

To: All Bidders

Subject: Request for Proposal (RFP) for Shuttle Services

Procurement Ref No: MEL/ONB/SS/20/21

Date: 1st October 2021

CLARIFICATIONS - No 1

Please find hereafter the request for clarifications received from prospective bidders and the corresponding replies.

SN	Request for Clarification	Reply
1	Can you please tell me how much each van will have as payment?	Payment to vans will be from fare collected from paying passengers and advertising revenue, should the successful Shuttle Operator be agreeable to have advertising on its vehicles.
3	If the passenger will pay the driver Rs 15 and the amount will be the fare of 15 vans engaged in the service? Do you think the 15 vans will do at least 20 trips per day with minimum of 10 person onboard?	As per the RFP document, the Shuttle Operator will need to charge all its passengers along any of the routes, a flat fare of Rs 15. MEL has designed the routes together with the Ministry, NLTA and TMRSU in order to maximize the catchment of Quatre Bornes and make the service viable.
		The Shuttle Service will be based on a continuous improvement mindset, whereby MEL together with the Shuttle Operator and NLTA will use this pilot to make other changes if required to further

		improve the efficiency and viability of the shuttle service.
		Moreover, MEL expects that if this service is provided efficiently, the number of passengers will keep on increasing and benefit both MEL and the Service Provider.
		MEL is looking for a long-term partnership with the successful Shuttle Operator via this RFP.
4	What happen if they do less than 10 trips with 5 persons minimum in term of income?	The Service Provider is required to maintain a defined level of service as per the RFP. The routes were designed to maximize catchment and if required, changes will be made to the service to improve and attract more passengers. MEL will work closely with the Shuttle Operator
5	Our competitors will be the "Taxi Marron" and everybody knows their guys can harm the driver or their vehicle will the police assure our safety?	This service is a first of its kind service in Mauritius and will provide the public with seamless first and last mile connectivity between sub urban regions of Quatre Bornes and Metro Express Stations.
		Nevertheless, the Service Provider should take all the necessary measures to ensure that the driver and the passengers are travelling in a safe and comfortable environment.
		Rest assured that MEL, together with the Ministry and the NLTA, will work collaboratively with the Service Provider to address any issues related to the experience of the driver and passengers during the operation.

6	Does it require a/c in the service?	No, A/C is not a mandatory
		requirement as per the RFP.
7	We would like to know if ever award of routes/s shall be granted to a single or multiple operators/JV?	All the routes will be granted to a single entity (either a Single operator or a JV formed by multiple operators) provided they abide to all the requirements set out in the RFP. As stated in Clause 5 of the Instruction to Bidders, a lead shall be nominated in the case of joint venture/ consortium/ partnership.
8	We understand that MEL proposed 5 routing as per RFP. However, will a potential bidder/operator/s be allowed to bid on specific route/s?	The selected Bidder shall operate all the five (5) routes. Bids to operate an individual route will not be considered by MEL.
9	Since travelling is free in MRU for students and senior citizens, to this end, will MEL and the NLTA will consider of applying a subsidy thereof?	As stated in the RFP (Schedule 5 of the Schedules of Requirement), Free Travel Scheme will not be applicable in the shuttles. All passengers will be required to pay a flat fare and therefore no subsidy will be applicable.