

Comments/questions for Tender Ferry Agency Service at the Ferry Terminals in both Montserrat & Antigua

The Tender Submission deadline has been extended to Wednesday 19th December 2018 no later than 12.00 midday

An Addendum was published on GoM website last week Friday.

1. Pg. 21 . Item P. Would need more specifics on what to look for.

Response:

- A. Is the customer intoxicated
- B. Is the customer abusive
- C. Is the customer able to carry them self without falling over, which may cause then to hurt themselves or hurt others due to poor coordination.

2. Pg. 21. Item Q. This is vague. Are there specific regulations to be observed?

Response:

The Agent will be responsible for making announcements, informing and updating not only the customers but also Immigration and the Port Authorities about all relevant matters pertaining to the service.

3. Pg. 22 Item H. "vigilant of"

The Agent is expected to maintain vigilant of security risks.

Response

E.g.: Unattended bags, persons with irrational behaviour, persons who may be trying to enter unauthorized areas.

4. Pg. 26. Items 4 & 5. The ISM and Port Marine Safety documents are pretty comprehensive. Can the ITT be more specific on which regulations need to be known?

Response:

The Agent will need to have a good understanding of these documents so that they will be able to facilitate their role properly and within the legal framework.

5. Pg. 26. Item 11. This expectation is very general. Can it be more specific?

Response:

It is the responsibility of the Agent to make sure they are aware of all governing legislation, directives and industry codes. If the Agent wins the tender they will need to accept that they are willing to comply with all of these codes and legislation.

Even though general this is outlined so that the prospective agents are aware that they will be required to know and understand these documents not only for their protection but also for the protection of the GoM.

6. Pg. 27 . Item 21. Who or what is the “Executive”?

Response:

The executives will be the Permanent Secretary and the Access Coordinator.

7. Pg. 30. Luggage. Is there a limitation and how is it applied?

Response:

The Luggage currently is two cases per person at with an additional charge of \$50 per piece after that.

8. Pg. 44. Insurance. Please clarify if the agent is expected to be liable for loss of life or injury on the Ferry or the Ferry terminal premises?

Response:

The Agents insurance should cover the terminal only as the ferry operator will have insurance to cover the ferry. The agents insurance should cover all activity that deals with the service by the Agent. This should include handling of disabled passengers and there equipment.