EMERGENCY SERVICE ALERTING AND TASKING

MARKET CONSULTATION QUESTIONNAIRE

Document Date: 28/06/2024

1 Background

1.1 Who we are

As an Executive Agency of the Department for Transport (DfT), the Maritime and Coastguard Agency (MCA) supports the department in developing and implementing the Government's maritime safety and environmental protection strategy by:

a) Setting standards and regulation
b) Checking the standards of ships and seafarers
c) Providing services to seafarers
d) Monitoring our coasts and seas and responding to emergencies.

We have two broad objectives:

- **Safety:** Through accident prevention and effective search and rescue coordination and response, improve the safety of ships and people at sea and at the coast
- **Environment:** Through our monitoring of ships and response to pollution incidents protect the marine environment

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"

HM Coastguard, an operational directorate of the MCA, is available at all times to deal with incidents, the high levels of demand experienced on a busy summer's day, or both. HM Coastguard officers assess and actively manage risks presented by maritime activity or weather 24x7x365 whatever the conditions. The Coastguard provides a capability to respond to incidents with boundaries defined by the Exclusive Economic Zone (EEZ) and the UKs Search and Rescue Region.

HM Coastguard operates within a single National Network environment. The service consists of the Joint Rescue Coordination Centre (JRCC), in Fareham, Hampshire, supported by nine smaller Maritime Rescue Coordination Centres (MRCC), distributed around the UK coastline, and an additional Maritime Rescue Sub Centre (MRSC) in London. This network can share services freely between sites, allowing for workload to be flexed to meet Operational demand, ensuring a resilient and flexible service able to meet the challenges of the Modern Coastguard service.

The Coastguard operates in a secure 'Blue Light' wide area network, hosted by paired data centres. All core operational functions undertaken by the Coastguard are hosted in this environment and can be run from any of the MRCCs or the JRCC itself. The JRCC forms the hub of the Coastguard network, hosting an Operations room, the Maritime training capability and the Aeronautical Rescue Coordination Centre (ARCC).

The primary driver for the HM Coastguard is to save lives. If HM Coastguard fails to deliver against its commitments, lives will be lost.

1.2 What we are trying to achieve

The MCA is seeking information from market participants to provide an Emergency Alerting and Tasking Response solution to replace our existing legacy application/capability. We are interested in exploring potential solutions that can offer advanced Alerting, Tasking, Communication, and Navigation mapping capabilities.

This questionnaire is intended to furnish the MCA with the key information it requires to plan a fair and open procurement for this service, including:

o Understand realistic costs for a fully supported critical service operating 24 hours per day, 7 days a week

- o Indicative delivery timeframes
- o Market appetite for participating in a tender process.

The MCA has not yet defined the route to market for any subsequent tendering exercise.

1.3 How to participate

The Questionnaire at section 2 has been copied into the DfT's e-sourcing portal, Jaggaer. Suppliers must register on Jaggaer, log-in and navigate to PQQ_477 in order to respond to this market consultation.

The portal can be accessed using the following link:

https://dft.app.jaggaer.com/

You can register by clicking the grey "click here to register!" button on the link above and following the instructions.

Please note that you will require a DUNS number (Dun and Bradstreet) to register. If you do not know your number access the following link to find yours: https://www.dnb.co.uk/duns-number/lookup.html, click on the D-U-N-S number section. If a DUNS number is not found there is guidance on how to acquire one in the same place.

Should you have any technical issue registering on the system please contact the Jaggaer Helpdesk in the first instance:

Phone: 0800 069 8630

help_uk@jaggaer.com

1.4 General Conditions

- • This market consultation will help us to refine the requirements.
- • We reserve the right not to proceed with a procurement.
- • Any and all costs associated with the production of such a response to a market consultation must be borne by the Supplier. We will not contribute in any way to meeting production costs of any response.
- • No down-selection of potential providers will take place as a consequence of any responses or interactions relating to this market consultation.
- • We expect that all responses to this market consultation will be provided by potential providers in good faith to the best of their ability in the light of information available at the time of their response.
- • No information provided by a potential provider in response to this market consultation will be carried forward, used or acknowledged in any way for the purpose of evaluating the potential provider, in any subsequent formal procurement process.

2 Questionnaire

The MCA is seeking information from market participants to provide a fully managed service to replace our existing emergency service alerting and tasking capabilities. We are interested in exploring potential solutions that can offer advanced alerting, tasking, communication, and navigation mapping.

2.1 Feedback in relation to a future Emergency Alerting and Tasking Solution

The following questions are structured around anticipated requirements of the MCA.

Q.No.	Anticipated Requirements/ Question
1	**Device Agnostic –** Can you offer a solution that functions across a variety of devices including smartphones, desktops, laptop and tablets? If yes, please provide details.
2	**Platform Agnostic –** Can you offer a solution that functions across industry standard cloud platforms specifically: Azure, O365, AWS and Google Cloud Platform and workloads running on those platforms, and on-prem elements of the MCA's environment? If yes, please provide details.
3	**Zero-Trust Compatible –** Can you offer a solution that is compatible with a zero-trust environment? If yes, please provide details.
4	**Agentless –** Can you offer a solution that functions without the need for agents to be rolled-out across the MCA's environment? If yes, please provide details.
5	**Integration with current tools –** Can you offer a solution that interacts natively or through API portals with O365 and our market leading blue light systems? If yes, please provide details.
6	**Single Pane of Glass –** Can you offer a solution that provides a single pane of glass for all components? Does your technology have the capacity to seamlessly extend the same analysis to data and behaviour in all of the following by correlating diverse data points into a single AI engine: Cloud, SaaS, email (optional), IoT, ICS, and the corporate network? If yes, please provide details.
7	**24/7 Service** – Can you offer a solution that is continuously maintained and downtimes rectified within the 4 hour SLA that the HM Coastguard has for critical systems? Do you offer monitoring tools to ensure SLAs are met and downtimes are analysed for learnings? If yes, please provide details.
8	**Location Mapping** – Can you offer a solution that can provide the required information to allow rescuers to efficiently reach their rendezvous point when tasked? If yes, please provide details.

9	**Timeframe for implementation** – Should you be successful in a subsequent tender exercise for a messaging application, please can you provide anticipated timeframes for implementation? Please factor in that the messaging application should: • integrate with at least 2 other systems for data collection and population purposes • allow for 3500 users • be fully supported as a managed service • within the delivery, include a service support model, training materials and platform delivery Please provide a high level indicative timeline for implementation.	
10	**Learning Material** – Can you offer full training material 3 months before a delivery go live date to ensure HM Coastguard staff are fully trained on any new solution? If yes, please provide details.	
11	**Reporting / Dashboard –** Can you offer a solution that provides the ability to extract reports on incidents over different time periods? If yes, please provide further details.	
12	**Framework Agreements -** Please advise of any suitable framework agreements that this requirement could be procured under. Please provide details including Lots.	
13	**Indicative Costs** – Please provide indicative costs for an Emergency Service Alerting and Tasking solution including: • Estimated set up and installation costs • Estimated ongoing service support costs, including options for multi-years. • Estimated licence costs for 1000, 2000, 3000 and 4000 users Any other costs you wish to make us aware of?	
14	**Any other feedback –** Do you have any other feedback on the MCA's potential requirement? Are there any risks or barriers you can anticipate that you would like to make us aware of? Do you have any innovative solutions to propose?	

2.2 Our Timetable

DATE	ACTIVITY
28/06/2024	Publication of the Market Consultation
05/07/2024 at 11am	Clarification period closes
09/07/2024	Target date for the publication of responses to Market Consultation Clarification questions

| 12/07/2024 at 11am | Deadline for submission of a Market Consultation Response |

2.3   Questions and Clarifications

For audit and transparency purposes, all contact with the MCA relating to this market consultation should be made via the Jaggaer Messaging system.

- Market participants may raise questions or seek clarification regarding any aspect of this market consultation document at any time prior to the end of the clarification period. Questions must be submitted through the Jaggaer portal Messaging system.

- To ensure that all market participants have equal access to information regarding this market consultation, responses to questions raised by market participants will be published via the Jaggaer Messaging system.

- Responses to questions will not identify the originator of the question.

- If a market participants wishes to ask a question or seek clarification without the question and answer being published in this way, then the market participant must notify us and provide its justification for withholding the question and any response. If we do not consider that there is sufficient justification for withholding the question and the corresponding response, the market participant will be invited to decide whether:

    o   the question/clarification and the response should in fact be published; or

    o   It wishes to withdraw the question/clarification.

2.4   Contact Information

All contact should be made via the Jaggaer Messaging system.