

Title: Maritime & Coastguard Agency – Contract for the Provision of DOORS Management Software
Reference Number: TCA 3/7/1088

1 Summary

- 1.1 The UK Maritime & Coastguard Agency satisfies national and international obligations for aeronautical and maritime search and rescue by operating a fleet of search & rescue helicopters. It also supports the emergency services by providing SAR aviation assets to locate and retrieve persons in distress, potential distress or missing; provide for their medical or other needs and deliver them to a place of safety.
- 1.2 Previously provided jointly by RN, RAF & HMCG, responsibility for the current service was transferred wholly to HMCG in March 2016 when the new ARCC was activated at the National Maritime Operations Centre, Fareham.
- 1.3 The present service operates 20 operational helicopters based at ten strategic locations around the UK, utilising a mixed fleet of Sikorsky S-92 and Augusta Westland 189 aircraft types.
- 1.4 The MCA are currently gathering requirements for the next generation SAR helicopter service (UKSAR2G). Critical to the success of UKSAR2G and other aviation procurement, is the effective, auditable and traceable management of requirements.
- 1.5 Currently, requirements are managed using Microsoft Word, which does not have the capability to manage large projects without incurring a high level of risk in terms of monetary cost and reputational damage nationally and internationally if the contract is not managed in an auditable manner with requirements clearly defined.

2 Requirement

- 2.1 A three-year subscription to IBM DOORS Next Generation on Cloud with full edit / update for three users and Track and Plan/View Access for 12 users.
- 2.2 Consultancy services (may include): A requirement management workshop; assistance with data imports; function support.
- 2.3 Training in Requirements management and Advanced Requirements management for three users to be provided at MCA Head Office, Spring Place, Southampton.

3 Objectives

- 3.1 Objectives:
 - Management of requirements gathering in a consistent fashion, minimising workload.

- Real time collaboration, sharing a common data set between project team members at separate locations, saving time and travel cost.
- Recording an audit trail of updates made, ensuring security and clarity.
- Traceability of requirements and changes made by each contributor at individual level.
- Delivery of stakeholder accountability for requirements.
- Provision of historical record of requirement changes.
- Minimising of risk arising from the inaccurate or incomplete gathering of requirements.
- Reduction of workload by enabling the re-use of requirement details for other projects.
- Eradication of transcribing errors through the electronic exchange of data with other industry standard procurement systems, such as AWARD.
- High level of professionalism to 3rd parties including industry suppliers, Stakeholders and OGD.
- Eliminating the need for manual document version control management.

4 Scope

- 4.1 The Aviation team initially plan to utilise the software package to manage the requirements for UKSAR2G, Aerial Surveillance (ASV) and other aviation related projects. however, we plan to source an application that is both industry standard and scalable to allow other departments within the Agency to benefit from a common platform for requirements management over time.
- 4.2 Such applications are in widespread use by our Stakeholders, Other Government Departments (OGD) and Industry, there is potential for the Aviation team to develop as a Centre of Competence within the Agency.

5 Invoicing and Payments

- 5.1 Payment shall be made upon service delivery in accordance with the 'General Conditions of Contract for the Supply of Goods and Associated Services, and subject to the receipt of a valid and correctly submitted invoice. The MCA pays undisputed invoices 30 days in arrears.
- 5.2 Contractors should note that the MCA has migrated its invoicing activity to the DfT Shared Service Centre (Swansea). Invoices should be sent to the address below and include a case reference number and transaction account code (to be assigned by the Agency). Invoices also need to detail the purchase order number issued by the MCA and a full description of items provided:
- DfT Shared Service Centre
Arvato Bertelsmann
Sandringham Park,
Swansea Vale,
Swansea, Wales,
SA7 0EA
- 5.3 To avoid delays in payment of invoices, it is advisable that a draft invoice is submitted to the MCA (inclusive of a breakdown of charges) for initial approval prior to final invoice submission.
- 5.4 To further support swift payment of invoices, it is important that the invoices are compliant and that they include a valid PO Number, PO Number item number (if

applicable) and the details (name and telephone number) of your Customer contact (i.e. Contract Manager).

- 5.5 Non-compliant invoices will be sent back to you, which may lead to delays in payment. If you have a query regarding an outstanding payment, please contact our Accounts Payable section either by email to Accounts.payable@mcga.gov.uk or by telephone on 020381 72261 between 9am and 5pm Monday to Friday.

6 Conflicts of interest

- 6.1 Bidders' written proposals must disclose any potential conflicts of interest.
- 6.2 Bidders should assess any potential conflicts of interest. They should include a clear statement which:
- Explicitly sets out that there is no conflict of interest, or sets out any existing conflicts of interest, either real or perceived, for their firm in relation to this Statement of Requirement;
 - Provides full details of proposed risk management arrangements (e.g. segregation of staff and security of information); and
 - Provides a clear description of how any subsequently arising conflicts would be dealt with.
- 6.3 Conflicts of interest are assessed on a pass/fail basis.
- 6.4 The Department will discuss any conflict of interest issues that have been disclosed by each Bidder.
- 6.5 The Department will decide whether any internal management processes and controls that Bidders have in place are satisfactory.
- 6.6 Bidders will be ruled out of the competition if, in the Department's view, there is a conflict of interest which could compromise the delivery and integrity of the contract, or if the arrangements to deal with a future conflict of interest arising offer insufficient protection for the Department.

7 Confidentiality and Security

- 9.1 The successful bidder will be expected to take all appropriate measures to ensure that confidential or sensitive material is not disclosed, in accordance with the Contract Terms and Conditions

8 Documentation

Correspondence will, unless stipulated otherwise by DfT/MCA, be by email. Documentation should be provided electronically (using Microsoft Office applications (Word, Excel or PowerPoint) or PDF formats as requested) and (where requested), in hard copy.

9 Evaluation Criteria

- 9.1 Bids will be evaluated based on the Criteria and weightings set out in Annex 1 - Evaluation Criteria & Weighting.

10 Financial / Price Evaluation Scoring Methodology

10.1 The evaluation of price will be carried out as set out in **Error! Reference source not found..**

11 Point(s) of Contact

11.1 For the purpose of this procurement exercise, all queries/questions should be directed to contracts@mcga.gov.uk .

Annex 1 - Evaluation Criteria & Weighting

Primary Criteria	Primary Criteria Weighting (%)	Sub-Criteria Description	Sub-Criteria Weighting (%)
Capability/Delivery	60	Evidence of prior performance on complex commercial projects, demonstrating the skills and capability to deliver the key requirements of the tasks outlined. This might include for instance advising or handling aviation-based projects, providing evidence-based analytical, economic & metric assessments, assessing value for money and contractual management.	15
		A viable, well-constructed plan for delivering on the Authority's objectives is provided, demonstrating a suitable understanding of the objectives of the review and the policy context. Proposals should identify a robust methodology for delivering each of the tasks outlined, including a rationale and explanation of how the proposed method will achieve the Authority's objectives and produce the specified outputs. The delivery plan should set out the number of days required to complete each proposed stage of the project.	30
		The skills, experience and expertise of the individuals proposed are demonstrated, with clear evidence of their ability to respond swiftly, clearly and succinctly to queries and work efficiently and collaboratively with DfT/MCA and policy makers. Please provide CVs (of the lead Director/Associate and up to 4 other individuals who would be allocated to work on the project.	15
Management	10	The approach to management of advice, the provision of timetables, cost estimates and billing. Higher scores will be achieved where the process proposed provides clear, timely information meeting all stated needs.	10
Price	30	(Methodology for evaluating price outlined in Annex 2)	30

Each response to the above criteria (except for Price) will be awarded a mark out of 5 in accordance with the following marking scheme:

Mark	Standard
0	Unacceptable - The method of fulfilling the stated requirement is totally inadequate / not addressed.
1	Unacceptable - Response meets some requirements but with major gaps or concerns about deliverability and understanding.
2	Not fully compliant - Response demonstrates that bidder can meet some but not all critical requirements and with minor gaps or concerns about deliverability and understanding.
3	Compliant and acceptable - Response demonstrates that bidder can fully meet all critical requirements but with minor shortcomings in respect of non-critical requirements.
4	Fully compliant and of a high standard - Detailed response that demonstrates that bidder can fully meet all aspects of the requirement as detailed in the Specification.
5	Exceptional - Detailed response that demonstrates that bidder can fully meet all aspects of the requirement as detailed in the Specification and provide innovation or added value.

The marks awarded in accordance with the above table will then be adjusted in accordance with the weightings.

The Department/MCA will not consider tenders scoring less than a total of 45 out of the total of 70 available for Capability/Delivery and Management.