

MARINE SUPPORT TO RANGE SAFETY AND AIRCREW TRAINING (RSACT)

Technical Evaluation Criteria

Distribution

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Introduction

This document contains the assessment criteria that will be used to evaluate the technical criteria under Most Economically Advantageous Tender (MEAT) of the Invitation to Negotiation (ITN) for the Range Safety and Aircrew Training Contract.

Potential Providers are required to complete **ALL** Questions. **Failure to do so will result in your tender being non-compliant.**

Each criteria includes an introduction to the topic being assessed, a list of reference documents (where applicable) and identification of the corresponding Statement of Requirement (SoR) items that apply. The Evidence Required part outlines what the Evaluators will be assessing and the Scoring Guidance Table for each question.

Scoring Guidance Table

There are a number of characteristics listed within each table that Potential Providers need to provide evidence against. An example of a Scoring Guidance Table is shown below:

Characteristics		Score				
		Excellent	Very Good	Good	Acceptable	Unacceptable
A.	The Potential Provider has submitted an	Must Be True				
B.	The Potential Provider has	Must Be True				
C.	The Potential Provider has described	All True	All but 1 True	All but 2 True	All but 3 True	None of the higher scores apply
D.	The Potential Provider has processes and procedures					
E.	The Potential Provider will					
F.	The methods described in the response are entirely consistent					

Figure 1 – Characteristics

‘Must Be True’ Questions

The Potential Provider must successfully pass characteristics that **‘Must Be True’**.

The Authority will consider the characteristic statements in the tables and give a score according to the statements that, in its professional judgement, are a satisfactory level of response.

Excellent – Unacceptable

Characteristics listed within the Scoring Guidance Table that are not ‘Must Be True’ will be scored based on 5 levels of response: Excellent – Unacceptable. The following table provides a further explanation of how the characteristics will be assessed:

Response Levels	Description	Percentage (%) Score
Excellent	Full Confidence	100%
Very Good	Good Confidence	70%
Good	Confidence	30%
Acceptable	Minimum Confidence	0%
Unacceptable	No Confidence	Non - Compliant

Figure 2 – Response Levels

Characteristics of some questions (See figure 1 above) are ‘Must Be True’. If Potential Providers do not provide a satisfactory level of response to these key characteristics then the remainder of the response will not be evaluated and the entire response marked as non-compliant. Any question marked as unacceptable will mean that the whole Technical bid does not meet the standard required by the Authority.

Weighting

The table below indicates the weighting that will be applied against the Technical Evaluation Criteria Characteristics.

CHARACTERISTIC HEADER	WEIGHTING %
Suitably Qualified & Experienced Personnel	10.81
Maintenance, Certification and Survey	11.89
Resource Planning to meet the Tasking Requirements	12.43
Transition to Contract	9.73
Maritime Safety	11.89
Scenario	14.05
Environmental Management	5.95
Contract Management and Administration	7.57
Stakeholder Engagement	5.41
Procurement of Goods, Services & Spares	10.27
TOTAL	100%

Suitably Qualified and Experienced Personnel

Aim

The Authority requires assurance that throughout the life of the contract the Potential Provider will provide the required service with an appropriate level of Suitably Qualified and Experienced Personnel (SQEP).

Background

The RSACT service provides the three Services and other Government Departments with crewed vessels to support the following types of training serials:

- Helicopter training
- Sea survival training
- Marine target towing
- RN Operational Sea Training (OST)
- Range clearance and safety
- Additional services.

Where required, the Authority and the Customer's User Units will provide the policies, procedures and instructions for each task, but it will be the sole responsibility of the Potential Provider to ensure that the RSACT service it provides is not undermined by insufficient levels of Suitably Qualified and Experienced Personnel required to operate and maintain the vessels, and to manage the contract outputs.

References

- Statement of Requirements (SoR) Section F - MoD Tasking Guidelines
- Statement of Requirements (SoR) Sections A, B and D
- Contract Ts&Cs

Evidence Required

- A narrative response that details how the Potential Provider will ensure that the RSACT service to be provided will be staffed by an appropriate level of SQEP throughout the life of the contract.
- Detail in your response the specialisms, suitable qualifications, certifications and experience intended for your SQEP personnel and their accessibility and availability of appropriately qualified staff.
- Consider risk, value and money in your response. In considering costs, ensure appropriate linkage between the intent described in your narrative response and the costs entered in the Financial Model (FM).

In the response you should consider and address the following:

- Refresher training
- Development training
- Tasking Familiarisation
- Craft Familiarisation
- Baseline SQEP and Certification
- Flag and State requirements
- Risks and mitigation

- Costs and their linkage to the Financial Model

Your answer should not exceed 10 pages of A4.

Scoring Guidance – Suitably Qualified and Experienced Personnel

Characteristics		Score				
		Excellent	Very Good	Good	Acceptable	Unacceptable
A.	The response has provided the Authority with a satisfactory level of assurance that the range of specialisms, together with the experience, certification and qualifications proposed by the Potential Provider provides for a good baseline from which a well-founded level of SQEP can be developed and maintained for the delivery of the service.	Must Be True				
B.	The response has provided the Authority with a high level of assurance that the range of specialisms, together with the experience, certification and qualifications proposed by the Potential Provider provides for a good baseline from which a well-founded level of SQEP can be developed and maintained for the delivery of the service.	All True	All but 1 True	All but 3 True	All but 4 True	None of the higher scores apply
C.	The Potential Provider has provided The Authority with a high level of confidence that a detailed approach to the management of SQEP that comprehensively addresses all aspects of training and development has been presented; the Authority is left in no doubt that a well-founded level of SQEP will be maintained throughout the life of the contract.					
D.	The Potential Provider has identified significant issues and risks associated with the delivery of all training and how these will be managed within the context of the manpower establishment and the tasking commitments.					
E.	The Potential Provider has identified key risks to the retention of SQEP, and proposed achievable mitigation strategies such that the Authority is assured of the continuing availability of suitable SQEP.					
F.	The Potential Provider’s response provides a high level of confidence that it has clearly determined the manner in which an adequate level of tasking experience will be maintained within the corps of personnel manning the craft throughout the life of the contract.					
G.	The Potential Provider’s response provides a high level of confidence that it has clearly determined how to maintain an adequate level of SQEP within the team of personnel managing and administering the service throughout the life of the contract.					
H.	The Potential Provider’s proposal has clearly addressed any opportunities for the career development of all staff engaged in the delivery of this service.					
I.	The Potential Provider’s proposal has clearly identified how the various aspects of training and development link to the costs it has established in the FM.					

Maintenance, Certification and Survey

Aim

The Authority requires a high level of assurance that the service provided by the Potential Provider will be effective in keeping the capability, performance, material condition and readiness of all vessels and all of their associated equipment at the required operational level and material condition.

Background

It is critical to the Authority that all vessels, their machinery, appurtenances and spare parts utilised to deliver the required services are maintained in a good state of repair, in an efficient operating condition and in accordance with good commercial maintenance practice. All surveys and certification are to be maintained up to date and in force at all times. Government owned assets in particular will be expected to be maintained to a standard such that both their internal and external appearance reflects a very high level of upkeep.

References

- Terms & Conditions (Clause 7)
- Statement of Requirements (SoR) Section B
- Charter Agreement

Evidence Required

- Explain your proposal for a planned maintenance system and how it will ensure all vessels, their machinery and equipments will be maintained to the required standard throughout the life of the contract.
- Identify the factors that will be important to the ongoing effectiveness of your planned maintenance system.
- Identify the required areas of external and internal input to the maintenance system and how they will be established and managed.
- Explain how any changes in annual utilisation will affect the proposed Planned Maintenance System and from what causes those changes may arise.
- Explain your intentions for Flag and Class compliance and application of ISM.

Consider risk, value and money in your response. In considering cost, ensure appropriate linkage between the intent described in your narrative response and the costs entered in the Financial Model.

Your answer should not exceed 10 pages of A4. Four additional documents may be attached in support of this response but all must be appropriately marked up to aid the evaluation task.

Scoring Guidance – Maintenance, Certification and Survey

Characteristics		Score				
		Excellent	Very Good	Good	Acceptable	Unacceptable
A.	The Potential Provider has provided the Authority with a proposal for an adequate , ISM compliant and suitable Planned Maintenance System (PMS) that will be effective throughout the life of the contract.	Must Be True				
B.	The Potential Provider has provided the Authority with a proposal for a comprehensive , ISM compliant and well-defined Planned Maintenance System (PMS) that will be effective throughout the life of the contract.	All True	All but 2 True	All but 3 True	All but 5 True	None of the higher scores apply
C.	It is clearly evident from the Potential Provider’s proposal that the importance of the upkeep, appearance, operational capability and maintenance of the craft to the Authority has been fully considered and provided for in their proposal for craft upkeep and maintenance.					
D.	The Potential Provider has satisfied the Authority that it has a suitable defect reporting system to both MoD and the Provider					
E.	There is clear evidence that the Potential Provider has fully considered how all elements and levels of maintenance of the vessel hull, machinery and equipments will be properly and fully integrated into the proposed PMS.					
F.	The Potential Provider has a proposal that is clear and convincing to the Authority in describing how ongoing and recurrent issues with vessel upkeep and maintenance will be effectively managed.					
G.	The Potential Provider’s proposal has a robust approach to managing issues related to the age of the vessels and their equipment.					
H.	The Potential Provider has clearly demonstrated a full understanding of the obligations, options and activities associated with any vessel survey cycles.					
I.	The Potential Provider’s proposal identifies a clear and proven methodology for managing spares which includes an approach for dealing with obsolescence.					
J.	The Potential Provider’s proposal has assured the Authority that the survey and certification obligations are fully understood, taken account of in the PMS, and deconflicted from any Operational demands and suitably promulgated.					
K.	The Potential Provider’s proposal identifies a clear linkage between the PMS, levels of maintenance and the costs established in the FM.					

Resource Planning to meet the Tasking Requirements

Aim

The Authority requires to be assured that the Potential Provider has a full grasp of the scope of the tasking requirements and a clear and convincing proposal for how they are to be met. The Potential Provider's proposal will take into account all constraints imposed by the Authority's Requirements, the contract Terms and Conditions, external legislation and any opportunities that may present themselves as a result of the Potential Provider's proposal.

Background

The tasking requirements are fairly fragmented and widespread. This makes it difficult to plan for, or to maximise usage of the MoD assets.

The aim will be to utilise all of the MoD assets, however there is an expectation that Potential Providers will consider alternative approaches to meeting some elements of the tasking particularly where this will demonstrably deliver a better outcome for MoD. However, any such options will need to address safety constraints and issues through a safety case approach within the context of the MoD Safety Management System, and would also propose a solution for any redundant MoD assets.

The ability to recruit and retain Suitably Qualified and Experienced Personnel (SQEP) to crew the vessels and cover shift patterns will be a key factor in successfully meeting the tasking requirements.

References

- Contract Schedule 2 – Statement of Requirements (SoR) in Sections A, B, C and D
- Statement of Requirements (SoR) Section F - MoD Tasking Guidelines

Evidence Required

- Provide evidence that clearly demonstrates to the Authority the Potential Provider's understanding of the tasking requirements detailed in Schedule 2 of the Contract Documents and how they will manage and optimise those arrangements to achieve an effective delivery of the required service.
- Consider the potential for Third Party Revenue generation addressing any constraints imposed by the vessels or the Authority's tasking framework and provide proposals for how these might be overcome to enhance the commercial opportunities you have identified.
- Consider in your response the issues likely to impact the proposed solution and how the Potential Provider will address these. Your response should include consideration and how you propose addressing the following:
 - ISM and Safe manning
 - Flexibility of craft manning
 - Capacity to cope with sickness, leave and training
 - Management of hours of work
 - Social Partners Agreement / Crew agreements
 - Vessel back-up arrangements

Your answer should not exceed 10 pages of A4.

Scoring Guidance – Resource Planning to meet the Tasking Requirements

Characteristics		Score				
		Excellent	Very Good	Good	Acceptable	Unacceptable
A.	The Potential Provider has demonstrated to the Authority a working understanding of the Authority’s tasking requirements and how these will be supported.	Must Be True				
B.	The Potential Provider has demonstrated to the Authority a thorough & complete understanding of the Authority’s tasking requirements and how these will be supported.	All True	All but 1 True	All but 3 True	All but 4 True	None of the higher scores apply
C.	The Potential Provider has satisfactorily demonstrated how its proposed asset and manpower establishment will effectively and efficiently meet all tasking requirements detailed in Section C of Schedule 2.					
D.	The Potential Provider’s proposal has clearly identified the issues surrounding the Authority’s tasking requirements and discussed ways in which those issues will be addressed.					
E.	The Potential Provider has identified potential alternative employment patterns for the vessel crews and how these would or wouldn’t deliver a better outcome for the Authority.					
F.	The Potential Provider has clearly demonstrated a comprehensive consideration of alternative approaches to meeting the tasking requirements and the impact of such alternative approaches on the service delivery and the manpower levels to be established. You will have identified a suitable approach to the implementation of any changes.					
G.	The Potential Provider has considered and addressed the level of manpower established for the safe operation of the craft, and proposed alternative approaches where these are apparent and appropriate.					
H.	The Potential Provider has clearly demonstrated how spare capacity will be made available to the authority and what charges are likely to be made to the Authority.					
I.	The Potential Provider has considered and identified potential sources of Third Party Income generation and the factors that will determine whether or not the craft are likely to suitable for tasking within the wider commercial market place.					
J.	The Potential Provider has clearly recognised and addressed the impact of any additional services required by the Authority (or any commitment to any Third Party Revenue opportunities) on its proposed manpower and vessel resource.					

Transition to Contract

Aim

The Authority requires to be assured that the Potential Provider will effect a seamless transition to full contract operation taking into account any change in provider and the chartering arrangements to be enacted with the Authority.

Background

Military training and exercises will be on-going during the transition phase to contract commencement. Once the contract period commences, the Potential Provider must be fully prepared to provide Marine Support described in the RSACT Statement of Work and Tender documents.

Effective plans will be expected to be in place for managing the transition to full contract operation.

References

- Contract Terms and Conditions
- Schedule 2 – Statement of Requirements (SoR)

Evidence required

Provide a detailed and resourced **Transition Plan** that considers the following:

- key milestones, their corresponding timeline and resource requirements.
- critical path activities and interdependencies.
- assumptions made whilst implementing the transition plan.
- manpower handover/takeover arrangements to satisfy TUPE requirements.
- vessel handover plan taking account of the chartering arrangements for MoD assets.
- the characteristics of the person responsible for leading the transition activities, and to whom and how will they be held accountable for ensuring success.
- how continuity of service will be maintained during the transition from one contractor to another.
- a plan for communication between incumbent and incoming Contractor in the months leading up to Service Commencement Date.
- risks, issues (and possible opportunities) and their management.
- any areas where it is not expected that full operation will be achievable and how this will be addressed.

Your answer should not exceed 6 pages of A4

Scoring Guidance – Transition to Contract

Characteristics		Score				
		Excellent	Very Good	Good	Acceptable	Unacceptable
A.	The Potential Provider has provided a comprehensive understanding of the main elements and requirements for any Transition Plan and these are realistic and achievable. It addresses the key milestones, corresponding timelines, resource requirements and TUPE.	Must be True				
B.	The Potential Provider has provided evidence acceptable to the Authority on how they will establish and execute appropriate transition arrangements and maintain continuity of service. It clearly identifies critical path activities and interdependencies. The proposed Plan provides a high level of confidence to Authority.	All True	All but 1 True	All but 2 True	All but 4 True	None of the higher scores apply
C.	The Authority is assured that the Potential Provider has identified the skills and experience it considers necessary for an individual to lead the transition to contract.					
D.	The Potential Provider will have considered within their planning how engagement with any incumbent contractor will be enacted in the months leading up to Service Commencement Date. The Authority has a high degree of confidence in the plan.					
E.	The Potential Provider has provided evidence to satisfy the Authority that it has a fully considered list of assumptions made when developing its Transition Plan.					
F.	The Authority has a high degree of confidence that the Potential Provider has suitable arrangements in place to ensure a seamless transfer from transition to full operational readiness					
G.	The Potential Provider has satisfactorily identified the particular risks and issues associated with the transition phase and how they will be managed.					

Maritime Safety

Aim

The Authority has a zero tolerance for avoidable accidents and incidents and therefore mandates that each Potential Provider (and their subcontractors/supply chain) adhere to standards and legislation detailed below, as an absolute minimum.

Background

During the lifetime of the Contract, it is likely that the Potential Provider will encounter situations where ensuring that safety risks are As Low As Reasonably Practicable (ALARP) and tolerable becomes a challenge; requiring a robust safety management system and demonstrable safety mindset from all employees.

The Authority is keen to understand the capabilities and resources that the Potential Provider will use to ensure that while delivering service requirements, standards for safety will not be jeopardised even when faced with the challenges associated with military exercises.

References

- Health and Safety at Work etc. Act 1974 and all relevant statutory legislation covered by this Act
- Merchant Shipping Act 1995 and all relevant statutory legislation covered by this Act
- DEFSTAN 00-56 Safety Management Systems for Defence Systems

Evidence required

Detail existing safety management processes, organisation and arrangements based on the context provided above, to incorporate the following:

- Describe how you will ensure their current safety management arrangements conform to the latest safety legislation, and how they would approach adding additional requirements mandated by Defence Regulation into the existing safety management system.
- Outline your approach for identifying and implementing extra safety controls into non-standard or unfamiliar activities; and how these would be communicated both to crews and to third parties.
- Explain the systems that will be used for proactively improving safety and how it links to any mechanisms for recording and investigating safety incidents and 'near misses'. How are these improvements & learning opportunities fed back into the safety management system?
- Describe how you will plan to ensure effective collaboration over risk and safety management with the Authority and end users.

Your answer should not exceed 4 pages of A4 although relevant Safety management procedures may be referred to and uploaded as an appendix.

Scoring Guidance – Maritime Safety

Characteristics		Score				
		Excellent	Very Good	Good	Acceptable	Unacceptable
A.	The Potential Provider has satisfactorily identified how they conform to all safety legislative requirements and robustly identify new/upcoming regulation.	Must be true				
B.	The Potential Provider has demonstrated an understanding of the methodology required to harmonise their safety management systems with the requirements of the Authority.					
C.	The Potential Provider has clearly and accurately described how they conform to all safety legislative requirements and robustly identify new/upcoming regulation.	All true	All but 1 true	All but 3 true	All but 5 true	None of the higher scores apply
D.	The Potential Provider has provided a convincing and thorough methodology to harmonise their safety management systems with the requirements of the Authority.					
E.	The potential provider has clearly demonstrated how additional maritime specific safety requirements would be implemented and communicated throughout their workforce.					
F.	The Potential Provider has clearly demonstrated - with examples - how continuous safety improvement is achieved within their SMS.					
G.	The Potential Provider has clearly described an effective incident reporting process including methodology for robustly investigating accidents and near misses.					
H.	The Potential Provider has presented convincing methodology for effective sharing and collaboration, regarding lessons learnt and improvement opportunities with the Authority and end users.					

Scenario

Aim

The Authority requires assurance that the Potential Provider understands and will be capable of providing safe and environmentally compliant processes, controls and governance, to the safe operational delivery of Marine Support for RSACT activities. These are specialist tasks that require thorough understanding of commercial and defence regulation and the ability to interface safely and effectively with multiple stakeholders in an operational environment.

Background

The tasks in this contract include 'Affected Services' activities, whereby commercial vessels and crews will be conducting military training exercises under Defence authority and regulation.

One example of an affected services activity is Boarding Exercise (Boardex) where military personnel simulate boarding a target vessel. This involves multiple personnel boarding the vessel while underway with military equipment, to conduct security and terrorism searches onboard. During the time of the exercise the trainees are under the direction of the military training supervisor, whereas prior to and directly preceding the exercise they would be considered passengers under the Masters authority. The Vessel may be over its commercially certified passenger carrying capacity for the duration. At the end of the exercise the trainees will usually disembark via boarding ladder into military Rhibs.

References

- Statement of Requirements.
- MOU between the MCA; MOD and DMR on Affected Services.

Evidence Required

- Identify & describe 3 key significant hazards surrounding the activity above, and describe how the Potential Provider would assess and mitigate the risks?
- What key controls would you put in place prior to commencement to ensure the above items are addressed? How would these complement existing controls already in place?

How would you communicate the safety measure implemented to all stakeholders to ensure that they are well informed of procedures in place to safely conduct the above scenario?

Your answer should not exceed 4 pages of A4 but risk assessment and other relevant safety procedures may be referred to as an appendix.

Scoring Guidance - Scenario

Characteristics		Score				
		Excellent	Very Good	Good	Acceptable	Unacceptable
A.	The Potential Provider has identified and clearly described three key significant hazards directly relating to the activities in the example scenario.	Must be true				None of the higher scores apply
B.	The Potential Provider has provided suitable and sufficient evidence of being able to carry out specialist maritime activities, with robust safety controls, that show clear understanding of the complex safety requirements of this contract.	Must be true				
C.	The Potential Provider has demonstrated clear and comprehensive risk assessment and mitigation strategies to fully address the activities in the above scenario.	All True	All but 1 true	All but 2 true	All but 3 true	
D.	The Potential Provider has provided a clear communication strategy that would ensure all involved parties are well informed of safety procedures in place to safely conduct the above scenario.					
E.	The Potential Provider has presented a comprehensive description of how additional controls will be successfully implemented to complement their existing safety management arrangements for the above scenario.					
F.	The potential provider has identified relevant defence and civilian regulation relevant to the scenario and considered how this would be met in their safety arrangements.					

Environmental Management

Aim

The Authority has a zero tolerance for avoidable incidents that may harm the environment and therefore mandates that each Potential Provider (and their subcontractors/supply chain) adhere to standards and legislation detailed below.

Background

During the lifetime of the Contract, it is possible that the Potential Provider will encounter situations where ensuring risk to the marine environment is As Low As Reasonably Practicable (ALARP) and tolerable is challenging; requiring a robust environmental management system and a demonstrably environmentally focused organisation.

References

- ISO 14001 Environmental Management Systems
- Environmental Protection Act 1990
- Environment Act 1995

Evidence required

- Provide details of your Environmental Management System, explaining the precautions you will take. Explain how these are consistent with providing the operational capability of the RSACT service. The Potential Provider should include information on managing environmental risks, including mitigating aspects and impacts during normal operating activities and responding to emergency situations.
- Demonstrate an understanding of environmental regulation in a maritime context and how the Potential Provider would identify and mitigate any risks that may arise from contract activities, both to the environment and to the reputation of the MOD.
- Demonstrate how your environmental system incorporates lessons learnt from previous incidents or audit findings in order to continuously improve environmental practices.

Your answer should not exceed 4 pages of A4 but may refer to environmental plans or procedures uploaded as an appendix.

Scoring Guidance – Environmental Management

Characteristics		Score				
		Excellent	Very Good	Good	Acceptable	Unacceptable
A.	The Potential Provider has clearly described how the management processes and procedures in their EMS will be robust enough to incorporate the operational activities throughout the life of the contract.	Must be true				
B.	The Potential Provider has provided a convincing explanation of how aspects and impacts arising from activities on this contract will be identified, monitored and controlled.	All true	All but 1 true	All but 2 true	All but 3 true	None of the higher scores apply
C.	The Potential Provider has identified and addressed specific maritime environmental requirements (legislative and operational), which are captured in their EMS.					
D.	The Potential Provider has clearly described the organisations preparation and planning to emergency situations in order to robustly respond to an unforeseen environmental event.					
E.	The Potential Provider has clearly explained how feedback from incidents or audits is effectively reviewed, approved and incorporated into their EMS.					

Contract Management and Administration

Aim

The Authority requires to be assured that the Potential Provider will develop their contract management and administration arrangements to align with the demands of the day to day operational delivery of the service to be provided.

Background

Efficient delivery of the contract will depend to a large degree on the ability of the contract management and administration arrangements to meet the ebb and flow of the tasking demands; the contract returns required by the SoR and personnel issues.

The Authority's Contract Manager relies on accurate and timely management information on performance against contract and customer requirements in the form of regular reporting and contract management reviews from the Potential Provider. This will form part of contract governance requirements to assure the Authority that the service is being successfully delivered against the requirements of the customer end-users and the Technical Statement of Work. The Potential Provider will need to provide for regular engagement with the Authority in an open and frank relationship as well as being able to respond appropriately and honestly to the demands of MoD customer end-users, both military and civilian.

References

- Statement of Requirements (SoR) – Sections A, B, C, D and E.
- Technical Statement of Work (SoW)

Evidence Required

- Provide proposals and examples of the reporting mechanisms you will use to ensure accurate and timely information is communicated to the Authority's Contract Manager on performance against contract requirements.
- Explain how you will baseline and shape your administration and contract management outputs and identify those areas they consider would benefit particularly from an ongoing improvement plan and how those improvements will be measured and reported on.
- Explain how you intend to record and report vessel utilisation, fuel usage, engine hours and the type of outputs you would expect from these records and your methodology for monitoring trends.
- Your response will address time, cost and resources, in particular noting the allocation of management and administrative personnel and their intended level of commitment to the contract.
- Consider risk, value and money in your response. Noting there is to be a clear linkage between the intent described in your narrative response and the costs entered in the Financial Model.

Your answer should not exceed 6 pages of A4.

Scoring Guidance – Contract Management and Administration

Characteristics		Score				
		Excellent	Very Good	Good	Acceptable	Unacceptable
A.	The Potential Provider has clearly demonstrated a plan for establishing appropriate reporting mechanisms for the delivery of management information on contract performance. It is considered an acceptable starting point for meeting the Authority’s contract requirements.	Must Be True				
B.	The Potential Provider has demonstrated it will assign an appropriate level of resource in order to deliver robust and fully responsive contract management and administration. The Authority has a high degree of confidence that all obligations will be fully and promptly met.	All True	All but 1 True	All but 3 True	All but 4 True	None of the higher scores apply
C.	The Potential Provider has provided clear evidence of a robust Company approach to the governance of contract management and how it would be applied to this contract.					
D.	The Potential Provider has clearly stated how it will establish and employ its contract management and administrative resource such that the Authority is assured of the timeliness and quality of all aspects of the service delivery.					
E.	The Potential Provider has explained how they intend to baseline and shape the qualitative management of their administration and contract management outputs, indicating what will be measured and how improvement will be effected.					
F.	The Potential Provider will submit clear evidence of a robust solution for recording and reporting vessel utilisation, fuel usage and engine hours and identified how the data will be used to make improvements.					
G.	The Potential Provider has demonstrated with evidence that they have a clear understanding of the contract management and administration workload set out in Section D of the Statement of Requirements.					
H.	The Potential Provider’s proposal identifies a clear linkage between the approach it intends for Contract Management and Administration and the costs established in the FM.					

Stakeholder Engagement

Aim

Successful delivery of the RSACT requirements will depend upon the Potential Provider's ability to provide robust leadership and management of multiple stakeholders across multiple locations within challenging operational environments.

Background

The Authority requires the Potential Provider to engage with multiple Stakeholders at all levels of output delivery across multiple locations, this should include employees and Trades Union. This will be for a diverse range of Military and Civilian customers covering both management and operational requirements.

The senior management team should demonstrate they have embedded a culture, ethos and the strength of leadership for stakeholder engagement to deliver Marine Support against the contract requirements.

To ensure positive customer relations the Potential Provider will need to ensure there is an appropriate level of communication with customers and User Units, including visits to customer and port locations.

The Potential Provider will be expected to empower Masters of the vessels and ensure crews are fully integrated into their company. Within the military customer organisations the individuals are changed every three years, the contractor and crew may well have been supporting the task for many more years and therefore close and sensitive communication is required.

References

- Statement of Requirements (SoR) - Section D

Evidence Required

- Provide an outline Stakeholder Management Plan that considers the following:
 - visits to and scheduled communications with task customers and User Units.
 - the relevant skills and experience required by a senior individual(s) allocated to handle and manage stakeholder engagement.
 - how crews will be supported to ensure effective stakeholder engagement with User Units.
 - how communication with User Units and other Stakeholders will be monitored.
 - the organisational culture and ethos required to provide robust handling of stakeholder requirements.

Your answer should not exceed 6 pages of A4.

Scoring Guidance – Stakeholder Engagement

Characteristics		Score				
		Excellent	Very Good	Good	Acceptable	Unacceptable
A.	The Potential Provider has provided appropriate Stakeholder Management Plan.	Must be True				
B.	The Potential Provider has identified the level of skills and experience required by a senior individual, who will be handling and managing stakeholder engagement. The response provides the Authority with a high degree of confidence that stakeholder management is regarded by the Potential Provider as a key requirement in order to ensure delivery of effective and efficient service outputs.	All True	All but 1 True	All but 3 True	All but 4 True	None of the higher scores apply
C.	The Authority has a high level of confidence from the evidence and examples provided that the Potential Provider have embedded a culture and ethos of effective stakeholder management.					
D.	The evidence submitted satisfies the Authority that the Potential Provider has considered engagement with all relevant stakeholders and an appropriate method of maintaining contact with each, taking into account their individual needs.					
E.	The Potential Provider has identified an appropriate methodology of supporting, monitoring and improving stakeholder communication at all levels.					
F.	The Potential Provider has provided evidence of how it will empower and integrate key individuals.					
G.	The Authority has a high level of confidence from the evidence and examples provided that the Potential Provider has the skills, experience and approach to deal with, and defuse difficult situations should they arise.					

Procurement of Goods, Services and Spares

Aim

The Authority requires assurance, with evidence, that the Potential Provider has robust and well established industry links and relationships in place across a wide diverse supply chain in order to secure goods, spares and services across the Marine sector.

Background

The Potential Provider will need to demonstrate a credible standing , the ability to negotiate successful deals and have the ability to source goods out of the ordinary across the supply chain.

The vessels will operate at various locations across the UK, the ability to secure goods, spares and services at short notice on station as required is essential to allow operational requirements to proceed with minimum interruption.

The age of the vessels dictate maintenance scheduling and the requirement for goods, spares and services availability. Obsolescence will be a factor to consider.

Additional vessels may be required to deliver particular serials or additional tasking.

References

- Maintenance Plan
- Schedule 4 Contractor Chartered Authority Vessels
- Statement of Requirement

Evidence required

- Provide assurance, with evidence, of robust, agile and well established relationships across the Marine sector supply chain.
- Describe how you will maintain awareness of costs and availability to ensure the stable supply and delivery of goods, services, and spares across multiple locations.
- Explain the arrangements and processes in place for identifying companies who are capable of supplying and delivering goods, spares and services to meet the Authority's requirements.
- Describe the due diligence, tools and quality controls you use to ensure that suppliers are capable of sustainably meeting demands placed upon them.
- Identification of the range of goods and services that will be required, where this provision is available internally this should be identified.

Your answer should not exceed 6 pages of A4

Scoring Guidance – Procurement of Goods, Services and Spares

Characteristics		Score				
		Excellent	Very Good	Good	Acceptable	Unacceptable
A.	The Potential Provider has provided evidence of an existing level of supply chain maturity that is sufficiently resourced and has clear quality management processes embedded, assuring the Authority that goods, spares and service requirements of the contract will be met.	Must be true				
The Potential Provider has submitted evidence which provides sufficient assurance for the Authority to be confident that they; (B-G)		All True	All but 1 True	All but 3 True	All but 4 True	None of the higher scores apply
B.	Have a comprehensive understanding of the full range of goods, services and spares needed to fulfil the delivery of the contract.					
C.	Have in place arrangements and processes for identifying companies who are capable of supplying and delivering goods, spares and services to fulfil the delivery of the contract.					
D.	Have a current understanding and will maintain an awareness of costs of goods, services, and spares needed to fulfil the delivery of the contract.					
E.	Have a current understanding and will maintain an awareness of availability of goods, services and spares needed to fulfil the delivery of the contract.					
F.	Have in place robust agile and well established relationships and links with industry to ensure the stable supply and delivery of goods, services, and spares needed to fulfil the delivery of the contract in a robust, high quality and timely manner.					
G.	Have in place due diligence processes, tools and quality controls, within the supply chain, ensuring suppliers are sustainable enough to fulfil the delivery of the contract in a controlled, responsible and effective manner.					