**Clarification Questions**

**C17079 – Coquelles Repatriation Service v1.2**

**Q1: Can we bid just for the 17+ passenger work?**

A: Unfortunately, no. We are running the tender as one single requirement, which covers both types of vehicle, therefore any supplier would be required to fulfil all parts of the requirement.

**Q2: Can we send a full size coach if we need to when there is lower passenger numbers, i.e 20 passengers, but we send a 49 seat coach?**

A: The requirement of 17 seat minibus (16 passengers or less) is the industry minimum standard. It would be acceptable to send a 20 seater minibus on occasions there are 16 persons to collect (or in your case 19 persons and driver). We haven’t stipulated a maximum coach size for groups of more than 16 persons and have left it open to the supplier to provide a solution. However, it would not be acceptable to send a 49 seat coach to collect a small number persons (less than 16 persons, or, 19 in this case), where a smaller vehicle can be used. Eurotunnel are required to maximise space on their shuttles for other paying customers and a 49 seat coach would be the equivalent to 5 cars on each leg of the journey. Therefore, the Authority needs to be mindful of the impact that the repatriation service has on it’s stakeholders and any use of a 49 seat coach for small numbers (other than in an emergency and agreed in advance) would not be acceptable.

**Q3: Do we need to provide/ employ a designated person to run the helpdesk?**

A: The helpdesk can run by anyone on duty or a group of people whom understand the requirements and can raise a service request within your own organisation. This can be either via a mobile number or a landline. The key requirement is that the Contractor is contactable 24/7, 365 days a year and able to respond to calls and service requests.

**Q4: Do we need to designate a driver to sit and wait for a call-out?**

A: We would anticipate that the Contractor would have a group of drivers whom would be on duty throughout the week as part of their normal duties whom could undertake this work. It is up to the Contractor as to how they organise/ structure their company to meet the requirements.

**Q5: Could we place somebody on-call to come out when there is a service request?**

A: We cannot advise as to how you may organise your company to meet the requirement. However, an on-call driver would be acceptable providing they can meet the times set out in the statement of requirements.

**Q6: What happens after 1st January 2021?**

A: We cannot be specific or guarantee volumes and are not currently aware of how the demand will change post EU Exit.

**Q7: Your pricing schedule states: ‘Ref 1: Cost of a minibus with seating options for up to 17 seats (incl driver)’; and;**

**‘Ref2: Cost of bus/coach with seating for over 17 individuals’.**

**We do not have a 16+1 seater minibus but we do have some vehicles with 20 seats. Normally I would quote for 16 seater work using one of the 20 seat vehicles. I am just checking that is appropriate for this tender? Is a 16 seater in and of itself a requirement due to the way you source the Eurotunnel slots?**

A: Using a 20 (19+1) seat minibus (similar to a Sprinter 20) would be an acceptable alternative in place of 17 seater (16+1) for smaller groups). The 17 seater is the industry minimum requirement for small groups, which is why it is included within the specification. For groups larger than the minibus size (17 or 20 passengers), a larger vehicle/ coach should be provided.

It would not be acceptable to send a large coach in place of a regular 17 or 20 seat minibus when there is not a need to repatriate such a large quantity of people. This would directly impact on Eurotunnel shuttle space. This is why there are two requirements for different coaches to accommodate different group sizes.

**Q8: We only have vehicles stationed in the UK and none stationed in France. Are you looking for a supplier who has both or just one?**

A: It is not necessary to have vehicles stationed in both France and the UK simultaneously for this requirement, unless you already have them stationed in both countries as part of your business as usual capability/ activity. UK Contractors may have vehicles stationed in the UK that can travel on the shuttle to France to collect persons, before returning to the UK. French Contractors can collect persons and then travel to the UK on the shuttle, before returning to France. Please see the KPI’s to ascertain the arrival times at the relevant Eurotunnel site following a service request.