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| **Competency**  | **Statement of User Requirement**  | **Scoring Methodology** | **Sub-Criteria Weightings** |
| **Degree of understanding and Compliance with the technical requirement** |  |  |  |
| Suppliers must meet the current accreditation standard.  | Only OSRO’s accredited under the UK Spill Contractors Accreditation Scheme for Module 5a – Ports, Harbours, Shoreline (T3: Large Port), or, under the International Spill Accreditation Association for the Marine Level 3 and Shoreline Level 3 modules will be considered eligible for this contract.  | Pass or Fail | Critical |
| Demonstration of how organisation will be accredited under a UK National Standard.  | The OSRO must demonstrate how it will be accredited under an accreditation scheme which applies the forthcoming UK National Standard for Marine Oil Spill Response Providers, due to be in force from 1st April 2018. | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | High |
| Ability to provide 12 trained and experienced responders.  | The OSRO must guarantee to be able to a supply a team of 12 responders at any time it is requested to,including an on scene commander and team leaders, under the contract who are trained, experienced and competent in all aspects of marine oil spill response to a level appropriate to their current contractual commitments. This should include, but is not limited to: 1. Offshore response (all unsheltered waters);
2. Coastal and large estuary response (exposed shorelines, large estuaries);
3. Sheltered/enclosed water response (ports, harbours, enclosed lochs etc.,); and
4. Shoreline clean-up (intertidal zones).

CV’s for the proposed individuals should be submitted as evidence, as well as copies of certificates for any relevant qualifications, i.e. MCA 2P, 4P and 5P qualifications. | Pass or Fail | Critical |
| Provision of On-scene Commanders.  | Provision of 2 on-scene Commander/Incident Manager to provide cover of 1 per team of 12.  | Pass or Fail  | Critical |
| Provision of Response Team Leader.  | Provision of 3 per team of 12 Response Team Leaders at start of contract, with intention to increase to 5 per team of 12 within 12 months through an agreed training program. | Pass or Fail  | Critical |
| Provision of Responders.  | Responders must have a basic knowledge of the equipment and response techniques to be able to carry out deployments with minimal supervision. | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | High |
| Responders qualifications.  | Responders should hold all necessary vocational qualifications to be able to safely perform their incident response roles, perform stock moves and carry out planned preventative maintenance. This should include, but is not limited to:* Health and Safety Official (1 per team)
* First aid qualifications (there should be a minimum of two qualified first aiders per response team of twelve);
* Advanced driving and towing qualifications (could be subcrontracted); - Minimum of 3 per team of twelve
* Forklift driving qualifications; 24hr 1 x stock pile location
* Banksman, rigger and vehicle mounted lorry loading certificate; 1 each per team of twelve
 | Pass or Fail  | Critical |
| Responders qualifications.  | Responders should hold RYA Sea Survival (one-day course) certificate.  | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | Medium  |
| Ability to provide response team 24/7.  | The OSRO will be able to guarantee a response team of 12 responders, available to the MCA 24/7, to be able to mobilise to the scene of an incident or forward operating base on the UK mainland within 14 hours of a call out during normal office hours (Mon-Fri 9am – 5pm, excluding bank holidays and 15 hours at all other times (not accounting for unforeseen events such as road closures). A ‘team’ will be comprised of:* One On-Scene Commander/Incident Manager
* Five Response Team Leaders (this number of Team Leaders to be reached within 12 months of the start of the contract)
* Six Responders
 | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fullymeets the requirement and includes all relevant supporting evidence. | High  |
| Ability and mobilisation of a second team | To enable a sustained operation, a second team of 12 responders will be required to mobilise within 24 hours of a call out. During an incident these responders will be allocated *to the MCA* | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | High |
| Ability to increase team during major incident  | In a major incident, the OSRO may be required to expand this total team of 24 responders with additional experienced and competent personnel. A detailed plan or procedure for how this expansion would be achieved should be submitted as part of the tender. Reliable subcontracting arrangements or service level agreements would be considered a viable solution. | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | High |
| Provision of a duty roster  | OSRO’s must demonstrate that they have a functioning duty roster system able to provide this level of cover, even during periods of staff absence or protracted incidents. | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | High |
| Trained and experienced in the use of standard response equipment  | Responders are not necessarily expected to already be fully trained in the deployment of every item of MCA specific Tier 3 equipment, e.g. the Current Busters, on commencement of the contract; there are many different products on the market, deployed differently, which achieve the same ends They should, however, already be sufficiently trained in the use of standard response equipment for each category, e.g. shore sealing boom for shoreline, heavy duty offshore boom for offshore response etc.,   | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | High |
| Provision of PPE  | To fulfil this contract the Contractor is required to provide appropriate, fit for purpose, protective clothing for day-to-day operations, incident response, training and exercises. A process for risk assessing all operations should be in use and the contractor should provide appropriate PPE for all activities. This PPE should be tested and maintained in compliance with all relevant legislation and required standards e.g. life jacket testing, fire extinguisher pressure testing.  | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | High |
| Ability to deliver equipment to any site within 12 hrs.  | Deliver equipment to any location on the UK mainland within 12 hours of departing any of the proposed stockpile sites (not accounting for unforeseen events such as road closures, extreme weather etc.).Proposals will be scored according to estimated journey times from the proposed sites to the following locations:* Southampton;
* Plymouth;
* Falmouth;
* Newquay;
* Bristol;
* Milford Haven;
* Holyhead;
* Barrow-In-Furness;
* Fort William;
* Inverness;
* Aberdeen;
* Edinburgh;
* Newcastle;
* Hull;
* Lowestoft;
* Felixstowe;
* Folkestone;

This does not account for unforeseen events such as road closure, traffic accidents or extreme weather.  | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | High |
| Provision of an out of hours callout procedure and functioning duty manager system to guarantee response mobilisation.  | During normal office hours (Monday-Friday, 0900 to 1700, excluding Bank Holidays) the OSRO must have the ability to commence loading and depart the selected equipment within two hours of a call-out by the MCA and within three hours outside of office hours. | Pass or Fail | Critical  |
| Fork lift and cranage capability  | Stockpile sites must have forklift trucks/cranage, capable of lifting 5 tonnes, to move and load the equipment.  | Pass or Fail  | Critical |
| 24 /7 facility call out requirement  | This facility (with staff trained to operate the equipment) must be available for a call out 24/7 365.  | Pass or Fail  | Critical |
| Road Haulage Provision  | The OSRO must have an arrangement for road haulage of the equipment, which can be utilised 24 hours a day, 365 days a year.  | Pass or Fail  | Critical |
| Communications equipment on vehicles  | The vehicle drivers must be equipped with appropriate communications facilities to enable the equipment to be diverted or recalled during mobilisation if necessary.  | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | High |
| Ability to meet transport mobilisation times  | To meet both the mobilisation time requirement and driving hour compliance for hauliers, the use of two drivers or another arrangement will be necessary for longer journeys. The OSRO should have an arrangement or procedure in place to achieve this.  | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | High |
| Logistical provision organisation at mobilisation site  | During I incidents the OSRO will liaise with local contractors/site owners at forward operating bases and the Marine Response Centre logistics cell to organise craneage and forklift facilities.  | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | Medium  |
| Air lifting of equipment  | On some occasions the equipment may be required to be airlifted, either by fixed wing or rotary wing aircraft. On these occasions the Contractor will be responsible for providing accurate tonnage/weight and transport to the loading airfield and then from the destination airfield to the incident location. The OSRO must also ensure that the correct certification is immediately available for any equipment that is likely to be airlifted.  | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | Low |
| Responder welfare | Travel, accommodation and welfare for the responders during exercises and incidents must be organised by the OSRO. A process for how this will be achieved should be included in the tender.  | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | Medium |
| Storage and Security of equipment  | All the equipment must be kept secure, dry and undercover. Security measures to prevent theft, vandalism or sabotage of the equipment should be in place at each site. This should include CCTV, controlled access when sites are manned and measures to secure the building out of hours, i.e. shutters, secure locks, alarm, systems. Procedures and systems to prevent fires and stop their spread should they break out must also be in place.  | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | High |
| Workshop facilities  | Stockpile sites must have workshop/repair facilities to perform planned preventative maintenance and to effect repairs when equipment is damaged/broken down.  | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | High |
| Accessibility of equipment  | Stored equipment must be easily assessable for loading and deployment and routine maintenance and audit. | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | High |
| Health and Safety workplace compliance | OSRO’s must provide a safe and clean workplace, in full compliance with the Health and Safety at Work Act 1974 and all subsequent amendments and Statutory Instruments. Contractors will be responsible for the health, safety and wellbeing of their responders, even when they are on MCA deployments. The OSRO must have in place a health and safety policy and an effective system of management and training to ensure that this policy is complied with.  | Pass or Fail  | Critical |
| Facilities available at each proposed site  | Facilities available at each proposed site should include basic catering (tea/coffee making, microwave, fridge), an office space and meeting room, internet access, computers and printing, changing rooms and toilets and shower facilities (with separate facilities for male and female staff). An arrangement for laundering uniforms, work gear and PPE should also be in place | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | Low |
| Ability to provide additional storage space  | It should be considered that sufficient ‘empty’ space at stockpile sites will be required for maintenance, cleaning/decontamination and training. Submitted floor plans and photographs should indicate this empty space. | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | Medium |
| Details of proposed storage sites | Tenderers must submit details of their proposed storage sites with floor plans, photographs and descriptions.  | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | High |
| Operational readiness of equipment  | To achieve the operational readiness of the equipment at all times , a schedule of planned preventative maintenance has been established, an extract of which is shown in Appendix 2. The contractor must follow this schedule or a similar process which achieves the same outcome.The OSRO’s ability to do this in terms of staff competence and facilities should be detailed as part of the tender. | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | High  |
| Ability to carry out repairs  | If the equipment is damaged during deployment or simply degrades over time, the contractor must have the ability to carry out the majority of repairs in-house. The OSRO’s ability to do this in terms of staff competence and facilities should be detailed as part of the tender. | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | High |
| Access to computer and connectivity and works order process.  | Staff with responsibility for carrying out maintenance and/or repair on the equipment must have access to a computer system with internet connectivity to be able to use the MCA’s and supplied by the OSRO for asset management software system.OSRO staff carrying out maintenance on the stockpile are expected to use the work-order function on the asset management system to allocate planned preventative maintenance jobs, update the system when maintenance is completed, update and manage the equipment data as required and upload any new maintenance routines. | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | Medium |
| Requisitioning of equipment  | Occasionally it may be necessary for stockpile contract staff to purchase small items of equipment on MCA’s behalf. These purchases must be carried out in accordance with the guidance provided in Appendix 3. In addition to the contractor invoicing the MCA for recovery of their expenditure for these purchases, it is permissible to charge a mark-up. Tenderers should indicate the level of percentage markup they intend to apply.  | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | Low  |
| How does the supplier evidence that it can provide additional support to the MRC in the event of a Major incident?  | During a major incident, the MCA will require additional support from the contracted OSRO in terms of assistance to the MRC. This assistance may be highly varied but may include specialist advisors, administrative assistance, logisticians, etc. Due to the diversity of each incident it is not possible to fully cover the requirements and responsibilities of each possible role, however a short description of possible roles is given below. | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | Medium  |
| Provision of an advisor (senior member of staff) to join the MRC.  | Advisor to the MRCIn the event of an incident the contracted OSRO will provide a senior member of staff to join the MRC. Their role will be that of a liaison officer, providing a link to the frontline teams, overseeing and taking responsibility for their actions. This member of staff will also provide advice to the MRC on the response, based on their expertise and direct access to information on the ground. They will also advise on sourcing suitable vessels of opportunity and other specialist equipment/services. It is expected that the Advisor will have a high-level knowledge of oil spill response and the UK response framework as outlined in the UK National Contingency Plan: A Strategic Overview for Responses to Marine Pollution from Shipping and Offshore Installations. On several occasions throughout the year the MCA will participate in table-top exercises to test the procedures outlined in the National Contingency Plan. On these occasions the OSRO must provide a competent member of staff to fulfil the role of Advisor to the MRC | Pass or Fail  | Critical |
| Provision of Logistics Support  | During a large incident the OSRO will be required to provide logistical support to enable the smooth running of the response operation. The level of support in terms of the number of staff involved should be scalable, depending on the size of the incident. In a major incident the logistics team would be required to manage and supply a large number of separate activities for a prolonged period, possibly for many weeks or months; the scaled-up logistics team must have the capacity and resilience to cope with this.Provision of logistics support During a major incident, the MCA will require logistical support from its contracted OSRO. This support will include:* Arranging and coordinating transport for contracted response staff and equipment, this may include:
* Haulage,
* Ferry bookings,
* Flights,
* If the deployment is abroad, arranging movement of the equipment through customs;
* Arranging welfare and accommodation for contracted response staff;
* Sourcing specialist equipment and/or services (e.g. vacuum tankers, portaloos/shower facilities, catering vans);
* Sourcing small equipment items and consumables (e.g. shovels, sorbents, paper suits, PPE); and
* Record keeping of all purchases and stock movement.

Subcontracting out part of this capability to a professional logistics firm would be an acceptable solution for this requirement. This support must be available 24/7, 365 days a year, from the point of activation of the contractor during an incident.The prospective OSRO must state as part of their tender how these requirements will be fulfilled, which in house staff can fulfil these functions (with CV’s submitted as evidence) and which functions will need to be sub-contracted, with details of a formal arrangement. The cost of supplying additional staff or subcontracted services will be reimbursed by the MCA. | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | High |
| Health, safety and wellbeing of responders | Contractors will be responsible for the health, safety and wellbeing of their responders, even when they are on MCA deployments. The OSRO must have in place a health and safety policy and an effective system of management and training to ensure that this policy is complied with. A process for risk assessing all operations should be in use. | Pass or Fail  | Critical |
| **Organisation, qualification training and experience of staff** |  |  |  |
|  Knowledge and experience of response equipment | * OSRO response staff should already be sufficiently trained in the use of standard marine pollution response equipment for each category of respobse, e.g. shore sealing boom for shoreline, heavy duty offshore boom for offshore response etc., to enable a rapid familiarisation on MCA equipment.
 | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | High |
| On Scene Commander/Incident Manager level of knowledge | The minimum level of knowledge:High level knowledge of the fate and behavior of oil and response techniques. A good knowledge of how to deploy oil spill response equipment, for each category of response, so as to be able to direct teams in this activity. Ability to risk assess activities and carry out a Net Environmental Benefit Analysis (NEBA) and lead SCAT assessments.CV’s for the proposed individuals should be submitted as evidence, as well as copies of certificates for any relevant qualifications, i.e. MCA 5P qualification. | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fullymeets the requirement and includes all relevant supporting evidence. | High  |
| Response Team Leader level of knowledge | The minimum level of knowledge: An awareness of the fate and behavior of oil and response techniques. A good knowledge of how to deploy oil spill response equipment for each category of response so as to be able to direct a team in these efforts, coaching responders of opportunity if necessary. Awareness of NEBA and ability to risk assess activities and lead SCAT assessments. CV’s for the proposed individuals should be submitted as evidence, as well as copies of certificates for any relevant qualifications, i.e. MCA 4P qualification. | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | High  |
| Advisor to the MRC level of knowledge | The minimum level of knowledge:A high-level knowledge of oil spill response and the UK response framework as outlined in the UK National Contingency Plan: A Strategic Overview for Responses to Marine Pollution from Shipping and Offshore Installations. Seniority and evidenced leadership qualities will also be key, to enable this individual to effectively direct teams in the field.CV’s for the proposed individuals should be submitted as evidence, as well as copies of certificates for any relevant qualifications, i.e. MCA 5P qualification. | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | High |
| Responder level of knowledge | The minimum level of knowledge: A basic knowledge of the equipment and response techniques to be able to carry out deployments with minimal supervision.CV’s for the proposed individuals should be submitted as evidence, as well as copies of certificates for any relevant qualifications, i.e. MCA 2P qualification. | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | High  |
| Driving Licences and Passports  | All potential team members must have valid driving licenses and passports. Any costs associated with meeting these requirements are to be included in the overall contract cost.Generally, the teams will operate in the United Kingdom and its Exclusive Economic Zone. However, contractors and personnel may be required to travel overseas in support of bi-lateral and multi-lateral contingency agreements with other countries.  | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | High |
| Continuous improvements in training competency levels | The prospective OSRO must demonstrate a commitment to maintaining and continuously improving competency levels among response staff, designed to broaden and increase skill sets, building resilience in the organisation in the long term.  | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | High |
| Provision of a competency based training system  | The OSRO must have in place a suitable competency based training system, including an effective system of competence assessment and record keeping for response personnel, appropriate for each role I.e. Response Manager/On Scene Commander, Team Leader etc.; | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | High |
| Responder Induction  | The OSRO should have in place abasic responder induction training programme for new staff; | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | Medium |
| Continual Responer training  | The OSRO should an agreed training plan for every response staff member, which should be appropriate for each role they will be undertaking,encouraging continuous development and improvement; | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | Low |
| Exercise Planner  | The OSRO should have in place an annual exercise planner designed to ensure competency is maintained and to enable continuous improvement and development among response staff. This exercise planner should be linked to the response staff training plans. | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | High |
| Training plan  | On commencement of the contract the OSRO will incorporate the specific training requirements for the MCA contract, i.e. MCA Tier 3 equipment, into their competency assessment process, training plans and exercise planner.  | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | High  |
| Innovation to reduce cost of heavy deployments | Innovative arrangements to reduce the cost of heavy deployments are encouraged – this could include the use of owned vessels/facilities or standing arrangements with vessel owners and/or ports. | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | Medium |
| Training events  | Training events should be used to develop existing standard operating procedures and create standard operating procedures for new equipment.  | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | Medium |
| Provision of training material | The OSRO should consider creating training material for use in the classroom during these deployments, such as staged photos and footage of deployments.  | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | Low |
| Provision of Beach Supervisor courses.  | The OSRO will be required to assist the CPS Branch Environmental Scientist on up to six Beach Supervisor training courses per year. The purpose of these courses is to provide local authority personnel with training in shoreline response techniques. The format these training takes is one day of classroom based learning and one day of hands on training on a beach involving instruction in conducting beach surveys, introduction to recovery devices and deployment of shore-sealing boom.OSRO’s will be required to deliver presentations on the classroom day and take the lead in the deployment of the shore-sealing boom and the recovery equipment showcasing, delivering instruction to and providing supervision of the course delegates.Course content will be provided by the MCA, but OSRO’s must have staff who are able to deliver presentations clearly and confidently. The delivery technique can be amended to suite the preferred style of the presenter as long as the prescribed content is delivered and with prior permission from the Counter Pollution and Salvage Branch Environmental Scientist. OSRO staff must also be able to deliver toolbox talks, instruction and supervision to untrained delegates, ensuring that they are safe throughout the deployment. OSRO’s will be responsible for conducting site visits of proposed booming locations and carrying out risk assessments for the activities. | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | High |
| ~~Presentations and training~~  |  | ~~0 – Inadequate response~~~~1 – Major weaknesses in the response~~~~2 – Minor weaknesses in the response or detail missing~~~~3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence.~~ | ~~High~~ |
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| **Contract Management**  |  |  |  |
| Management structure | The day to day running of the contract will primarily be carried out by two dedicaded OSRO staff, a Technical Manager and a Deputy Technical Manager.The post of Technical Manager must be filled by an individual who holds a mechanical engineering qualification equivalent to a Merchant Navy Chief Engineer’s Certificate of Competency. The CV and copies of the qualications for the indidual proposed to fill this post, or a role profile for a recruitment campaign to hire such an individual, should be submitted as part of the tender documentation.Both of these posts could be filled on a rotational basis. | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | High |
| Contract Management meetings  | The successful contractor will be expected to attend quarterly contract progress meetings with MCA staff.The Technical Manager, Deputy Technical Manager, CP Resources Lead and Deputy Resource Co-ordinator must attend this meeting. The OSRO’s Contracts Manager, and other senior staff at the OSRO, and the MCA’s Head of Counter Pollution and Salvage, and other senior staff at the MCA, may also attend these meetings as and when it is necessary.  | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | Medium |
|  Provision of point of contact during office hours  | The MCA would expect to have two regular points of contact, the Technical Manager and the Deputy Technical Manager, one of whom who can always be contacted by the MCA during normal office hours, 09:00 to 17:00, Monday to Friday. These members of staff will provide technical advice to the MCA on matters pertaining to the contract, including but not limited to equipment purchasing, repairs/maintenance and practical deployments.The two points of contact must be familiar with the MCA contract and its requirements. Continuity and familiarity with key ongoing issues and projects would be primary concerns for the MCA. | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | Medium |
| Contract Administration  | OSRO’s must have administrative/finance staff available to ensure that the MCA is invoiced promptly for fixed contract costs and for any additional work such as small purchases, maintenance and exercises.  | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | Medium  |
| Audits  | The MCA’s CP Resources Lead and Deputy Resources Co-ordinator will conduct annual audits of all of the stockpile equipment and stockpile sites. This will be undertaken with the assistance of the Technical Manager and Deputy Technical Manager. | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | Low |
| Document Management  | The contracted OSRO must have competent staff available in house who have the knowledge, skills and qualifications to carry out this planned preventative maintenance. **Document management**OSRO’s will be responsible for the detailed records associated with each piece of equipment, including:* Standard operating procedures;
* Manufacturers documents, i.e. manuals and warranty details; and
* Testing/servicing certification.
 | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | High |
| Business Continuity requirements | The counter pollution equipment stockpile and the staff trained to deploy it are a critical national asset. The OSRO should therefore have in place a business continuity plan outlining credible scenarios which could seriously impact service delivery. This would include crises which effect:* Personnel availability;
* Equipment readiness;
* Premises/facilities;
* ICT; and
* Logistics (haulage, transport etc.).

Business continuity plans should detail steps to mitigate the credible scenarios, such as alarm systems to deter burglary, and plans to restore the service in the event the scenarios do occur. | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | High |
| Key Performance indicators  | **Key Performance Indicators (KPI’s)**KPI’s will be measured as part of this contract to ensure contractual compliance. The areas subject to KPI’s will be: training and competency, equipment maintenance, mobilisation times, provision of technical advice. Two of these areas will be assessed via reports provided in six monthly returns:* **Training and competency** - six monthly returns will be submitted showing training undertaken and staff competency on MCA equipment. This will be measured according to how many staff are able to lead a deployment in every piece of MCA equipment. 4 – 6 people will be graded as ‘insufficient’ and will be a cause for immediate remedial action, 7 – 11 people will be graded as ‘requires improvement but no cause for immediate remedial action unless deficiency is not rectified in the next six months’, 12 will be graded as ‘fully meeting the requirement’, anything over 12 staff will be graded as ‘exceeding the requirement’; and
* **Equipment maintenance** – six monthly returns will be submitted showing the planned preventative maintenance carried out against the due dates and any overdue items. This information is downloadable as an MS Excel file from the asset management system. Maintenance which is needed to comply with legislative requirements or has health and safety implications, such as the ‘bump testing’ of personal gas detectors, must always be carried out by the designated due date, not to do so will be regarded as a non-compliance. For the remaining equipment, scheduled maintenance must not be overdue by more than half of the designated interval period for each piece of equipment, for example, if a length of boom is tested every two years, the test must not take place any later than one year from the due date, to allow this will be considered a non-compliance. Interval periods can be amended, but only with the approval of the MCA Resources and Claims Manager.

Certain KPI’s will be related to specific events and will be assessed as and when these events occur:* Mobilisation times will be tested in an annual cold call out;
* Successful delivery of training on scheduled beachmaster courses;
* Successful deployment of MCA equipment during planned exercises;
* Successful deployment of MCA equipment during incidents;
* The provision of technical advice;
* Provision Advisor and Logistical Support to the Marine Response Centre.
 | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | Medium |
| Admin structure  | The contractor should identify their administrative management structure within their tender proposal. This should also include escalation procedures for service delivery management. | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | Medium |
| Exit management stratedgy  | The OSRO will, within six (6) months after the effective date, deliver to MCA an ‘Exit Plan’ which sets out the proposed methodology for achieving an orderly transition of Services from the agreed contract on the expiry or termination of this Agreement.The Exit Plan will contain, as a minimum:* a detailed description of both the transfer and cessation processes, including a timetable,
* document how the services will transfer to the replacement contractor and/or MCA, including details of how the contractor will provide MCA with assistance to ensure that the services continue without interruption following the termination or expiry of this tender and the processes, documentation, data transfer, systems migration, set out procedures to deal with requests made by MCA.
 | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | Medium |
| **Sustainability** |  |  |  |
| Environmental impacts  | Describe how you would manage the environmental impacts of this requirement with particular reference to:* The management of waste;
* The conservation of water and energy;
* Management of CO2e emitted by your organization on the MCA’s behalf;
* The use of energy from sustainable sources;
 | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | Low |
| Skills and employment Opportunities  | One of the Government’s strategic objectives is to create skills and employment opportunities throughout the supply chain that will lead to a more diverse workforce. What would you do to promote this objective through this contract, with particular reference to: * The provision of apprenticeships or other forms of employment training;
* Employment and training opportunities for diverse groups including the unemployed;
 | 0 – Inadequate response1 – Major weaknesses in the response2 – Minor weaknesses in the response or detail missing3 –Satisfactory response that fully meets the requirement and includes all relevant supporting evidence. | Low |