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Tender

Approved Doctors Information System and Short Course Data Base Support and Maintenance

Maritime and Coastguard Agency

F02: Contract notice

Notice identifier: 2024/S 000-033610

Procurement identifier (OCID): ocds-h6vhtk-04ad5d

Published 17 October 2024, 3:18pm

Section I: Contracting authority

I.1) Name and addresses

Maritime and Coastguard Agency

Southampton

Contact

Richard Skeats

Email

richard.skeats@mcga.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.gov.uk/government/organisations/maritime-and-coastguard-agency>

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://dft.app.jaggaer.com/web/login.html>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://dft.app.jaggaer.com/web/login.html>

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

National or federal Agency/Office

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Approved Doctors Information System and Short Course Data Base Support and Maintenance

Reference number

TCA 3/7/1576

II.1.2) Main CPV code

- 50324100 - System maintenance services

II.1.3) Type of contract

Services

II.1.4) Short description

Provision of an IT managed service to the existing Approved Doctors Information System (ADIS) and Short Course Database system (SCDB) to ensure that the services are secure and functional and maintained.

II.1.5) Estimated total value

Value excluding VAT: £963,618

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 2

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

Lots 1 and 2

II.2) Description

II.2.1) Title

LOT 1: IT Managed Service for the MCA's Approved Doctors' Information System (ADIS)

Lot No

1

II.2.2) Additional CPV code(s)

- 50324100 - System maintenance services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Southampton

II.2.4) Description of the procurement

A fully Managed Service for ADIS for Maritime and Coastguard Agency staff to provide support for, but not limited to:

- Day-to-Day application operational support in running the client application.
 - o Incident Management
 - o Problem Management
 - o Change Management
 - o Service Requests.
 - o Maintenance
- Support in debugging and diagnostics relating to third party integrations.

- Minor updates to support third party or system API changes where required
- Bug fixing application functionality.
- Application of applicable security patches
- All proactive maintenance required to keep the application healthy and available.
- Meet agreed target resolution times.
- Cloud health & monitoring to ensure the backups are working and are viable.
- Security vulnerability patching, as per vendor guidance.
- System upgrades / updates will be aligned to feature delivery.
- Major Components will not be more than one year out of date.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £531,801

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

Contract length is 2 +1. Renewals would be required after year 2 if the extension option is not considered.

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

Lot value identified is based on the following provision 2 year contract ,1 year extension: and allowance of Continuous improvement across the 3 year period

II.2) Description

II.2.1) Title

LOT 2: IT Managed Service for the MCA's Short Course Data Base (SCDB)

Lot No

2

II.2.2) Additional CPV code(s)

- 50324100 - System maintenance services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Southampton

II.2.4) Description of the procurement

4.1 A fully Managed Service for the SCDB for Maritime and Coastguard Agency staff to provide support for, but not limited to:

- Day-to-Day application operational support in running the client application.
- o Incident Management
- o Problem Management
- o Change Management
- o Service Requests.
- o Maintenance
- Support in debugging and diagnostics relating to third party integrations.
- Minor updates to support third party or system API changes where required
- Bug fixing application functionality.
- Application of applicable security patches
- All proactive maintenance required to keep the application healthy and available.
- Meet agreed target resolution times.
- Cloud health & monitoring to ensure the backups are working and are viable.
- Security vulnerability patching, as per vendor guidance.
- System upgrades / updates will be aligned to feature delivery.
- Major Components will not be more than one year out of date.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £431,817

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

Contract length is 2 +1. Renewals would be required after year 2 if the extension option is not considered.

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

Lot value identified is based on the following provision 2 year contract ,1 year extension: and allowance of Continuous improvement across the 3 year period

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

18 November 2024

Local time

11:00am

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)

IV.2.7) Conditions for opening of tenders

Date

14 November 2024

Local time

12:00pm

Place

Southampton

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: 01/08/26

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review Service

London

Email

publicprocurementreview@cabinetoffice.gov.uk

Telephone

+44 3450103503

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Public Procurement Review Service

London

Email

publicprocurementreview@cabinetoffice.gov.uk

Telephone

+44 3450103503

Country

United Kingdom

Internet address

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

<https://assets.publishing.service.gov.uk/media/5e8d97c8d3bf7f1fb909b6bc/Public-Procurement-Review-Service-Scope-and-Remit.pdf>

VI.4.4) Service from which information about the review procedure may be obtained

Public Procurement Review Service

London

Email

publicprocurementreview@cabinetoffice.gov.uk

Telephone

+44 3450103503

Country

United Kingdom

Internet address

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>