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Contract

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

CalMac Ferries Limited

F03: Contract award notice

Notice identifier: 2022/S 000-014975

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

Published 27 May 2022, 4:55pm

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

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £120,000

### **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 Coast 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.2.11) 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 IV. Procedure**

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

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

Competitive procedure with negotiation

#### **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.2.1) Previous publication concerning this procedure**

Notice number: [2021/S 000-012712](#)

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## **Section V. Award of contract**

### **Contract No**

CSHR21-445

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

28 April 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 4

Number of tenders received from SMEs: 4

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 4

Number of tenders received by electronic means: 4

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

The Taylor Clarke Partnership Ltd

20-23 Woodside Place

Glasgow

G3 7QL

Telephone

+44 1412211707

Fax

+44 1412216266

Country

United Kingdom

NUTS code

- UKM82 - Glasgow City

The contractor is an SME

Yes

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £120,000

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## Section VI. Complementary information

### 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.

(SC Ref:695048)

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

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

Greenock Sheriff Court

Sheriff Court House, 1 Nelson Street

Greenock

PA15 1TR

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

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+44 01475787073

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