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Contract

Approved Doctors Information System Support and Maintenance

Maritime and Coastguard Agency

F03: Contract award notice

Notice identifier: 2025/S 000-039699

Procurement identifier (OCID): ocds-h6vhtk-048920

Published 14 July 2025, 3:23pm

Section I: Contracting authority

I.1) Name and addresses

Maritime and Coastguard Agency

Spring Place, 105 Commercial Road

Southampton

SO15 1EG

Email

contracts@mcga.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

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

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Other activity

Maritime safety

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Approved Doctors Information System Support and Maintenance

Reference number

TCA 3/7/1576 Lot 1

II.1.2) Main CPV code

- 50324100 - System maintenance services

II.1.3) Type of contract

Services

II.1.4) Short description

Support and maintenance services.

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: £180,000

II.2) Description

II.2.2) Additional CPV code(s)

- 50324100 - System maintenance services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The MCA undertook an open tender procedure under PCR 2015 for the following requirement:

A fully Managed Service for Approved Doctors Information System 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.

To gain, and maintain, a high level of technical knowledge of the MCA ADIS system Portal to provide excellent customer service to MCA.

II.2.5) Award criteria

Price

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

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.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-025115](#)

Section V. Award of contract

Contract No

TCA 3/7/1576

Lot No

Lot 1

Title

Approved Doctors Information System Support and Maintenance

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

16 June 2025

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received by electronic means: 2

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

V.2.3) Name and address of the contractor

Professional Data Management Services Limited

Global House

ISLE OF MAN

IM2 2QZ

Country

Isle of Man

NUTS code

- IM - Isle of Man

Isle of Man Companies Registry

061568C

The contractor is an SME

Yes

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

Total value of the contract/lot: £180,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Maritime and Coastguard Agency

Spring Place, 105 Commercial Road

Southampton

SO15 1EG

Email

contracts@mcga.gov.uk

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Maritime and Coastguard Agency

Spring Place, 105 Commercial Road

Southampton

SO15 1EG

Email

contracts@mcga.gov.uk

Country

United Kingdom