# Home-Office_RGB_AW

**Clarification Questions**

Contract Reference: C22537

Scheduled Servicing, Planned Maintenance & Reactive Repair of Lifting and Hoisting Equipment

1. **Question: For the Eurotunnel maintenance, the cost of the ticket varies dependant on the time of the year and is difficult to add this. I understand we will look to charge this back to the Home office but I can price for the travel costs and the ticket price will be additional. Can you confirm this is ok?**

**Answer:** The Pricing Schedule (Attachment – 4) has been updated and the T&S elements now blanked out for the European destinations. Due to the fluctuations in travel, it would not be possibly for you to supply an accurate cost. Please do not include any T&S costs for European/ Northern France destinations.

1. **Question: For the “planned maintenance and reactive repair cost” on the pricing document, this would be difficult to estimate as we don’t know the condition of each machine and how the machines are maintained prior to today. Would you be able to provide an update on how best to price this to ensure we are on a level field with other tender submissions?**

**Answer:** This element has now been removed from the pricing schedule (Attachment 4), which now only reflects maintenance and T&S costs.

1. **Question: For the “service frequency per year” on the pricing document, can you confirm we are to price this as per the advisory on Appendix 3 – Point 6**.?

**Answer:** If OEM instructions, a specific examiners scheme or a known safety case specifies that servicing should be more frequent than LOLER/PUWER legislation, then we would expect services to me more frequent as a precautionary measure.

It is necessary that all lifting and hoisting equipment is fully maintained in line with LOLER and PUWER legislation so that it remains safe and operational. Therefore, the scheduled servicing, maintenance, repair and reporting is paramount to the early identification of issues and defects. The minimum Service requirements are:

6.2.1 At least every 6 months if an accessory for lifting;

6.2.2 At least once every 6 months if used for lifting people;

6.2.3 At least once every 12 months for other lifting equipment;

6.2.4 After any exceptional circumstances which are likely to jeopardise the safety of lifting equipment;

6.2.5 In accordance with an examiners scheme, OEM instructions or safety case.

1. **Question: Can you confirm how many hours the training is for the “Cat-F Eurotunel Induction training” on the pricing schedule?**

**Answer:** Eurotunnel are the providers of the CATF training. I am advised there is no charge to the contractors for a CAT F course. The course is approximately 4 hours and needs to be passed. We will need notification well in advance to get an engineer booked on a course; ET have dates of upcoming courses. The engineer will need to be booked on a course by this team.

1. **Question: Can you confirm a 3rd party supplier can be used for some equipment? This will be managed by us.**

**Answer:** We cannot specify how you deliver your service, however, the SLA/KPI’s will still apply. We also cannot use the incumbent supplier that undertake the Inspection and Certification of Hoisting and Lifting Equipment as this would represent a conflict of interests. We are unable to confirm if this may conflict with any Bidder sub-contractors. Vetting and security clearance for certain ports may also need to be considered by the Bidder/Supplier.

1. **Question: For the travel costs on each site, we will base this on all equipment being carried out in bulk visits, can you confirm this is ok?**

**Answer:** Travel costs should be based on a given destination. However, please populate the spreadsheet for each piece of equipment as the commercial evaluation will be calculated in this way.

Bulk visits may not always be viable, given that equipment servicing etc may fall on different dates. If the supplier can identify multiple pieces of equipment that can be serviced on the same day, the Buyer would not expect to pay double the travel. This would also form part of the Suppliers commitment to identify savings, deliver VfM and provide continuous improvement.

1. **Question: Can you confirm what power the tilbury forklifts are please E.g Electric, Diesel?**

**Answer:** Please quote for an electric forklift.

1. **Question: Are LOLERS not required as part of this tender?**

**Answer:** We have referred to LOLER and PUWER together due to the potential for overlap. We understand that both sets of regulations apply to equipment, however, we would subsequently rely on the expertise of the Bidder/Supplier to know which regulations apply to individual pieces of equipment. Both sets of regulations place duties and requirements on the inspection and installation of equipment, however, Border Force already have a contracted supplier for the Inspection and Certification of all lifting and hoisting equipment.

1. **Question:** Would you be able to advise the service dates on each machine so I can price for travel cost accordingly? Pricing for this as an individual basis (for example 200 separate visits) as per the spreadsheet may seem excessive when if planned correctly, multiple services can be carried out in blocks on each month.

**Answer:** We do not have the existing service dates from the incumbent supplier at present. However, the pricing matrix needs to be filled out the same way by each bidder to facilitate a fair evaluation. Block servicing may be discussed following award and during contract planning

1. **Question:** Would you have any serial numbers for each machine or identification numbers that you could provide if successful?

**Answer:** Yes, we would look to share this information where possible.

1. **Question:** Could the pricing spreadsheet be filtered by A-Z on column A (location) please? it wont let me do this as the spreadsheet is locked.

**Answer:** We cannot unlock the pricing schedule. However, the contents may be copied and pasted into a separate spreadsheet, sorted alphabetically to facilitate population and then resorted to the original format which should allow the populated contents to be copied and pasted into the original pricing schedule.