



Maritime &
Coastguard
Agency

STATEMENT OF SERVICE REQUIREMENTS

CONTRACT FOR THE PROVISION OF BILL VALIDATION AND BUREAU SERVICES

The Maritime and Coastguard Agency (MCA) became an executive agency of the Department of the Environment Transport and the Regions on 1 April 1998 and is now known as the Department for Transport.

Our vision is to be a world-class organisation that is committed to preventing loss of life, continuously improving maritime safety and protecting the marine environment:

Safer lives, safer ships, cleaner seas

The MCA can provide a full range of search and rescue, counter pollution, survey, inspection and enforcement activities and has 12 major business activities:

- Survey
- Inspection
- Enforcement
- Ship Registration
- Navigation Services
- Strategic Prevention Design/Development
- Seafarers Services
- Search & Rescue
- Pollution Response & Salvage
- Stakeholder Communication
- Ministerial Services
- Regulatory Process

These activities are supported by support services responsible for providing a range of administrative functions including infrastructure, MCA people, financial management & administration, and corporate management.

In accordance with the Equality Act 2010, in our capacity as a public body we have a statutory duty to eliminate unlawful discrimination, promote equality of opportunity and promote good race relations between people of different groups. Contractors will be expected to ensure that the service they provide promotes good relations between the MCA and its customers and does not directly or indirectly discriminate on the grounds of race in accordance with both the Act and the Duty.

You are invited to submit a tender for the following requirement:

TCA 3/7/1211 CONTRACT FOR THE PROVISION OF BILL VALIDATION AND BUREAU SERVICES

1. Background

- 1.1 The MCA has a UK wide Estate with over 500 sites generating in excess of 500 utility bills per month, the majority of which are produced in an EDI Format. All these bills require validation and clearing for payment.
- 1.2 The MCA as an Executive Agency of the Department for Transport is working towards the Greening Government Commitments (GGC) Agenda and as such requires ad-hoc energy reports to support this and other efficiency measures and objectives.

2. Requirements

2.1 Database Management to include the following services:

- Set up and population of a database with site, account and consumption information supplied by the customer.
- Site detail maintenance – property identifiers (division, area, operation or a combination of these), site names, site address, site contact, site telephone number, floor area/heated volume, degree day area.
- Receive and process Customer's manual utility bills within 3 working days of receipt and populate database (meter readings, consumption's, multiple rate bands, maximum demand levels, supply availability levels, invoice dates, utility supplier, tariff structure, invoice date etc.).
- Receive and process customer's electronic messages within 1 working day of receipt (meter readings, consumption's, multiple rate bands, maximum demand levels, supply availability levels, invoice dates, utility supplier, tariff structure, invoice date etc.).
- Where appropriate, set up an Electronic Data Interchange facility where the supplier can provide an industry standard message format.

2.2 Invoice Checking, Validation and Cost Recovery

The MCA require a full checking, validation and cost recovery service which as a minimum need to include the following checks:

- A full check for unrecognised site/account/meter/supply details
- Site details are consistent with those held on the database.
- Site closed/inactive and still being charged consumption
- Site no longer the liability of the customer and still being charged
- Duplicate/Double billing
- Billing of the same supply by different suppliers
- Meter serial numbers differ on consecutive invoices
- The number of digits associated with utility meter readings
- The scale factors applied to meter readings
- The continuity and 'clocking' of meter readings
- Excessive Meter advances
- Application of the correct VAT rate
- Correct application of CCL charges for gas and electricity
- Consistent and reasonable application of Available Capacity/Max demand/TRIAD charges
- Arithmetical errors
- Use of historical half hourly data to verify consumptions

All invoices passing the above checks will be made available for MCA to authorise for payment.

2.3 In the case that invoices fail the above checks the service provider will:

- Maintain a log of all invoices in error, what the error is, the estimated recovery value, when first logged, etc.
- Alert MCA to the existence of a query
- Liaise with MCA and MCA's suppliers to progress the query to resolution.
- Report back to MCA upon the closure of outstanding queries, costs recovered/prevented and those queries that require additional 3rd party involvement that may incur additional costs.

3. Tender Guidance

3.1 The contract will be for a period of three years from 1st October 2021, with the option to extend for a further one year, depending on the continuation of the requirement and satisfactory service levels by the contractor. The contractor will be required to fully transfer and maintain the current utility as well as data and information dating back to 2017.

3.2 Prices for the services required are to be quoted as per the price schedule for:

3.2.1. Bill Validation Service

3.2.2. Energy Reports (as required)

3.2.3 Specific Consumption and Cost Reports in support of GGC (quarterly)

3.2.4 Provision of and access to an Electronic Database (24/7)

3.2.5 Feasibility Studies (as required)

4. Security Requirements

4.1 Any contractor whose staff work on MCA premises as part of their contract work must ensure that those staff comply with the Centre for the Protection of National Infrastructure (CPNI) pre-employment check (equivalent to Baseline Security Standard). The check is to include the staff members' identity, nationality, references and the provision of a criminal record declaration. Details of the CPNI checks can be found at: -

<https://www.cpni.gov.uk/>

5 Contract Management

5.1 The contractor will be required to attend contract review meetings as required. These will take place on a quarterly basis dates to be agreed with the contractor, the MCA reserves the right to call a meeting at any time during normal office hours to resolve a service delivery issue.

5.2 The contractor should identify their administrative management structure within their tender proposal. This should also include escalation procedures for service delivery management.

- 5.3 Tenderers must identify Service Level Agreements (SLA's) for all areas of service delivery. The tenderer should identify opportunities which could realise cost savings through alternative service delivery models.
- 5.4 Contract review meetings will include the following as a baseline Agenda:
- Introduction
 - Progress against implementation activity
 - Management information review
 - Issues (i.e., contractual, operation, audit related)