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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)
03	Will the MCA consider requests for amendments to the General Conditions of Contract for Services? If so, please could the MCA confirm in what format these should be submitted and by which date?	The MCA will consider requests for amendments to the General Conditions of Contract for Services. You will need to submit your amendments, as a separate document, at the same time as your tender submission.
04	The Technical Specification Document states that there is a requirement to visit 'all MCA locations'. Are the 21 locations as listed in Annex A the MCA Locations, or are the further 18 COBs and 300 Coastguard Rescue Stations also included as MCA locations?	Please see the document uploaded to the Contracts Finder advert with the title: 2020 Staff and Location Info. We are currently unable to provide a breakdown of the roles and positions in each location, Managers, Operational Staff (including any full time supervisors / managers for the CRT under scope.
05	Can you please clarify your current audit days?	28 days a year split into two 14-day surveillance visit every six months or when re-certification is required.

06	Please advise of the scope of approval and provide a copy of the certificate for the current ISO9001 certificate	Developing, promoting and enforcing national and international maritime safety and pollution prevention standards on behalf of the UK Government. Co-ordinating civil maritime search and rescue around the UK coastline and the UK search and rescue region of 1.25 million square miles. Promoting safe use of UK waters and coastline for recreational and commercial purposes. Minimising the risk of pollution of the marine environment from ships and, where pollution occurs, minimising the impact on UK interests. We are currently unable to supply a copy of the current certificate.