



Maritime &
Coastguard
Agency

The Maritime & Coastguard Agency Case Study

The Maritime & Coastguard Agency utilised our **Emergency Response, Rescue Equipment and Associated Services** and **Uniforms and Associated Services** frameworks to procure essential safety, rescue, and operational equipment and uniform and spoke on their experience with our framework.

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The Challenge.

The Maritime Coastguard Agency (MCA), a critical arm of the Department for Transport, is tasked with ensuring the safety of the maritime environment and those working on UK flag vessels. Their responsibilities include providing 24-hour maritime search and rescue services across the UK and internationally, alongside certifying ships and seafarers. Given the high stakes of their operations, the MCA faced the challenge of efficiently procuring essential safety, rescue, and operational equipment uniform.

Previously, the MCA relied on various procurement frameworks, however, they encountered significant gaps in supplier availability. Additionally, the traditional procurement process involved complicated paperwork, lengthy approval procedures, and delays in acquiring critical equipment, all of which hindered the MCA's ability to respond swiftly to emergencies

“Procurement Services frameworks have improved our efficiency, reduced costs and ensured compliance.”

Jonathan Nicklin, Senior Procurement
& Contracts Business Partner

“The procurement process has been streamlined”

Martin Leslie, Head of
Coastguard Resources

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The Solution.

Procurement Services was introduced to the MCA through their suppliers, Safequip, DS Medical & Keela. Recognising the potential benefits, the MCA engaged with our solutions to streamline their procurement process. By utilising our Emergency Response, Rescue Equipment and Associated Services and Uniforms and Associated Services frameworks, the MCA gained access to a compliant and efficient route to market, which was crucial for their urgent operational needs.

Key aspects of the solution included:

- **Direct Award Option:** This option allowed the MCA to renew contracts directly with their preferred suppliers, bypassing lengthy tender processes while ensuring compliance with governance requirements.
- **Framework Accessibility:** Procurement Services provided access to a diverse range of frameworks, which included suppliers previously unavailable to the MCA through other procurement channels.
- **Dedicated Support:** The MCA benefited from personalised support throughout the procurement process. Our Direct Channel Team, led by Richard, offered clear communication and guidance, ensuring that the MCA could navigate the framework efficiently and resolve any issues promptly.



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The Benefits.

- **Time Savings:** The simplified procurement process significantly reduced the time required to procure essential equipment. This efficiency allowed the MCA to focus more on their core mission—saving lives at sea.
- **Operational Efficiency:** By expanding their network of frameworks, the MCA was able to secure contracts with awarded suppliers, ensuring that the right equipment was delivered to the right place at the right time.
- **Ease of Use:** The user-friendly nature of the frameworks and the availability of the Direct Award option made the procurement process straightforward and less bureaucratic, aligning with the MCA's operational needs.
- **Compliance:** The use of Procurement Services frameworks ensured that all procurement activities adhered to regulatory requirements, providing peace of mind to the MCA's procurement team.
- **Expanded Supplier Access:** The partnership identified gaps in existing frameworks and provided the MCA with access to previously unavailable suppliers, thus enhancing their procurement capabilities.
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- **Community Support:** By sourcing uniforms manufactured in the UK, the framework supported local businesses and contributed to the regional economy. The flexibility to procure medical equipment as needed helped MCA maintain high service standards while aligning with broader social value goals—such as promoting sustainability, supporting UK manufacturing, and potentially creating or sustaining local jobs.

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The Conclusion.

Through our streamlined procurement solutions, the Maritime Coastguard Agency was able to enhance their operational efficiency and ensure that critical equipment was procured swiftly and compliantly. This partnership underscores the importance of having a robust and flexible procurement framework, particularly for organisations with life-saving responsibilities.

“The direct award feature is a real bonus... it makes the procurement process simple, and ensures that goods we procure arrive at the right time to the right place.”

Jonathan Nicklin
Senior Procurement & Contracts Business Partner
Maritime & Coastguard Agency



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