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Tender

## **The Provision of External Coaching Services**

CalMac Ferries Limited

F02: Contract notice

Notice identifier: 2021/S 000-012712

Procurement identifier (OCID): ocds-h6vhtk-02b919

Published 7 June 2021, 4:45pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

CalMac Ferries Limited

Ferry Terminal

Gourock

PA19 1QP

#### **Contact**

Alison Ure

#### **Email**

[alison.ure@calmac.co.uk](mailto:alison.ure@calmac.co.uk)

#### **Telephone**

+44 1475650243

#### **Country**

United Kingdom

**NUTS code**

UKM - Scotland

**Internet address(es)**

Main address

<http://www.calmac.co.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA10923](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA10923)

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.publictendersscotland.publiccontractsscotland.gov.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publictendersscotland.publiccontractsscotland.gov.uk>

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://www.publictendersscotland.publiccontractsscotland.gov.uk>

**I.4) Type of the contracting authority**

Body governed by public law

## **I.5) Main activity**

Other activity

Transport - Ferry Operator

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

The Provision of External Coaching Services

Reference number

CSHR21-445

#### **II.1.2) Main CPV code**

- 80500000 - Training services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

David MacBrayne Limited (DML) is the parent company of CalMac Ferries Ltd, which in turn is supported by a human resource subsidiary, David MacBrayne HR (UK) Ltd (DML HR).

DML HR are seeking to appoint an experienced supplier to deliver expert Leadership Development Coaching for target groups of staff to ensure their development as leaders and managers is continually supported.

#### **II.1.5) Estimated total value**

Value excluding VAT: £360,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 80500000 - Training services

### **II.2.3) Place of performance**

NUTS codes

- UKM - Scotland

Main site or place of performance

West Coast of Scotland

### **II.2.4) Description of the procurement**

While the principal contracting entity is DML HR, it is envisioned that services will be provided across the DML Group of companies and primarily to target groups of staff in CalMac Ferries Limited, (CFL).

CFL is the operator of the Clyde & Hebrides Ferry Service, a multi-award-winning ferry & port operator and ship management specialist. CFL provides essential lifeline services and logistical support to island and remote communities on the West Cost of Scotland.

Within CalMac Ferries, as with many Public Sector organisations, there is a reliance on strong leadership and management to ensure that organisational goals are achieved.

As such, Leadership Development is provided for target groups of staff to ensure their development as leaders and managers is continually supported.

Whilst CFL delivers internal coaching opportunities, it has been identified that the provision of expert coaching services from an external service provider with a proven track record of delivery is required. This will help to ensure that top talent, emerging talent and key post holders are appropriately equipped to manage the demands and challenges of their roles, particularly in an environment of change and disruption.

The term of contract will be for a period of two (2) years with the option to extend for up to a further two (2) years in 12-month increments.

The contract is for the delivery of Coaching services for talent that supports the continuous development of the Organisation and includes the provision of:

- Executive Coaching services and support for Executive Directors

- Leadership and management Coaching services on a one to one basis for leaders and managers identified as top talent in line with the Organisation's values and behaviours
- Ad hoc Coaching services for specific challenges identified through talent, succession and excelling performance discussions
- Tailored Coaching services on a group/team basis
- Provision of Coaching tools and techniques to optimise development
- Insight and sharing of current tools, techniques and thinking to ensure new development and trends are adopted as part of the coaching culture and application of best practice coaching
- Coaching services provided virtually and in person at agreed locations across our organisation geography (typically the West Coast of Scotland)
- Coach/Coachee agreements, contract performance and financial reporting against the agreed contract

The Service provider must have:

- a track record of high-performance delivery to executive directors, senior managers and emerging talent
- the ability to provide flexible and tailored services to maximise benefit to the organisation
- access to a wide range of resources (coaches and coaching tools) that can be relied upon to provide a comprehensive service offering
- a clear process in place by which coaches are matched to individuals
- a clear method of coaching process including chemistry meetings and establishing a coaching contract that is agreed between the coach, individual being coached and the line manager
- high professional integrity in relation to coaching experience

Pricing shall be fixed for the first 2 years following which price variations shall be limited to a maximum of CPI.

Those suppliers passing the SPD stage may be required to make a presentation of their Tender submission. Although the presentation is not scored it will be used to clarify offers and could result in scores changing as a result of the clarification provided.

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 50

Price - Weighting: 50

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

The term of contract will be for a period of two (2) years with the option to extend for up to a further two (2) years in 12-month increments.

### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 3

Maximum number: 5

Objective criteria for choosing the limited number of candidates:

The Procurement will be conducted through the use of the Competitive Procedure with Negotiation. All queries about this procurement must be made via the PCS-T messaging system.

The process we will apply is:

Statements including the specific requirements can be found within Section III.1.3 of the Contract Notice.

Bidders must pass the minimum standards sections of the SPD(Scotland).

Part III and Section B of Part IV will be scored on a pass/fail basis, and section C of part IV of the SPD(Scotland) will be scored in the following way:

Questions 4C 1.2 of the SPD will be scored using the following methodology:

100- Excellent. Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates thorough experience, knowledge or skills/capacity/capability relevant to providing similar services to similar clients.

75 - Good. Response is relevant and good. The response is sufficiently detailed to demonstrate a good amount of experience, knowledge or skills/capacity/capability relevant to providing similar services to similar clients.

50 - Acceptable. Response is relevant and acceptable. The response demonstrates broad previous experience, knowledge and skills/capacity/capability but may lack in some aspects of similarity e.g. previous experience, knowledge or skills may not be of a similar nature.

25 - Poor. Response is partially relevant but generally poor. The response shows some elements of relevance to the criterion but contains insufficient/limited detail or explanation to demonstrate

previous relevant experience/ capacity/capability.

0 - Unacceptable. Nil or inadequate response. Fails to demonstrate previous experience/capacity/capability relevant to this criterion.

The responses to the questions at Section III.1.3 of the Contract Notice will be weighted in the following way. Please see SPD(Scotland) Question 4C.1.2: 100%.

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: No

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

#### **II.2.14) Additional information**

Economic operators may be excluded from this competition if they are in any of the situations referred to in regulation 58 of the Public Contracts (Scotland) Regulations 2015.

CFL reserves the right to award additional services in accordance with regulation 33(8) of the

Public Contracts (Scotland) Regulations 2015.

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

List and brief description of selection criteria

Minimum level(s) of standards required:

Economic operators shall be required to satisfy minimum standards of economic and financial standing. These are described below:

NB. Ratios shall be based upon the latest available published accounts

1- Return on Capital Employed: must be at a ratio greater than "0"

2- Acid Test (Current Ratio): Current Ratio must be greater than "1"

3- Gearing: Gearing must be a figure of less than 100%

4- Interest Coverage: Interest Coverage must be a figure of 2 or above

The Bidder should provide its average yearly turnover for the past three (3) of years

Minimum level(s) of standards possibly required

Economic Operators must confirm they already have or can commit to obtain,

prior to the commencement the following levels of insurance:

Employer's Liability Insurance = GBP 5 Million

Professional Indemnity Insurance = GBP 5 Million

#### **III.1.3) Technical and professional ability**

List and brief description of selection criteria

Please evidence if you have worked with similar type industries (100%)

In relation to the outlined description, bidders are required to describe and demonstrate past experiences (in the last 3 years) in delivering similar service and relevance to DML HR. You should include values of these Contracts. Bidders should note the weighting for this question (Weighting 100%) therefore please ensure bidders provide as much detail as

possible.

Details of the customer organisation for whom the work was carried out, please supply email address as DLM HR may contact this Company for references

### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

Suppliers and their sub-contractors are required to pay the Scottish Living Wage to their employees where involved in the delivery of this contract.

#### **III.2.3) Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Competitive procedure with negotiation

#### **IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue**

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

#### **IV.1.5) Information about negotiation**

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

9 July 2021

Local time

12:00pm

**IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates**

30 July 2021

**IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

**IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 3 (from the date stated for receipt of tender)

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**Section VI. Complementary information**

**VI.1) Information about recurrence**

This is a recurrent procurement: No

**VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

**VI.3) Additional information**

DML HR reserves the right to Down Select to two Bidders once the first submission within the ITT has been scored with only the two highest scoring Tenderers being invited to negotiate at DML HR's sole discretion.

DML HR conditions of the procurement will be published in the ITT. In the meantime Economic Operators should note that the conditions of the procurement include (but are

not limited to) the following:

-The eligibility requirements in this Contract Notice will apply to the procurement at all times. Economic Operators may be excluded from this competition if the Economic Operator no longer meets the selection criteria set out in the Contract Notice at any stage during the competition and/or there is a change in identity, control, financial standing or other factor impacting on the selection process affecting the Economic Operator;

DML HR is subject to the requirements of the Freedom of Information (Scotland) Act 2002 and the Environmental Information (Scotland) Regulations 2004. Accordingly, all information submitted to DML HR may need to be disclosed and/or published by it in response to a request under FOISA or the EIRs; and

-Economic Operators will remain responsible for all costs and expenses incurred by them in connection with this competition. DML HR will not be liable to reimburse or compensate any costs incurred in connection with an Economic Operator's participation in this competition, including any costs or other liability in respect of the cancellation of the process."

The award criteria questions and weightings will be published in the ITT. Bidders will be expected to demonstrate Coaching capability.

Award criteria scoring will be the following:

0 Unacceptable; 25 Poor; 50 Acceptable; 75 Good; 100 Excellent. Full definitions of the scoring are provided in the ITT.

Bidders should note that DML HR intends to ask relevant award questions at the ITT stage. These ITT questions shall be grouped as either belonging to mandatory Pass/Fail type questions or questions which shall be scored and weighted.

Where a supplier has been assessed to have failed a Pass/Fail question their tender submission shall be deemed non-compliant and excluded from that point forward within the ITT process. For information only.

The buyer reserves the right to fully validate a Tender response following the first submission of Tenders and before Contract award.

The buyer is using PCS-Tender to conduct this PQQ exercise. The Project code is 18724. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

(SC Ref:655255)

## **VI.4) Procedures for review**

### **VI.4.1) Review body**

Greenock Sheriff Court

Sheriff Court House, 1 Nelson Street

Greenock

PA15 1TR

Email

[greenock@scotcourts.gov.uk](mailto:greenock@scotcourts.gov.uk)

Telephone

+44 01475787073

Fax

+44 01475720965

Country

United Kingdom

Internet address

<https://www.scotcourts.gov.uk/the-courts/court-locations/greenock-sheriff-court-and-justice-of-the-peace-court>