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CONTRACT FOR THE PROVISION OF ISO 9001 STANDARD AUDIT AND CERTIFICATION SERVICES FOR THE MARITIME AND COASTGUARD AGENCY'S QUALITY MANAGEMENT SYSTEM – Clarification Q & A

	Clarification Question:	MCA Response:
01	Regarding UKAS Accreditation, is this mandatory for this MCA requirement?	The number, duration and organisation of surveillance audits are for the bidder to determine, but they must meet UKAS accreditation requirements and take into account the Agency's programme of internal assurance and other audits.
02	please can you confirm how Section 26 of the Instructions for Submission of Tenders will be evaluated and whether Bidders are required to provide an implementation / audit plan, audit report, auditor CVs and Service Level Agreement?	We would expect examples: <ul style="list-style-type: none">• sample audit reports• audit planning documentation/tools• Audit delivery process.• Service level agreements or Key Performance Indicators including how often these are this meet.• Customer satisfaction information• Auditor qualifications including justification of suitability (CVs)