 **SPECIFICATION FOR**

**PROVISION AND IMPLEMENTATION OF HM COASTGUARD VOLUNTEER TRAINING DATABASE**

**MCA REFERENCE TCA 3/7/1101**

The Maritime & Coastguard Agency (MCA) is an Executive Agency of the Department for Transport. The MCA is responsible throughout the UK for implementing and developing the UK Government’s maritime safety and environmental protection policy. That includes co-ordinating Search and Rescue at sea through Her Majesty’s Coastguard 24 hours a day, and checking that ships meet UK and international safety rules. The MCA work to prevent the loss of lives at the coast and at sea, to ensure that ships are safe, and to prevent coastal pollution: **Safer Lives, Safer Ships, Cleaner Seas.**

The MCA provides a full range of search and rescue, counter pollution, survey, inspection and enforcement activities and has 12 major business activities:

|  |  |
| --- | --- |
| Survey | Seafarers’ Services |
| Inspection | Search and Rescue |
| Enforcement | Pollution Response and Salvage |
| Ship Registration | Stakeholder Communication |
| Navigation Services | Ministerial Services |
| Strategic Prevention Design/Development | Regulatory Process |

These activities are supported by support services responsible for providing a range of administrative functions including; infrastructure, MCA people, financial management and administration and corporate management.

In accordance with the Equality Act 2010, in our capacity as a public body we have a statutory duty to eliminate unlawful discrimination, promote equality of opportunity and promote good race relations between people of different groups. Contractors will be expected to ensure that the service they provide promotes good relations between the MCA and its customers and does not directly or indirectly discriminate on the grounds of race in accordance with both the Act and the duty.

You are invited to submit a tender for the following project:

**Project Number: TCA 3/71101**

**/Project Title:** **Implementation of Volunteer Training Database**

**1. BACKGROUND**

1.1 HM Coastguard as part of the Maritime and Coastguard Agency recruits, trains and leads the 3500 volunteers that make up the Coast Rescue Service. These volunteers are trained to undertake Coastal Search & Rescue operations with many teams specialising in Rope and Mud Rescue. The 3500 volunteers are supported by 96 Coastal & Technical Trainers. To comply with Health & Safety legislation MCA has a duty of care to ensure those undertaking rescue operations are trained to a suitable standard. Failure to maintain a suitable training record could lead to volunteers undertaking tasks they are either not trained in or whose qualifications have lapsed. A record of driving licence and occupational health check expiry dates need to also be kept and maintained. The failure to accurately and reliably store the training records of Coastguard Rescue Officers poses a significant risk the operational integrity of the Coastguard Rescue Service

1.2 HM Coastguard requires a training records database, customised as required, to meet the needs of the Coastal Resource Services (CRS) and provide management information across all levels of the service Coastguard Rescue Officer (CRO) Senior Coastal Operations Officer (SCOO) Coastal Operations Area Commander (COAC) Coastal Operations Divisional Commander (CODC) and HQ. The database should allow the recording of all CRS training and related information e.g. fit/not fit data and driving licence checks. Records should be created and updated by Coastal Officers and all changes should take effect in real time which will save a significant amount of management and administrative resource. The system should be capable of printing qualification certificates and provides information to staff and volunteers regarding current qualifications and re-qualification dates. The system should also be able to support an on-line training library.

**2. OBJECTIVES**

2.1 The principal objective is to provide MCA with a database solution to maintain and manage all HM Coastguard Technical Training records as detailed below. This database needs to be in place by May 2019

2.2 IPR and copyright for this project shall rest with the Crown.

**3 SUGGESTED WORK PROGRAMME**

3.1 The contractor should provide a detailed proposed work programme that they feel best meets the deliverables of the project. This should include a breakdown of schedules based on each deliverable listed at section 6 under the quality section This will form part of the tender evaluation (See section 9)

**4. SUGGESTED TIMESCALE**

Project Implementation and completion to finish by: 3**1st May 2019**

**5. Costings**

5.1 Tender documents should include a tabulated cost breakdown and proposed milestone payment schedule amounts. A price matrix is appended to this specification at Annex A. With the appropriate details on how to complete this.

**6. FINAL DELIVERABLE REQUIREMENTS**

6.1 Tenders will be evaluated according to the criteria in the following table and evaluated and scored as per price as detailed in the pricing schedule ANNEX A. Please provide supporting evidence for each. Use a separate sheet if preferred, but in order to provide consistency please can you provide your response in the appropriate box in the table below and in the order outlined below.

1. Please describe in detail and provide evidence for;

|  |  |  |  |
| --- | --- | --- | --- |
| **Quality Requirements** | | | |
| **ID** | **Description** | **Importance** | **Supplier Response** |
| 1.1 | Please describe in detail how you will provide a calendar function to facilitate the scheduling of courses and allocation of staff to a course, while managing training resources such as Technical Trainers and Training rooms/facilities. | High |  |
| 1.2 | Please describe in detail how you will provide Automated email of course allocation to delegates, followed by automated emailing of joining instructions to delegate at pre-determined date ahead of course delivery. | High |  |
| .1.3 | Please describe in detail how you will provide the recording of individual course attendance records. | High |  |
| 1.4 | Please describe in detail how you will provide the recording of delegate assessment results and written assessment feedback. | High |  |
| 1.5 | Please describe in detail how you will provide automated email provision of certification to delegate on successful completion of a course. | High |  |
| 1.6 | Please describe in detail how you will provide the provision of reports on statistics to demonstrate attendance records, pass rates per subject and by location and any associated risks and how these will be mitigated. | High |  |
| 1.7 | Please describe in detail how you will provide multiple access levels to permit the entire agency to access basic information on individual qualifications (via the line management chain) and expiry dates, while only permitting the Technical Training team (max 15 staff) full read access to view assessment results and feedback as well as editing rights. | High |  |
| 1.8 | Please describe in detail how you will provide the initial training of the HM Coastguard Technical Training team (max 15 staff) and Please describe in detail all risks and issues identified with the provision of multiple access levels to permit the entire agency to access basic information on individual qualifications (via the line management chain) and expiry dates, while only permitting the Technical Training team (15 staff) full read access to view assessment results and feedback as well as editing rights and suggest measures to mitigate | High |  |
| 1.9 | Please describe in detail how you will provide ongoing technical support to the HM Coastguard Technical Training team including what hours per day and days per annum this will be available also any risks in providing this support | Medium |  |
| 1.10 | Please describe in detail how you will provide an import of existing data (MS Excel based) from HM Coastguard Technical Training and all associated risks identified with the import of existing data and suggest measures to mitigate this | High |  |
| 1.11 | Please describe in detail your proposed work project plan that will meet the deliverables of the project in line with the timescales This should include a full breakdown of schedules based on each deliverable as part of this requirement. | High |  |
| 1.12 | Please describe in detail your Business Continuity Plan in order to ensure uninterrupted service to HM Coastguard and you ability to produce one for the MCA within 3 months of the start of the contract | High |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Sustainability** | | | |
| 1.13 | Please describe in detail your sustainable policy in conjunction with Government greening and sustainability policies. Section 14  <https://www.gov.uk/government/collections/greening-government-commitments>. | High |  |
| **GDPR and Security** | | | |
| 1.14 | **Please describe in detail how you** will meet the GDPR & Security Requirements and please complete the Statement of Assurance Questionnaire (see sections 9 and 10 this document)  Also please describe how you will meet the Government and Industry best practice for design and implementation (see section 10 para 2.8 in this document) | High |  |

1. Please complete in detail the Firm Price Schedule (see pricing schedule attached ANNEX A).

6.2 Tenders will be evaluated with a 60/40 split between quality and cost.

6.3 All quality criteria including sustainability and GDPR will be assessed by each member of the tender evaluation panel using the following scoring mechanism

| SCORE | DESCRIPTION |
| --- | --- |
| 0 | Does not meet the requirement. |
| 1 | Below requirement key elements missing |
| 2 | Meets the basic requirement |
| 3 | Fully meets the requirement and provides supporting evidence and additional added value. |

***Below is an example of how the scoring and weighting would work in this specification***

**7. Weightings**

**Quality Score represents 60% of Total Scores**

|  |  |
| --- | --- |
| Quality Score represents 60% of Total Scores | Weightings |
| Quality Requirements | 80% |
| Sustainability | 5% |
| GDPR and Security | 15% |

**Quality Points**

However, as not all requirements are equal in their importance, each requirement will be further weighted as follows: Whether they are regarded as high or medium is described in the Final Deliverable Requirements table section 6

|  |  |
| --- | --- |
| Importance | Weight |
| High | 5 |
| Medium | 3 |

**Quality Score represents 60% of the Total Score**

Quality Score = \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ x Weightings

Highest Quality Score Possible for the Criterion

**Price Score represents 40% of Total Scores**

**Lowest Bid Cost**

Cost Score = \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ x Weightings

Each Bidder’s Cost

**TOTAL SCORE = Total Quality Score + Total Cost Score**

**8. Sustainability**

8.1 The MCA is committed to sustainable procurement. This means making the necessary decisions to operate our procurement activity in an economically, socially and environmentally responsible way, in accordance with the policy published at <https://www.gov.uk/government/collections/greening-government-commitments>.

8.2 The MCA considers that there are three main areas of sustainability risk in this contract, and suppliers should state in their tender what steps they would take to minimise these risks in the delivery of the contract. The identified risk areas are:

* Emission of greenhouse gases in the transport of goods to the MCA site;
* Emission of greenhouse gases, use of energy, water and materials in the manufacture of the product; and

## Poor working conditions and/or breach of equality and diversity principles, in the supplier’s workforce and supply chain

**9.**  **General Data Protection Regulation (GDPR)**

* 1. The supplier will be expected to have and demonstrate compliance with the new EU General Data Protection Regulation and its six data processing principles, as well as ensuring the rights of data subjects (processed on behalf of the MCA) are protected.
  2. The MCA, as ‘Data ‘Controller’, will provide the supplier with the relevant data handling information and instructions in order to carry out the survey. As a ‘Data Processor’ the supplier will be expected to demonstrate how personal information is accessed, stored, used, corrected and retained/destroyed for the purpose of the survey.
  3. The type of data provided to the Data Processor will be classified as OFFICIAL under the Government Security Classification Scheme, see 9.3 below. Transfer of personally identifiable information must follow the protocols of secure transfer (as described by the Information Commissioners Office) if being sent via the public internet.

3.4 The Supplier shall note that standard service hours vary across Contracting Authorities and availability will be required during evenings, weekends and Bank and Public Holidays, in particular, for volunteer Coastguard Rescue Officers who require health surveillances to be completed outside of normal working hours.

**10. Security**

* 1. The service provider must be able to demonstrate compliance with the principles as set out in the in the Cabinet Office HMG Government Security Policy Framework <https://www.gov.uk/government/publications/security-policy-framework>
  2. The supplier shall complete the Cabinet Office Statement of Assurance questionnaire and provide sufficient detail so that the MCA can determine the suppliers approach to security and the application of proportionate controls.

<https://www.gov.uk/government/publications/government-supplier-assurance-framework>

* 1. The service provider must also recognise and understand the Government Security Classification policy and the classification of information.

<https://www.gov.uk/government/publications/government-security-classifications>

* 1. The service provider shall explain how they will dispose of/destroy any personal information collected during the life of the contract.

2.8 Additionally please can you clarify how Government and industry best practice will be met in the design and implementation of system components, including network principles, security design principles for digital services. Included are a number of applicable links for reference. Further guidance can be found on the National Cyber Security Centre’s website.

1 following the National Cyber Security Centre’s (NCSC) Secure design principles for digital services: <https://www.ncsc.gov.uk/guidance/security-design-principles-digital-services-main>

2 following NCSC Architectural Pattern for Serving Web Content. <https://www.ncsc.gov.uk/guidance/serving-web-content-architectural-pattern-10>

1. ensuring applications meets Level 2 of the OWASP Application Security Verification Standard: <https://www.owasp.org/index.php/Category:OWASP_Application_Security_Verification_Standard_Project#tab=Downloads>
2. ensuring service administration architectures follow NCSC principles: <https://www.ncsc.gov.uk/guidance/systems-administration-architectures>
3. the security requirements of cloud services using the NCSC Cloud Security Principles and accompanying guidance at <https://www.ncsc.gov.uk/guidance/implementing-cloud-security-principles>;

**ANNEX A**

**FIRM PRICE SCHEDULE Contract No TCA 03/07/1101**

**PROVISION AND IMPLEMENTATION OF VOLUNTEERS TRAINING DATABASE**

**PRICE SCHEDULE**

Tenderers for the above contract should complete the tables below, indicating what they would charge for each required element. Or provide an overall cost. Prices must:-

* Be stated in Pounds Sterling;
* Include all other charges and overheads associated with the element being priced.
* Additional rows can be added if necessary

**Suppliers Name: ……………………………………………………………………………………...**

|  |  |  |
| --- | --- | --- |
| Requirement | Firm Price  (exc VAT)  £ | Total Price  (inc VAT)  £ |
| Implementation of database |  |  |
| Data import |  |  |
| Ongoing technical support |  |  |
| Staff training (max 15 staff) |  |  |
| Additional costs (please provide details) |  |  |
|  |  |  |
| Or |  |  |
|  |  |  |
| Total price for project |  |  |
|  |  |  |
| **Total** |  |  |

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