



Maritime &  
Coastguard  
Agency

**SEAFARER BIOMETRIC ID CARD IMPLEMENTATION**  
**MARKET CONSULTATION QUESTIONNAIRE**

Document Date: 18/10/2024

## 1 Background

### 1.1 Who we are

As an Executive Agency of the Department for Transport (DfT), the Maritime and Coastguard Agency (MCA) supports the department in developing and implementing the Government's maritime safety and environmental protection strategy by:

- a) Setting standards and regulation
- b) Checking the standards of ships and seafarers
- c) Providing services to seafarers
- d) Monitoring our coasts and seas and responding to emergencies.

We have two broad objectives:

- **Safety:** Through accident prevention and effective search and rescue coordination and response, improve the safety of ships and people at sea and at the coast
- **Environment:** Through our monitoring of ships and response to pollution incidents protect the marine environment

Our vision is to be a world-class organisation that is committed to preventing loss of life, continuously improving maritime safety, and protecting the marine environment:

***“Safer Lives, Safer Ships, Cleaner Seas”***

Our vision is to utilise digital technology to provide customers with the ability to carry out their business online through a single point of entry and role-based access. To achieve this goal, MCA as an organisation wants to build a digital ecosystem which is capable of delivering the right services digitally to the right set of users, empowering them to take the ownership of data that is shared with the Agency.

### 1.2 What we are trying to achieve

In response to recent incidents of distress, which caused threat to the safety of ports, assets and people, the International Maritime Organization (IMO) developed the International Ship and Port Facility Security Code and asked the International Labour Organization (ILO), as part of a measure described in that code, to develop a new, more robust Seafarer Identity Document. The ILO relied heavily on ICAO Doc 9303 in developing the specification and eventually adopted the Seafarers' Identity Documents Convention (Revised), 2003 (No. 185). This specified a new SID that was harmonised both in form and in content with ICAO Doc 9303 as it existed in 2002. It could be either credit card (TD1-) sized or booklet (TD3-) sized and contain a machine-readable zone. It also specified a biometric to link the document to the seafarer. After much debate at the ILO, the biometric selected was two fingerprint templates using an early version of the ISO/IEC 19794-2 standard. The templates were encoded into a two-dimensional barcode which was printed on the SID and could be read with a commercial barcode gun or with a full-page passport reader.

As part of Agency's regulatory obligation, the MCA would like to explore the avenues to issue seafarers a biometric identity document in alignment with the regulatory mandates stipulated by the ILO. The Agency takes this opportunity to consult the supply market on the process, technology, physical infrastructure, other operational needs around implementing a solution for users.

The Agency does not currently have any system that can support the issue of a biometric document to seafarers. This Agency is seeking suppliers' recommendations and guidance on the potential solution.

However, the Agency has an internal system, Seafarer Documentation System (SDS), that stores the details of their users, captured at the time of applying for various documentation/licenses. The internal database stores the personal information, qualifications, certificates, and licenses. All of these details are part of the Microsoft Dynamics CRM, which went live recently. The future system needs to be integrated with SDS so that all the details about the seafarer is available for the business.

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The project is a “green field” implementation that involves the realisation of processes, technology and physical infrastructure to realise the platform that enable the business to all life cycle stages of issuing the biometric document for a seafarer. Given below are the areas that the Agency requests support from suppliers to realise this project.

### 1. High Level Requirements

SI No	Functional Area	Details
1	Online Pages/Portal	<p>The solution must develop a digital system that can support registration, the registered user with filling in an application online and track the progress of the application and various stages fully online, built according to the guidelines by Government Digital Service (GDS).</p> <p>The platform should also offer a feature for anyone to validate the ID cards issued by the Agency to check the authenticity by scanning ID card using an ID card scanner. The system should also have the ability to verify the identity of the users who use the service.</p>
2	Biometric ID Capture	<p>The solution must support with the capture of essential biometric details from the candidate as stipulated by ILO 185 (attached in appendix). The solution must identify and recommend the best way to handle ownership of digital data capture and the hardware components required for biometric data capture to fulfil the process.</p>
3	Data Recording	<p>The solution must ensure the biometric data captured is stored separately and securely and must adhere to the Data Protection Act (in force and future amendments).</p> <p>The access to this data must be securely restricted and must have a backup mechanism associated.</p>
4	Design of ID Cards	<p>The vendor must support the agency with the design and implementation of a highly secured and unique design for the ID cards in consideration and also comply with the security requirements, making it difficult to replicate/forged. The Agency has already implemented layered ID cards for their users and the knowledge of building such cards can be used to support with the design of new cards.</p>
5	Hardware Infrastructure	<p>The solution must identify and recommend the optimal hardware required for printing and validating the ID cards that the Agency needs to support this.</p> <p>The solution must also address the needs around the disposal of cancelled/damaged/expired ID cards and the hardware needed to support this.</p>
6	Solution Scalability	<p>The solution must also consider the possibility of extending the solution to seafarers who are non-UK nationals, enabling them to apply for a seafarer biometric ID card (<i>Countries such as Ukraine or similar countries supported by the UK</i>)</p> <p>There are approximately 25,000 active UK seafarers who are eligible for applying to get the biometric ID cards. The vendor must take account of these numbers to arrive at the cost estimates and for drawing the associated process.</p>
7	Process	<p>The solution must also provide guidance in terms of adopting the best processes around the issue of Biometric ID cards, verification of the ID cards, validation of the ID cards by other gov agencies as the Agency does not have this capability in house now.</p>
8	Integration	<p>The solution must address the integration requirements that are listed below.</p> <ol style="list-style-type: none"><li>1. SDS2 – System where all the details of seafarers are stored. Each seafarer has a unique ID to differentiate and</li></ol>

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		<p>there needs to be mapping between the seafarer records and the biometric details.</p> <ol style="list-style-type: none"><li>2. Integration with the existing Analytics Platform</li><li>3. Third Party integrations – Gov Pay, Gov Notify, Form Builder, Content Management Platform</li><li>4. API gateways for integrating with other govt./business systems for data exchange</li></ol>
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### 2. Process

There is no established process available for realising this user journey in the Agency. The Agency would like the supplier to make recommendations on adopting a process that is best suited and to implement. This includes the process elements needed for the end-to-end journey and the various interactions that are needed from the Agency to support this. The assumption is that the Agency would use a digital platform to host and receive the seafarer ID application online to all their customers. (There is a project aimed to develop a front-end user portal for the seafarers to digitally apply for a certificate/license, which is expected complete before the rollout of seafarer ID project).

### 3. GDS Alignment

Since the project is classified as a transactional service, there is an expectation for any supplier to take the project through essential stage gate phases such as Discovery and Alpha and Beta Stages, before making the service available to the end users

### 4. Procurement

The MCA has not yet defined the route to market for any subsequent tendering exercise.

## 1.3 How to participate

The Questionnaire at section 2 has been copied into the DfT's e-sourcing portal, Jaggaer. Suppliers must register on Jaggaer, log-in and navigate to PQQ\_518 in order to respond to this market consultation.

The portal can be accessed using the following link:

<https://dft.app.jaggaer.com/>

You can register by clicking the grey “click here to register!” button on the link above and following the instructions.

Please note that you will require a DUNS number (Dun and Bradstreet) to register. If you do not know your number access the following link to find yours: <https://www.dnb.co.uk/duns-number/lookup.html>, click on the D-U-N-S number section. If a DUNS number is not found there is guidance on how to acquire one in the same place.

Should you have any technical issue registering on the system please contact the Jaggaer Helpdesk in the first instance:

Phone: 0800 069 8630

[help\\_uk@jaggaer.com](mailto:help_uk@jaggaer.com)

## 1.4 General Conditions

- This market consultation will help us to refine the requirements.
- We reserve the right not to proceed with a procurement.

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- Any and all costs associated with the production of such a response to a market consultation must be borne by the Supplier. We will not contribute in any way to meeting production costs of any response.
- No down-selection of potential providers will take place as a consequence of any responses or interactions relating to this market consultation.
- We expect that all responses to this market consultation will be provided by potential providers in good faith to the best of their ability in the light of information available at the time of their response.
- No information provided by a potential provider in response to this market consultation will be carried forward, used or acknowledged in any way for the purpose of evaluating the potential provider, in any subsequent formal procurement process.

## 2 Questionnaire

For this Market Consultation, we are looking for suppliers to provide answers to the questions below, based on the information provided above. It is expected that answers supplied may be based on assumptions – if this is the case, please ensure that any assumptions made are clearly indicated. There will be a period where clarification questions can be asked – this is detailed in the final section of this document.

### 2.1 Feedback in relation to a future seafarer biometric ID card implementation

The Agency would like the suppliers to carefully consider the high-level requirements stated above and advise on building a robust solution and provide details to the below questions within the best capacity?

Q.No.	Anticipated Requirements/ Question
1	Please provide a reference architecture for the recommended solution and the list of technology used (required software and hardware) to achieve the desired platform/solution.
2	Please supply a brief overview of any prior experience your organisation has of delivering against similar requirements.
3	What timeframe would you expect to be required to complete the implementation (please submit as upper and lower estimates if appropriate)?
4	<p>Please provide indicative costs to deliver this requirement as a Packaged Solution (The vendor would implement the solution, processes and configure the infrastructure components as a working system and the daily operation will be managed by the MCA), including -if applicable:</p> <ul style="list-style-type: none"><li>• Development</li><li>• Physical infrastructure</li><li>• Hosting and licencing (on an annual basis)</li><li>• Support &amp; Continuous Improvements (min for 1 year)</li><li>• Please indicate if this is managed in-house or with the support of a specialist</li></ul>
5	<p>Please provide indicative costs to deliver this requirement as an outsourced solution (The vendor will develop and deploy the solution and the end-to-end process will be managed on behalf of MCA), including -if applicable:</p> <ul style="list-style-type: none"><li>• Cost per Application</li><li>• Development</li></ul>

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	<ul style="list-style-type: none"> <li>Physical infrastructure</li> <li>Hosting and licencing (on an annual basis)</li> <li>Support &amp; continuous Improvements (min for 1 year)</li> <li>Please indicate if this is managed in-house or with the support of a specialist</li> </ul>
6	Do you see any barriers/risks in achieving this requirement? If so, please provide details.
7	If you have suggestions around how the approach to delivering this requirement could be improved, please provide these.
8	Can you provide a summary of how you would structure your approach to delivering this requirement (resource allocation, phases of delivery, etc)
9	Please advise of any suitable framework agreements that this requirement could be procured under. Please provide details including Lots.
10	Do you have any other feedback on the MCA's potential requirement? Do you have any innovative solutions to propose?

## 2.2 Our Timetable

DATE	ACTIVITY
18/10/2024	Publication of the Market Consultation
29/10/2024 at 11am	Clarification period closes
01/11/2024	Target date for the publication of responses to Market Consultation Clarification questions
11/11/2024 at 11am	Deadline for submission of a Market Consultation Response

## 2.3 Questions and Clarifications

For audit and transparency purposes, all contact with the MCA relating to this market consultation should be made via the Jaggaer Messaging system.

- Market participants may raise questions or seek clarification regarding any aspect of this market consultation document at any time prior to the end of the clarification period. Questions must be submitted through the Jaggaer portal Messaging system.
- To ensure that all market participants have equal access to information regarding this market consultation, responses to questions raised by market participants will be published via the Jaggaer Messaging system.
- Responses to questions will not identify the originator of the question.

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- If a market participants wishes to ask a question or seek clarification without the question and answer being published in this way, then the market participant must notify us and provide its justification for withholding the question and any response. If we do not consider that there is sufficient justification for withholding the question and the corresponding response, the market participant will be invited to decide whether:
  - the question/clarification and the response should in fact be published; or
  - It wishes to withdraw the question/clarification.

## 2.4 Contact Information

All contact should be made via the Jaggaer Messaging system.

## 2.5 Appendix

ILO 185 – Please see link: <https://www.ilo.org/media/267151/download>