is not mandatory but you may wish to include the full text in order to differentiate between the various franchise objectives being addressed.

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ET&TL			Response to question PQ2012-064 "As Part G, Question 2.3 is not a standard EFQM question could the DfT please provide details of how this question will be evaluated." was "We will apply the same principles of RADAR evaluation". Can the DfT please clarify whether this refers to the RADAR assessment tool for Results or Enablers?	PQ2012-117	<p>Please see section 6.5.3 of the Prequalification Process Document:</p> <p>In Part G of the PQQ the Authority uses the Results Section of the European Foundation for Quality Management ("EFQM") Excellence Model 2010 in conjunction with the RADAR® Assessment and Management Tool for Results to evaluate Potential Providers' responses. The RADAR® methodology for Enablers will be used to assess bid plans submitted in response to the ITT. Further information on EFQM and the RADAR® method can be found at www.bqf.org.uk.</p> <p>The Authority is seeking demonstration of a proven track record of service delivery and financial management in relevant areas of public transport activity (which need not necessarily be within the UK).</p>
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