



Maritime &  
Coastguard  
Agency

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Southampton  
SO15 1EG  
[contracts@mcga.gov.uk](mailto:contracts@mcga.gov.uk)

**Redacted under FOIA No 40 – Personal Information**

Faithful+Gould Limited  
Woodcote Grove  
Epsom  
KT18 5BW

Our ref: TCA 3/7/1388

02/08/2023

Dear **Redacted under FOIA No 40 – Personal Information**,

**Contract for International Maritime Organization (IMO) Managing Agent (the “Proposed Contract”) Crown Commercial Services (CCS) Reference CPS1-25922-2023**

This is an Award Decision Notice pursuant to Regulation 86 of the Public Contracts Regulations 2015 (the “**Regulations**”).

I am writing on behalf of the Secretary of State for Transport acting through the Maritime and Coastguard Agency (the “**Department**”) to thank you for your Tender Submission dated 12<sup>th</sup> of July 2023 in response to the requirement for the above Proposed Contract (“**Tender Submission**”).

I am pleased to inform you that following the evaluation process the Department proposes to accept your offer for the Proposed Contract as contained in your Tender Submission.

Your scores against the evaluation criteria, as set out in the Invitation to Tender are as follows:

Weighted Scores	Your score	Potential Score
<b>Overall Technical Score</b>	<b>87.89%</b>	<b>100%</b>

The evaluation criteria against which your Tender Submission was evaluated is set out in Annex A. Your detailed scores and the reasons for the decision, including the characteristics and relative advantages of your winning tender are set out at Annex B.

This letter and the documents listed below will together form a binding agreement between the Maritime and Coastguard Agency and Faithful+Gould Limited.

1. Invitation to Tender documents issued on the 12<sup>th</sup> of June 2023.
2. Faithful + Gould Technical Response dated the 12<sup>th</sup> of July 2023
3. Faithful + Gould Commercial Response dated the 12<sup>th</sup> of July 2023
4. Construction Professional Services Framework Schedule 5 incorporating NEC4 Professional Services Contract (PSC) Agreement June 2017 (including Amendments Issued January 2019 and October 2020) and Contract Data.

The total price of this work is £808,200.00 (excluding VAT) and shall not be exceeded unless written confirmation is obtained from the Maritime & Coastguard Agency. The initial 3 year term of the contract shall commence on the 22<sup>nd</sup> of November 2023 and shall expire on the 21<sup>st</sup> of November 2026. MCA reserves the right to extend beyond this date by 2 years.

A contract start-up meeting should be organised as soon as possible between the appropriate parties. For information the MCA's initial contact will be **Redacted under FOIA No 40 – Personal Information** whose contact details are:

Tel : **Redacted under FOIA No 40 – Personal Information**

Email : **Redacted under FOIA No 40 – Personal Information**

To avoid delay in payment, it is important that the invoice is compliant and that it includes a valid Purchase Order (PO) number, PO item number (if applicable) and the details (name and telephone number) of your Customer Contact (i.e. Contract Manager) which should be submitted to:

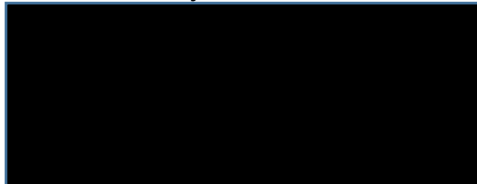
Via Email : [ssa.invoice@sharedservicesarvato.co.uk](mailto:ssa.invoice@sharedservicesarvato.co.uk)

Or Via Post to : Maritime and Coastguard Agency  
Accounts Payable  
5 Sandringham Park  
Swansea  
SA5 0EA

Non-compliant invoices may be sent back to you and may lead to a delay in payment. If you have a query regarding an outstanding payment, please contact our Accounts Payable section by email to [accounts.payable@mcga.gov.uk](mailto:accounts.payable@mcga.gov.uk) between 09:00-17:00 Monday to Friday.

Please confirm receipt of this letter by signing and returning it me. You should also retain a copy for your records.

Yours sincerely



**Redacted under FOIA No 40 – Personal Information**

Senior Procurement and Contracts Business Partner

Maritime Coastguard Agency

By authority of the Secretary of State for Transport

Signed **Redacted under FOIA No 40 – Personal Information**

Name **Redacted under FOIA No 40 – Personal Information**

Print name **Redacted under FOIA No 40 – Personal Information**

Position : Regional Director, Faithful+Gould

## **Annex A**


### **Evaluation Criteria and Scoring Methodology**

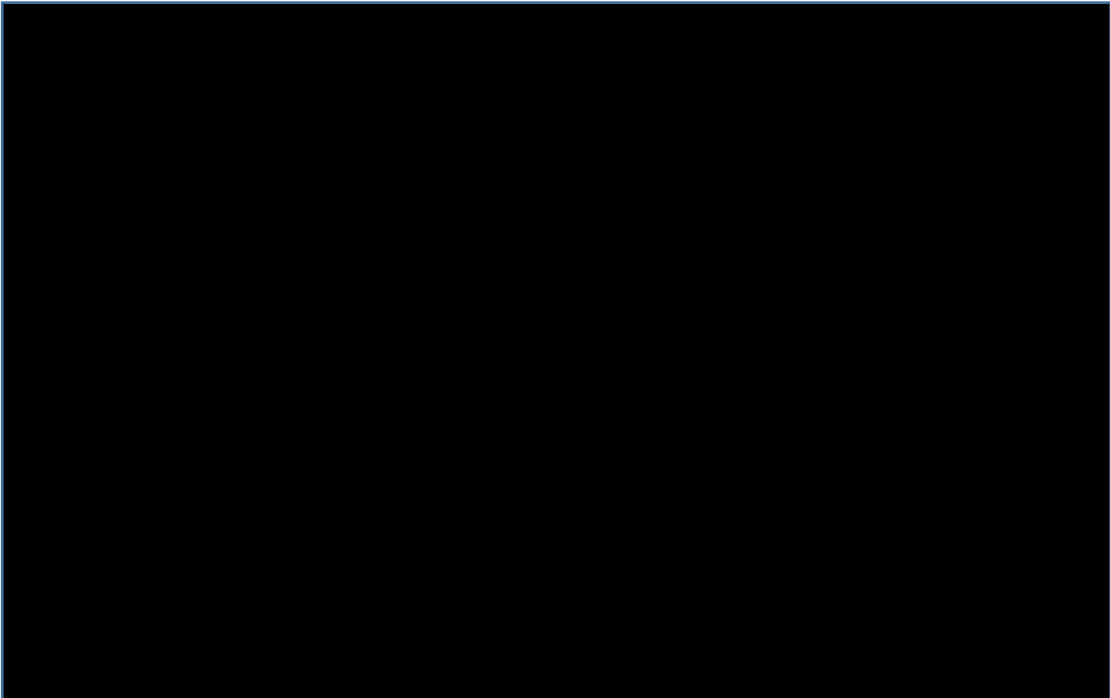

The scoring methodology used to assess and allocate scores to each criteria are as follows :


<b>Score</b>	<b>Definition of Score</b>
<b>5</b>	Very Good Response Fully deliverable and provides added value. The response meets the requirement in all material respects and is likely to deliver the required output/outcome.
<b>4</b>	Good Response Fully deliverable in all respects. The response meets the requirement in most material aspects but is lacking or inconsistent in some minor respects.
<b>3</b>	Satisfactory Response Deliverable but with some minor shortcomings. The response meets the requirement in certain material changes and provides certain information which is relevant, but which is lacking or inconsistent in material aspects.
<b>2</b>	Poor Response Not Deliverable. The response falls short of achieving the expected standard in a number of identifiable respects.
<b>1</b>	Very Poor Response Not Deliverable. The response significantly fails to meet the standards required, contains significant shortcoming and/or is inconsistent with other proposals.
<b>0</b>	Unacceptable Response The response has failed to address the criteria. No response is provided, or the response is not relevant to the question.

## Annex B



### Feedback on relative advantages and characteristics

TCA – 3/7/1388 International Maritime Organization (IMO) Managing Agent Supplier name: Faithful+Gould Limited			
Quality Criteria	Your Score	Potential Score	Feedback comments
<b>Resource and Capability – 35%</b>			
<b>(2.1.1) Professional Experience</b>  Named Managing Agent's professional experience as a managing agent including all relevant qualifications (including RICS Membership No and date of qualification) and their suitability for this contract.  Please also include their experience of:  - dispute/conflict resolution in the public sector; and - addressing poor performance on the delivery of a contract.  Your response should not exceed a maximum of 4 sides of A4, bidders may find it helpful to structure their response to the experience queries using the	4	5	


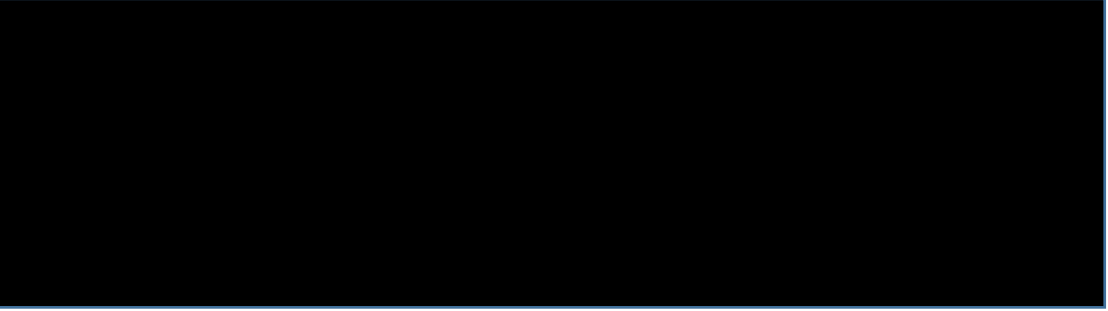
STAR Approach (Situation, Task, Action, Result).			
<p><b>(2.1.2) Business Continuity</b></p> <p>How you would deal with absence cover and ensure continuity of service should the named Managing Agent leave the organisation.</p> <p>Your response should not exceed a maximum of 1 side of A4.</p>	5	5	
<p><b>(2.1.3) Suitability, Expertise and Additional Capability</b></p> <p>Suitability of key personnel within the Managing Agent Team, capability and expertise of additional staff/resource to fulfil contract requirements and appropriate allocation of resources.</p>	5	5	

<p>For inclusion in your response:</p> <p>(i) identify the Contract Manager (who the named Managing Agent will be accountable to),</p> <p>(ii) identify the Asset Management Specialist (who will be accountable for the delivery of the Forward Works Plan); and</p> <p>(iii) identify the Audit Specialist or equivalent (who will be accountable for delivering the Tenant Performing Obligations Report).</p> <p>(iv) identification of the numbers of staff available to be drawn upon to deliver this contract – numbers should be broken down by discipline and grade and whether these are inhouse/contracted in resources, an explanation of why you consider the resources proposed are sufficient to deliver the contract;</p> <p>(v) an organogram to show lines of accountability for this contract;</p> <p>(vi) identification of any specific personnel in addition to the key personnel that will be assigned to this contract –</p>			
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<p>include their experience/qualifications that make them suitable for this contract, (vii) any other relevant information.</p> <p>Your response should not exceed a maximum of 8 sides of A4 + Organogram and CVs may be appended seperately; each CV must not exceed 1 side of A4.</p>			
<b>Understanding of the Requirement – 25%</b>			
<p><b>(2.2.1)</b></p> <p>Please provide details of your understanding of the services required, and how you have the ability to provide the services in an efficient and cost-effective manner and to a high standard. This should include:</p> <p>(i) a description of the key activities required to undertake this role;</p> <p>(ii) a description of the way in which you plan to carry out these activities and how this will ensure the required quality results;</p> <p>(iii) a description of the key risks and issues you perceive and how</p>	4	5	

<p>you propose to overcome these.</p> <p>(iv) demonstration of an understanding of the procurement responsibilities of a public contracting authority (the Managing Agent Team will be required to suggest routes to market and produce tender documentation for approval by the Contract Manager and MCA/DfT's Commercial teams; and</p> <p>(v) any other relevant information</p> <p>Your response should not exceed a maximum of 8 sides of A4. Any examples of reports which meet the requirements of Tasks 2-5 and 8, are limited to one report per task.</p>			
<b>Quality Management – 20%</b>			
<p><b>(2.3.1)</b></p> <p>Please provide details of how you will ensure that you provide a timely and consistently high level of service over the life of the contract. This should include:</p> <p>(i) how requests for advice and support will be managed and assigned to the right staff;</p>	4	5	



<p>(ii) when senior members of staff will undertake activities and when they will be given to more junior members of staff;</p> <p>(iii) quality control arrangements to ensure the quality of advice and reports provided;</p> <p>(iv) details of quality management processes and support (including details of a named individual with whom quality issues can be raised); and</p> <p>(v) details of administrative or other professional support available to the Core Managing Agent Team.</p> <p>Your response should not exceed a maximum of 2 sides of A4. A flow diagram may be appended separately.</p>			
<b>Supply Chain Management – 10%</b>			
<p><b>(2.4.1)</b></p> <p>Please demonstrate the robustness of your processes through which suppliers/ subcontractors are selected. Please set out how ongoing assessment and poor performance is assessed.</p> <p>Your response must not exceed a maximum of 2 sides of A4.</p>	5	5	

SOCIAL VALUE – 10%			
<p><b>Theme 2 – Tackling Economic Inequality</b></p> <p>Describe how your organisation will achieve social value while delivering the proposed tendered scheme, including but not limited to;</p> <ul style="list-style-type: none"> <li>• Creating skills and training opportunities (e.g. apprenticeships or on the job training)</li> <li>• Providing additional opportunities for individuals or groups facing greater social or economic barriers</li> <li>• Creating training and employment opportunities for the long-term unemployed or NEETs (those not in education, employment or training)</li> <li>• Offering work placement opportunities to school children, young adults and those long-term unemployed</li> <li>• Support for young people so they can live and work locally</li> </ul> <p>The response should align with the Government's Social Value priorities for procurement which can be found in the Social Value Model (Theme 2: Tackling</p>	5	5	

<p>economic inequality, MAC2.2 &amp; 2.3).</p> <p>Also describe what action your organisation takes to support the health and wellbeing, including physical and mental health in the contract workforce.</p>			
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