



Maritime &
Coastguard
Agency

TCA 3/7/778 CONTRACT FOR THE PROVISION OF ISO 9001 AUDIT AND CERTIFICATION SERVICES FOR THE AGENCY'S QUALITY MANAGEMENT SYSTEM

INSTRUCTIONS ON SUBMISSION OF TENDERS

The MCA looks forward to receiving your tender for the work described in the attached documents. To ensure fairness all tenderers are required to submit their tenders in accordance with these instructions. **Failure to comply could invalidate your tender.**

1. Communications During the Tender Process

- 1.1 This opportunity will be managed via the Jaggaer tendering portal, if you are not registered in the Jaggaer system you must register via the link below:

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

- 1.2 This contract has been advertised on both the Contracts Finder portal and Find-a-Tender Service.
- 1.3 Tenderers are welcome to ask questions about any aspect of the procurement process. Such queries should be addressed to the Procurement Team via the <https://dft.app.jaggaer.com> portal. The deadline for submission of queries is **17:00 4th November 2021**. In the interest of fairness, all non-supplier specific questions and responses will be made available via the Jaggaer procurement portal.
- 1.4 Tenderers may request that their Clarification Question and its response as "commercially sensitive". Any such requests must be made clear at the time of submission of the Clarification Question. If it is considered that the answer to the Clarification Question is on a confidential basis, it will be done so. If it is considered that the answer to the Clarification Question is not on a confidential basis, it will notify the applicant of its decision and that applicant will have the opportunity to either withdraw the Clarification Question or accept that the Clarification Question and the response will be circulated to all potential tenderers who have expressed an interest in the competition.
- 1.5 Please ensure that you have read all documents before asking a question, as your query may already have been answered.
- 1.6 The MCA will inform all tenderers individually whether they have been successful in the tendering process.
- 1.7 Where deemed necessary the MCA shall require tenderers to explain the costs proposed in the tender where tenders appear to be abnormally low in relation to the service provided.

2. Submission of Tenders

- 2.1 Please submit your response via the Jaggaer System <https://dft.app.jaggaer.com>

- 2.2 It is your responsibility to ensure that your tender is submitted no later than **11:00 on 12th November 2021**. Your tender may be submitted before the due date, but all late tenders will be rejected.
- 2.3 You must ensure that your tender is completed, in English, with all prices in Pounds Sterling (exclusive of VAT) and is signed and dated where required.
- 2.4 You must not alter any of the MCA's tender documents.
- 2.5 You must not tell anyone else, even approximately, what your tender price is or will be, before the date of contract award. The only exception is if you need an insurance quotation to calculate your tender price, in which case you may give your insurance company or brokers any essential information they ask for, provided that you do so in strict confidence.
- 2.6 You must not try to obtain any information about anyone else's tender or proposed tender before the date of contract award.
- 2.7 You must not make any arrangements with anyone else about whether or not they should tender, or about their or your tender price.
- 2.8 Tender documents must not be transferred to anyone without the prior approval of the MCA in writing.
- 2.9 You must include as part of your tender:
- Completed Form of Tender, signed and dated by an authorised representative of the tendering organisation;
 - Fully Completed Pricing Schedule
 - Details of requested Insurances
 - List of all proposed Amendments and Exceptions and/or confirmation that any amendments and exceptions have been incorporated
- 2.10 Tenders may not be considered if any of the information requested is not supplied with the tender or the tender is otherwise non-compliant or incomplete.

3. Canvassing and Collusive Tendering

- 3.1 Any Tenderer who directly or indirectly canvasses any employee of the Department concerning the preparation of tenders or the award of the contract for provision of the services will be disqualified.

4. Group Bids

- 4.1 In the event of a group of suppliers submitting an acceptable offer, the group will be required to nominate a lead partner with whom the Department can contract. Alternatively, the group will need to form themselves into a single legal entity before the contract is awarded. An undertaking that the group will so form themselves, if required by the Department, must be provided when the tender is submitted.

5. Tender Offer

- 5.1 The Tenderer is to provide a tender offer based on the tender documents and information received.

6. Tender Validity

- 6.1 The MCA will assume that your tender will remain open for acceptance for a minimum of 90 calendar days from the Tender Deadline.

7. Procurement Route

- 7.1 This project will be tendered and generally administered based on a single stage process.
- 7.2 Following agreement of costs and programme the Contract Documents will be prepared, and a full Contract will be awarded.

8. Confidentiality

- 8.1 Each party:
- (i) Shall treat as confidential all information obtained from the other party under or in connection with the tender;
 - (ii) Shall not disclose any of that information to any third party without the prior written consent of the other party, except to such persons and to such extent as may be necessary for tender purposes; and
 - (iii) Shall not use any of that information otherwise than for the purpose of tender analysis

9. Tender Acceptance

- 9.1 The Department is not obliged to contract with any party responding to this enquiry or to accept the lowest or any tender submitted.

10. Expenses and Losses

- 10.1 The Department will not be responsible for or pay any cost, expenses or losses which may be incurred by any Tenderer in preparing its tender or arising out of site visits or any presentations that may be required.

11. Qualifications

- 11.1 The Tenderer shall submit a clean unqualified tender. Any qualified proposals should form separate alternative proposals as appropriate.

12. Tender Costs

- 12.1 You should note that any expenditure, work or effort undertaken by you prior to the award of a contract is a matter solely for your own commercial judgement. The MCA reserves the right to withdraw this tender invitation at any time or to re-invite tenders on the same or any alternative basis. In such circumstances, and in any event, the MCA and/or its advisers shall not be liable for any costs or loss of expenses whatsoever incurred by the bidder or any company, agent, subsidiary or organisation who may have contributed to the proposals submitted by the bidder in response to this tender invitation.

13. Trading Names/Invoicing

- 13.1 If your tender is submitted in the name of one organisation but you intend submitting invoices in the name of another, or require payments to be made to another, please give full details. Otherwise there may be delay in payment.

14. Access to Government Information

- 14.1 Under the Freedom of Information Act 2000 ("FOIA") and the Environmental Information Regulations 2004 ("EIRs"), the Department is obliged (subject to the application of any relevant exemptions and, where applicable, the public interest test) to disclose information in response to requests for information.
- 14.2 You need to be aware that the Department could receive requests for *any* information relating to this contract. The contract will include provisions to reflect the Department's obligations under those disclosure regimes. The Department cannot contract out of its obligations in this respect and will only accept confidentiality clauses in very exceptional and narrowly defined circumstances. In this regard, your attention is drawn to the Code of Practice (in particular, section V thereof) issued by the Lord Chancellor under section 45 of the FOIA (section IX of the Code of Practice issued under regulation 16 of the EIRs includes similar guidance).

15. Sustainability

- 15.1 The MCA is committed to sustainable procurement. This means making the necessary decisions to protect our environment and to operate its procurement activity in an economically, socially, and environmentally responsible way. Tenderers should indicate ways in which their organisation promotes and practices sustainable development and how this can impact on this contract.

16. Indemnity and Risk

- 16.1 General Conditions for the supply of services insurance refers.

17. Audit of Premises

- 17.1 All documentation relating to this contract are subject to audit and must be made available by the contractor upon request.

18. Evaluation Criteria

- 18.1 Tenders will be evaluated according to the criteria in the following table: each work package is evaluated and then scored.
- 18.2 Please provide supporting evidence for each requirement: -

Quality requirements			
No.	Criterion	Required Response	Criterion Weighting
1.	Compliance with Technical Requirements	<p>Your response must fully address, with appropriate evidence, the requirements of the specification including experience and where possible testimonials of the staff assigned to work on the contract, including CVs taking into consideration, but not exclusive to, the following:</p> <ul style="list-style-type: none"> • Examples of partnership working, including compliance with contract review requirements (15%) • Approach taken to ensure staff working on the contract have a good understanding of the nature of the work conducted by the Agency, including that of any substitute staff (20%) • Examples of working with other organisations to streamline their policies and procedures (20%) • Details of your approach to ensure Continual Improvement, including relevant lessons learnt, improved management practices, innovation i.e., software and recommendations (25%) • Examples of where the work conducted/recommendations made by your team added relevant value to an organisation (20%) 	45%

2	Ease of Operation	<p>Your response must include a clear and comprehensive implementation project plan that takes into consideration, but not exclusive to, the following:</p> <ul style="list-style-type: none"> • A brief description of what the plan encompasses inc. your strategy • Any external factors upon which this plan is dependent. • Any assumptions upon which the plan is based. • Details of identified Service Level Agreements (SLA's) for all areas of service delivery • The scope of the plan expanding on the description to define the objectives • Scheduling techniques appropriate to the context and detail of the plan including reporting, outputs, implement change, realised benefits, and management of the work. • Change control, risk responses and management reserves. • Details of how the plan will be monitored and controlled 	20%
3	Delivery Time Frame	<p>Detail your approach regarding the following:</p> <ul style="list-style-type: none"> • Lead time for commencing work inc. timely notification of planned audit programme • Expected timescales for report submissions, and processes in place for dealing with any slippages 	15%

		<ul style="list-style-type: none"> • Notification and fulfilment of planned audit programme • Promptness and accuracy of report writing • Obtaining feedback from audit questionnaires 	
4	Greening Government Commitments	Your response must fully detail and evidence the steps your organisation is taking to address this commitment. Including any other issues your organisation considers to be most significant to reduce the environmental impact of your activities.	10%
5	Social value	Your response must provide a description of the actions you would take to minimise the amount of CO2 emitted by your organisation on the MCA's behalf and provide a statement on what your organisation does to minimise the risk of modern slavery in your supply chain.	10%

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

18.3 The MCA will evaluate submissions against the criteria below to identify the most economically advantageous submission to the set requirements. The tasks that are evaluated on are titled below. Considerations to form the evaluation criteria outlined below are highlighted in Section 3.

18.4 Submissions will be assessed individually and scored based on the above weightings and criteria below.

Quality score:

Score	Assessment	Reason
(5)	Satisfactory response that fully meets the requirement and includes all relevant	A score of 5 will be achieved by demonstrating a robust understanding and methodology that specifically meets the Task objective. The response provided will have full and comprehensive supporting evidence and examples.

	supporting evidence.	
(3)	Minor weaknesses in the response or detail missing	A score of 3 will be achieved where the proposed approach meets the basic requirements by demonstrating an understanding of the Tasks and experience of the allocated resource with the exception that the supporting commentary and/or evidence does not fully explain, justify or provide a fully comprehensive response to examples.
(1)	Unsatisfactory response with major weaknesses	A score of 1 will be achieved as per the criteria for achieving a score of 3 with the exception that the supporting commentary and/or evidence does not fully explain or justify the approach to the Tasks, experience of allocated resource and only some aspects of the MCA's requirements are fully met.
(0)	Inadequate response	A score of 0 will be achieved for any answer that does not meet the level required to score a 1 or above.

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

18.5 Weightings

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

Tenderers must achieve the minimum acceptable quality/technical Score of at least 50%