



Border Security
Command

HMC Vigilant

Planned Maintenance and Safety Equipment Recertification

Instructions to Bidders

Project_19630

February 2026

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Glossary

Agreement	The contract between the Buyer and the supplier
Bidder	An organisation which is invited to submit a Tender
Buyer	Border Security Command
Consortium	A group of organisations set up or to be set up to supply the Buyer's requirements which is not a Special Purpose Vehicle
Regulations	Procurement Act 2023
Tender	A tender submitted in response to the ITT

1. General Information

- 1.1 The Buyer wishes to appoint a supplier to perform **Project_19630 HMC Vigilant Planned Maintenance and Safety Equipment Recertification** as set out in the Specification of Requirements. These instructions set out the:
 - i) conditions of participation by Bidders;
 - ii) instructions explaining how Bidders should submit their Tender and
- 1.2 The Buyer is managing this procurement in accordance with its general obligations under the Regulations in accordance with the **policies and procedures governing below threshold procurement**.
- 1.3 The Buyer intends that the procurement will comply with the principles of open and transparent competition, equal treatment, non-discrimination and proportionality and will achieve value for money for the Buyer.
- 1.4 These instructions, together with the statement of requirement and all other information and documents to which they refer, are designed to ensure that all Tenders are given equal and fair consideration. It is important, therefore, that you provide all the information required in the format and order specified.
- 1.5 Bidders should read these instructions carefully to ensure they understand them and the conditions of participation before submitting their Tenders.
- 1.6 Bidders should ensure that all members of their bid teams as well as advisers are familiar with these instructions.
- 1.7 The ITT includes the following documents:
 - i) Statement of Requirements (SoR)
 - ii) Pricing Tool
 - iii) Vessel Information Pack
- 1.8 All documentation required by the Bidder is to be found within the Attachments tab on the Jaggaer eSourcing Portal.
- 1.9 Bidders may ask questions and request clarification via the Portal during the Clarification period.

1.10 Key dates for this procurement are set out in the 'Procurement timetable' section of this document. The deadline for submitting responses to the ITT is **5 January 2026**.

2. Conditions

- 2.1 Bidders should answer all questions as accurately and concisely as possible. Bidders are solely responsible for ensuring that their Tender is free from error.
- 2.2 The Buyer has no liability to Bidders arising from any errors in their Tender or if the Buyer does not identify or notify a Bidder of an error in its Tender.
- 2.3 Tenders will be checked for completeness and compliance with these instructions. The Buyer may reject Tenders which are substantially and materially incomplete, non-compliant, inconsistent or vague.
- 2.4 Bidders are solely responsible for their costs and expenses incurred in connection with the preparation and submission of their Tender and any further stages of the procurement. Under no circumstances (including circumstances where the Buyer cancels or varies the procurement) will the Buyer or any of its advisers be liable for any costs or expenses borne by the Bidders or their advisers.
- 2.5 Tenders must be completed and submitted in their entirety via Jaggaer by the deadline set out in the Procurement Timetable (section 4 of this document).

Bidder Clarification Questions

- 2.6 Bidders may ask questions and request clarification of any aspect of the procurement via Jaggaer using the following format:
 - i) Bidder name;
 - ii) date submitted;
 - iii) document name and reference number or title; and
 - iv) details of the question or section requiring clarification.
- 2.7 All clarification questions must be received in Jaggaer by the clarification deadline in the Procurement Timetable.
- 2.8 Subject to paragraphs 2.9 and 2.10, to ensure that all Bidders have equal access to information about the procurement, the Buyer will publish clarification questions and answers on Jaggaer. The name of the Bidder who submitted the question will not be published.

- 2.9 If a Bidder considers its question to be commercially sensitive, it must clearly mark it as such, citing the reasons why the question is commercially sensitive.
- 2.10 The Buyer will consider the Bidder's clarification question and decide whether it is appropriate to disclose the question and the Buyer's answer to other Bidders. If the Buyer decides that the clarification question is not commercially sensitive and/or answering the question is appropriate to all Bidders and is in the best interests of good administration, equal treatment and transparency, the Buyer may publish its answer to the clarification question to all Bidders. The Buyer's decision on this point is final.

Right to Confirm or Request Updated Information

- 2.11 The Buyer may require Bidders to confirm that their Tender remains accurate at any stage of the procurement and to take the appropriate action should that no longer be the case.

3. Instructions

- 3.1 The Buyer is using Jaggaer for this procurement which means the Tender is available only in electronic form.
- 3.2 Bidders:
- i) should read these instructions carefully before submitting their Tender. Bidders are responsible for ensuring they have submitted a complete and accurate Tender and that numbers quoted are arithmetically correct;
 - ii) must provide all the information asked for in the format and in the order specified;
 - iii) must complete their Tenders in English;
 - iv) must ensure that their Jaggaer registration directly relates to the part of their organisation that submits the Tender;
 - v) should try to avoid submitting their Tender in the last minutes before the deadline in case there are connection problems which may mean the deadline is missed;
 - vi) when using Jaggaer, save progress frequently because, for security reasons, access to Jaggaer will 'time out' if inactive for circa 15 minutes (note: typing does not mean you are active on Jaggaer);

- vii) ensure that 'pop ups' are not blocked on the browser because Jaggaer will issue notifications via 'pop ups';
- viii) ensure Tenders are “submitted” when complete because they will not be visible to the Buyer if not;
- ix) should not use the 'Back' or 'Forward' buttons on the browser because work could be lost. Use the links in Jaggaer to navigate through the Tender;
- x) should allow sufficient time to submit their Tender, allowing time for a final check to be undertaken prior to the submission deadline because it is not possible to upload any further information afterwards. IT problems with Bidders’ systems will not be considered reasonable grounds for late submission; and
- xi) may submit, modify and resubmit Tenders in Jaggaer at any time prior to the submission deadline but Tenders cannot be modified after the submission deadline.

3.3 Unless otherwise stated in the ITT or in writing by the Buyer, all communications between the Buyer and Bidders (including their sub-contractors, consultants and advisers) during the procurement must be made using Jaggaer. The Buyer will not respond to communications by other means and Bidders should not rely on communications from the Buyer unless they are made through Jaggaer.

3.4 Bidders must provide full contact details of a person whom the Buyer may contact in relation to this procurement. This person should be able to answer questions regarding the Tender and act on behalf of the Bidder.

3.5 If the Buyer changes the settings and questions area of a live procurement, Bidders may receive a message in Jaggaer informing them of the changes. Usually this will not mean Bidders have to re-enter their responses but sometimes they may have to.

3.6 Where a Consortium is submitting a Tender, one of the organisations must be nominated as the lead supplier (the “**Lead Supplier**”) responsible for coordinating submission of the Consortium’s Tender and corresponding with the Buyer.

3.7 All Tenders must be received by the Buyer by the submission deadline shown in the Procurement Timetable.

3.8 Tenders received after the submission deadline will usually be rejected by the Buyer. The decision whether to reject a Tenders received after the deadline is entirely at the Buyer’s discretion.

3.9 Where there are verifiable mitigating circumstances, these will be taken into consideration by the Buyer on a case-by-case basis.

3.9 Any queries regarding Jaggaer should be sent to maritimeprocurement@homeoffice.gov.uk

Inputting Information

3.10 Jaggaer relies on the completion of “envelopes” which will contain all the information the Buyer requires to evaluate the Tenders. All information should be uploaded in accordance with the instructions into the relevant envelopes on Jaggaer.

3.11 The envelopes are:

- i) the Qualification Envelope – used for gathering information to qualify Bidders for further evaluation;
- ii) the Technical Envelope – used for evaluation of the technical aspects (including Social Value) of the Tender; and
- iii) the Commercial Envelope – used for evaluation of the financial aspects of the Tender.

3.12 Bidders should answer questions in the same order as they appear on-screen. If supporting information is required, Bidders should use the following naming convention and refer to the attachment in their response (where possible):

[Bidder Name]- [ITT Question Number]

3.13 Bidders must comply with the word and/or page count limits specified in the evaluation questions. If a response exceeds the specified limit only the information within the limit will be evaluated.

3.14 Bidders must:

- i) ensure that any attachments submitted to support their responses are created in Microsoft (MS) applications that can be read on MS Office Standard Edition 2003 for MS Word, MS PowerPoint and are in Adobe Reader 9.0;
- ii) ensure that any attachments created in MS Excel to support their responses are submitted in MS Excel Version 2003 format only;
- iii) ensure that each attachment has an appropriate heading that follows the naming convention set out in paragraph 3.12 and clearly identifies the question to which it relates;

- iv) follow the onscreen instructions on Jaggaer to submit the electronic copies of completed questions; and
 - v) in the absence of an express requirement or express prohibition regarding the nature of attachments, only attach graphs, pictures, tables and certificates and these must be clearly identified within the text response with the document reference.
- 3.15 Tables, graphs and charts are allowed as part of Tenders, but they will count as part of the allocated word/page limit. If they are embedded separately, they will not be evaluated.
- 3.16 Tenders must be submitted using Arial font size 12, in black typeface including where information is tabulated, except in illustrative screen shots, graphs and charts. Any text must still be legible when the document is viewed at 100%.
- 3.17 Whilst Jaggaer allows for large individual attachment sizes (max 50mb at a time), it is recommended that attachments are kept to a manageable size to ensure ease and speed of access. Bidders should only attach documents that the Buyer has requested and should make sure that they are attached in the correct area.
- 3.18 Where a question requires the upload of a document, that document must be completed in the format specified within the question. Files submitted in any other format will not be evaluated.
- 3.19 Where applicable, responses must not exceed the pre-set margins and space allocation.
- 3.20 Bidders must answer the questions without reference to general marketing or promotional material. Publicity brochures will not be evaluated.
- 3.21 Bidders should not refer to responses given elsewhere but should repeat information if necessary.
- 3.22 All acronyms and abbreviations, if used, must be fully explained the first time that they are used in each individual question.

4. Procurement Timetable

- 4.1 The procurement timetable is given below but may be changed by the Buyer at any time.
- 4.2 Any changes to the Timetable will be made in accordance with the Regulations and Bidders will be informed via Jaggaer of any changes.

Milestone	Date
Issue of the Contract Notice	<i>28 November 2025</i>
Publication of the ITT	<i>28 November 2025</i>
Clarification Questions period start	<i>28 November 2025</i>
Final date for Clarification Questions to be received	<i>19 December 2025</i>
Deadline for Bid submissions	<i>5 January 2026</i>
Evaluation	<i>6 – 9 January 2026</i>
Moderation	<i>12 – 14 January 2026</i>
Contract Award	<i>w/c 19 January 2026</i>

5. The Technical Envelope

5.1 Responses to questions in the Technical Envelope will be evaluated in line with the scoring criteria in the following table to determine the quality score for each bid.

<p>The Technical Responses will be scored as follows:</p> <p>100 -Excellent Addresses all aspects of the Requirement and addresses all elements referred to in the question and provides a complete and clear methodology and relevant supporting information each of which do not contain any substantive weaknesses; and provides complete confidence in the Bidder's proposed delivery of the Requirement.</p> <p>75 - Good Addresses all aspects of the Requirement and addresses all elements referred to in the Question; and provides a clear methodology and relevant supporting information but contains minor weaknesses and provides a good level of confidence in the Bidder's proposed delivery of the Requirement.</p> <p>50 - Moderate Addresses almost all aspects of the Requirement and almost all elements referred to in the Question; and provides a methodology and supporting information that contains no more than moderate weaknesses; and provides a moderate level of confidence in the Bidder's proposed delivery of the Requirement.</p> <p>25 - Weak Partially addresses the Requirement and partially addresses the elements referred to in the Question; and/or provides a methodology and supporting information that are of limited or no relevance, or contain significant weaknesses, and provides a limited level of confidence in the Bidder's proposed delivery of the requirement; and/or the evaluators have significant reservations regarding the Bidder's proposed delivery of the requirement.</p> <p>0 – Unacceptable No response or the response does not give the evaluators any confidence in the Bidder's proposed delivery of the Requirement.</p>

5.2 If a Bidder scores a 0 (zero) on any question during the technical evaluation, they may be excluded from further participation in the procurement process.

- 5.3 Responses to the questions in the Technical Envelope will be scored and aggregated to form the total technical score. An aggregate technical score of below 50 (fifty) may exclude a Bidder from further participation in the procurement process.
- 5.4 When creating the aggregate technical score the following question weights are applied:

Question	Technical weight
2.1.5	20
2.1.6	20
2.1.7	20
2.1.8	20
2.1.9	20
Technical total	100

- 5.5 Only the information submitted in response to each technical question will be used to score those questions, past performance or other information cannot be considered. If information requested in a question is omitted from the response this may reduce the score.

6. The Commercial Envelope

- 6.1 The Bidder's pricing proposal should be included in the Commercial Envelope. The bid price should include all costs to deliver the specified requirements.
- 6.2 The Commercial score will be calculated as follows:
- 6.2.1 The lowest price proposal will become the 'base price' and will be awarded the highest available commercial score; and
- 6.2.2 Other price proposals will then be given a score relative to this and based on the following calculation.

$$\text{Commercial score} = (\text{Base Price} / \text{Bidder Price}) \times \text{Commercial weight}$$

7. Abnormally Low Bids

- 7.1 Where, in accordance with Section 19 (Abnormally low tenders) of the Procurement Act 2023, the Buyer believes that an abnormally low Tender response has been put forward and that a satisfactory explanation of the costs has not been given, the Buyer reserves the right not to award to that Bidder.

8. Award

8.1 Bidders' technical scores will be combined with their commercial scores to create a final score and ranking.

8.2 The weightings for each element of the final score are as follows:

Technical	25
Commercial	75
Total	100

8.3 The successful Bidder will be the one who obtains the best overall score from the evaluation process.

8.4 In the event that two or more suppliers achieve the same overall final score, the tie will be resolved by awarding the contract to the supplier with the highest score in the Commercial Envelope.

8.5 If the scores in the Commercial Envelope are also identical, the supplier with the highest score to question **2.1.9** in the Technical Envelope will be selected.

8.6 The Buyer will notify each Bidder of its award decision via Jaggaer.