

**National Microbiology Framework Agreement  
Order Form  
Reference C80834**

**FROM**

<b>Authority:</b>	The Secretary of State for Health and Social Care as part of the Crown acting through the UK Health Security Agency of Nobel House, 17 Smith Square, London, SW1P 3HX (the <b>"Authority"</b> ).
<b>Invoice address:</b>	Post: The UK Health Security Agency, Nobel House, Smith Square, London, SW1P 3JR Email: [REDACTED]
<b>Contract Manager:</b>	Name: [REDACTED] [REDACTED]
<b>Secondary Contact: business operational contact/project manager</b>	Name: [REDACTED] [REDACTED]
<b>Procurement lead</b>	Name: [REDACTED] [REDACTED]
<b>Name and address for notices:</b>	Name: [REDACTED] [REDACTED]  The UK Health Security Agency, Nobel House, Smith Square, London, SW1P 3JR
<b>Internal reference (if applicable):</b>	CRE ID 4298

**TO:**

<b>Supplier:</b>	Thermo Fisher Scientific, 3 Fountain Drive, Inchinnan Business Park, Paisley, PA4 9RF (the <b>"Supplier"</b> )
<b>Contract Manager:</b>	Name: [REDACTED] [REDACTED] [REDACTED]

<b>Secondary Contact:</b>	Name: [Redacted] [Redacted] [Redacted] [Redacted]
<b>Account Manager:</b>	Name: [Redacted] [Redacted] [Redacted] [Redacted]
<b>Name and address for notices:</b>	Name: [Redacted] [Redacted] [Redacted] [Redacted] [Redacted]

**Applicable terms and conditions**

The following terms and conditions are applicable to the Contract for this Order:

<b>Appendix A</b>	Call-off Terms and Conditions for the Supply of Goods and the Provision of Services	<b>Applicable to this Contract</b>
<b>Appendix B</b>	Optional Additional Call-off Terms and Conditions for Installation and Commissioning Services	<input type="checkbox"/> (only applicable if this box is checked)
<b>Appendix C</b>	Optional Additional Call-off Terms and Conditions for Maintenance Services	<input checked="" type="checkbox"/> (only applicable if this box is checked)
<b>Appendix D</b>	Optional Additional Call-off Terms and Conditions for Bespoke Research, Development and Manufacturing Requirements	<input type="checkbox"/> (only applicable if this box is checked and to the extent the applicable terms are included in Annex A (Order Specific Key Provisions))
<b>Appendix E</b>	Optional Additional Call-off Terms and Conditions for Reagent Rental	<input type="checkbox"/> (only applicable if this box is checked)
<b>Appendix F</b>	Optional Additional Call-off Terms and Conditions for Managed Equipment Services	<input type="checkbox"/> (only applicable if this box is checked)
<b>Appendix G</b>	Optional Additional Call-off Terms and Conditions for Clinical Laboratory Diagnostic Testing Services	<input type="checkbox"/> (only applicable if this box is checked and to the extent the applicable terms are included in Annex A (Order Specific Key Provisions))
<b>Appendix H</b>	Further Optional Additional Call-off Terms and Conditions Each of the following clauses in Appendix H is only applicable to this Contract if the relevant box is checked:	(only applicable if one or more boxes are checked)
	1. TUPE applies at the commencement of the provision of Services	<input type="checkbox"/>
	2. TUPE on exit	<input type="checkbox"/>
	3. Different levels and/or types of insurance	<input type="checkbox"/>
	4. Induction training for Services	<input type="checkbox"/>
	5. Further Authority obligations	<input type="checkbox"/>
	6. Assignment of Intellectual Property Rights in deliverables, materials and outputs of the Services	<input type="checkbox"/>

	7. Inclusion of a Change Control Process	<input type="checkbox"/>	
	8. Authority step-in rights	<input type="checkbox"/>	
	9. Guarantee	<input type="checkbox"/>	
	10. Termination for convenience	<input checked="" type="checkbox"/>	
	11. Pre-Acquisition Questionnaire	<input type="checkbox"/>	
	12. Time of the essence (Goods)	<input type="checkbox"/>	
	13. Time of the essence (Services)	<input type="checkbox"/>	
	14. Specific time periods for inspection	<input type="checkbox"/>	
	15. Specific time periods for rights and remedies under Clause 3.6 of Schedule 2 of Appendix A	<input type="checkbox"/>	
	16. Right to terminate following a specified number of material breaches	<input type="checkbox"/>	
	17. Expert Determination	<input type="checkbox"/>	
	18. Consigned Goods	<input type="checkbox"/>	
	19. Improving visibility of Sub-contract opportunities available to Small and Medium Size Enterprises and Voluntary, Community and Social Enterprises	<input type="checkbox"/>	
	20. Management Charges and Information	<input type="checkbox"/>	
	21. COVID-19 related enhanced business continuity provisions	<input type="checkbox"/>	
	22. Buffer stock requirements	<input type="checkbox"/>	
	23. Modern slavery	<input checked="" type="checkbox"/>	

**1. CONTRACT DETAILS****(1.1) Commencement Date:** 1 April 2022**(1.2) Services Commencement Date (if applicable):**

1.2.1 The service for each instrument listed at Appendix 1 (the **"Assets"**) shall be deemed to commence on 1 April 2022 and constitute the **"Service Commencement Date"**).

**(1.3) Contract Price ((i) breakdown and (ii) payment profile):**

1.3.1 The total contract value shall be four hundred and seventy nine thousand, two hundred and thirty five pounds and eight pence (£479,235.08 excl. VAT) (the **"Total Contract Value"**). This contract covers the period 1 April 2022 to 31 March 2023.

1.3.2 The Total Contract Value is the maximum value of services which can be ordered under this Contract.

1.3.3 In this Contract the following words shall have the following meanings unless the context requires otherwise:

<b>"RFL"</b>	Rosalind Franklin Lab, Royal Leamington Spa, CV31 3HH
<b>"Glasgow"</b>	Glasgow Laboratory, Queen Elizabeth Hospital, 1345 Govan Road, Glasgow, G51 4TF

1.3.4 The Total Contract Value comprises the services to be delivered in respect of the testing Assets in use as at the Commencement date detailed in the table below and at Appendix 1. Appendix 2 details the service and maintenance regime (the **"Services"**).

1.3.5 Following execution of this Contract, the Authority shall submit to the Supplier two (2) purchase orders that shall in cumulative value equal the Total Contract Value (the **"Purchase Orders"**). The Purchase Orders shall be for the maximum values, and Services as specified below:

Location	Services Start Date	Services End Date	Cost
RFL	1 April 2022	31 March 2023	████████
Glasgow (████████ - ██████████)	1 April 2022	30 June 2022	████████
Glasgow (████████ - ██████████)	1 July 2022	31 March 2023	████████

1.3.6 For the avoidance of doubt, the Authority is not committed to pay the Total Contract Value.



1.3.7 Subject to Annex A of this Order Form, services will be invoiced monthly in arrears, and the Supplier may submit a consolidated invoice to the Authority on receipt of the Purchase Orders in accordance with the table below:

Supplier may submit an invoice on last day of the month stated in respect of Appendix 1	Payment
RFL	-
April 2022	-
May 2022	-
June 2022	-
July 2022	
August 2022	
September 2022	
October 2022	
November 2022	
December 2022	
January 2023	
February 2023	
March 2023	

\*Payment in arrears for April, May and June service coverage

Supplier may submit an invoice on last day of the month stated in respect of Appendix 1	Payment
Glasgow – ( )	
July 2022	

\*Payment in arrears for April, May and June service coverage

Supplier may submit an invoice on last day of the month stated in respect of Appendix 1	Payment
Glasgow – ( )	
July 2022	
August 2022	
September 2022	
October 2022	
November 2022	
December 2022	
January 2023	
February 2023	
March 23	

1.3.8 The Supplier shall provide monthly consolidated invoices in accordance with Section 2 of Annex A - Order Specific Key Provisions

1.3.9 Payment terms are net 30 days in arrears from the date the Authority receives valid consolidated invoices in accordance with this Contract.

1.3.10 The Supplier shall comply with the invoicing process and associated terms see Section 2 of Annex A (Order Specific Key Provisions)

1.3.11 The Purchase orders issued by the Authority in respect of this Contract do not form part of this

Contract.

**(1.4) Term of Contract:**

- 1.4.1 This Contract shall be deemed to have commenced on 1 April 2022 (the **"Commencement Date"**) and shall, unless terminated earlier, or extended, in accordance with its terms, end on 31 March 2023 (Glasgow services shall end before the end date of this contract, on 30 September 2022 (the **"Term"**)).
- 1.4.2 The Authority may terminate the Contract for convenience at any time pursuant to clause 10 (Termination for convenience) of Appendix H (Further Optional Additional Call-off Terms and Conditions) of this Contract provided the Authority gives the Supplier not less than 90 days' written notice.

**(1.5) Term extension options:**

- 1.5.1 The Authority may give notice of its intention to extend the contract for the period 1 April 2023 to 31 March 2024, or such shorter period as the Authority may specify in the notice, (the **"Extension Period"**) by giving the Supplier written notice no later than 31 August 2022.
- 1.5.2 The Authority shall, no later than 1 March 2023 provide the Supplier with details of its requirements for service, maintenance, repairs and training during the Extension Period (the **"Extension Requirements"**).
- 1.5.3 The Supplier shall, no later than 10 working days after receiving the Extension Requirements confirm its agreement to provide the Extension Requirements. In preparing the proposals, the Supplier may not increase the unit prices set out in Appendices 1 and 2.
- 1.5.4 The Parties shall, acting reasonably and in good faith, discuss and agree the terms on which the Supplier will meet the Extension Requirements during the Extension Period. These terms shall be incorporated into this contract by way of variation.

**2. GOODS AND/OR SERVICES REQUIREMENTS**

**(2.1) Description of the Goods / Services:**

The specification of the Services (the **"Specification"**) is as set out in this Clause 2.1.

- 2.1.1 This contract covers the service and maintenance of the Authority Assets, being equipment utilised for testing, installed as part of the Authority's program of equipment installations. The Services are detailed below and in Appendix 2.
- 2.1.2 The Supplier shall provide the Services for such equipment from the service commencement date until the end for the Term(s).
- 2.1.3 This Order Form covers Assets. Individual equipment sites and locations are detailed in Appendix 1.
- 2.1.4 For such Assets, the Supplier shall provide the AB Assurance and Assurance Premium service plans, and a 24 hour response Service Level as detailed at Appendix 2, and below.



## Support & Maintenance

### Assurance Premium OS3 (ZGGD)

#### Application Support

- Direct Access to Application Scientist expert support by phone
- Guaranteed same day response by an application scientist expert via email
- On-site field application of Bioinformatics consultation on request during the plan period
- Guaranteed field application support on site response time of 3 business days after qualification of the issue. Field application support includes carrying out a control run and includes all consumables for onsite trouble shooting.

**Field Service:** as described below

#### AB Assurance Field service:

- Includes all Labour, Parts and Travel for unlimited breakdowns throughout the contract period
- One Planned Maintenance service visit per annum, includes Pure Dye Calibration (kit and engineer labour included)
- Free access to Technical Support helpline
- Guaranteed call back within 3 working hours for breakdowns
- Engineer is guaranteed on site within 24 working hours from reporting breakdown

#### 24 Hour Response

- Engineer is guaranteed on site within 24 working hours from reporting breakdown
- Please report all breakdowns to our Customer Service Department (tel: 00-800-5345-5345)

2.1.5 The Supplier shall maintain an asset register of all equipment in respect of which the Support Services will be provided and provide in time for the meeting a monthly report as per Clause 2.7 of this Order Form to the Authority for all maintenance and repairs carried out on each site. The Asset Register will be updated by mutual agreement of the Parties by the addition and removal of equipment. The Parties shall review the Asset Register for accuracy no less often than once per month.

#### (2.2) Premises and Location(s) at which the Services are to be provided:

- 2.2.1 The Supplier shall deliver the support services to the sites listed in Appendix 1 or such other location as the Authority specifies from time to time.
- 2.2.2 The Authority may at any time move equipment between laboratory sites, remove, substitute or add equipment to the contract. The Authority shall provide the Supplier with as much notice of equipment moves as possible and, in any event, not less than 10 days' notice.
- 2.2.3 The Authority may, at any time by giving 1 months' notice to the Supplier add or remove equipment, and add or remove locations, set out in the tables above to the scope of this contract and the charges shall change in proportion to such equipment changes. At the expiry of the notice period, the scope of the contract shall be extended or reduced, as applicable to reflect the



amended scope set out in the notice.

2.2.4 The Authority shall provide the Supplier with as much notice of equipment moves as possible and, in any event, not less than 10 days' notice. Upon notification from the Authority the Supplier shall immediately suspend all costs related to, or arising from, such equipment to the greatest extent possible. The Supplier shall not, in any event, charge the Authority any costs relating to such equipment whatsoever or however arising after 30 days of notification and immediate suspension. For the avoidance of doubt and notwithstanding anything to the contrary herein, the Supplier shall be entitled to charge the Authority for any decommissioning and recommission which the Authority instructs the Supplier to undertake.

2.2.5 If any assets transfer to the NHS during the Term, the remaining maintenance period will be included in the asset transfer agreement/s. The Supplier shall enter into any novation agreement reasonably considered necessary by the Authority to effect or facilitate such asset transfer.

2.2.6 All planned Services delivery shall be pre-advised by the Supplier to the Authority's primary delivery contact stated below (individually or collectively be known as the "Delivery Contact") at least 48 hours prior to attendance:

2.2.7 Primary delivery contact: Business Operational Contact [REDACTED]

E-mail: [REDACTED]

2.2.8 The Supplier shall provide the following data when notifying the Delivery Contact:

- Supplier name;
- Authority's Order Number;
- Item reference, Supplier's part code, description and quantity;
- Full service detail at item level and any special instructions originally entered for Authority's Order (e.g. project).

2.2.9 The Delivery Contact will confirm:

- Booking reference number;
- Date and time of service (where applicable); and
- Delivery address.

2.2.10 Delivery of the Goods/Services shall be considered to have occurred when the Delivery Contact or other authorised representative of the Authority at the Authority's nominated location has signed the service / maintenance recording sheet.

### **(2.3) Key personnel of the Supplier to be involved in the Goods / Services:**

Name: [REDACTED]

Address : Thermo Fisher Scientific, 3 Fountain Drive, Inchinnan Business Park, Paisley, PA4 9RF

Phone: [REDACTED]

E-mail: [REDACTED]

### **(2.4) Performance standards:**

- The Supplier shall deliver the Services to good industry standards.
- Timely delivery of the Services in accordance with section 2.6 below.
- Quality of Services i.e. Services to meet Specifications as stated in section 2.1 & 2.5.
- Proof of delivery of the Services to be supplied with each monthly consolidated invoice.

**(2.5) Quality standards:**

The Supplier shall maintain and repair the equipment to the level of the Supplier's manufactured specifications as sold by the Supplier to the Authority. The equipment must meet the laboratories ISO standard UKAS ISO 15189 "Medical Laboratories" accreditation at all times.

**(2.6) Contract monitoring arrangements:**

The Authority Contract Manager (or their delegate) and the Supplier Contract Manager shall meet Monthly (or such other frequency as reasonably requested by the Authority) and no less than quarterly (unless otherwise notified by the Authority) to discuss the Supplier's performance and other matters connected to the delivery of the Contract.

**(2.7) Management information and meetings:**

2.7.1 At the Authority's request, within five (5) Working Days of such request, the Supplier shall provide such management information to the Authority as the Authority may reasonably request from time to time (including without limit any information about the Supplier's supply chain and its compliance in relation to sustainability requirements).

2.7.2 Performance and key performance indicators to be reported by the Supplier on a monthly basis include:

1. List of current equipment (the "**Asset Register**");
2. Schedule of the equipment for Planned Maintenance in the forthcoming month;
3. Schedule of the completed equipment Planned Maintenance;
4. Number of service call outs received with reference to associated equipment serial number;
5. Equipment performance reviewed including levels of equipment break down;
6. Review of time to fix rate resolution, and review of Thermo Fisher escalation procedure if necessary;
7. Details of callouts by location, including root cause analysis; and
8. Repairs carried out at each site.

**3. CONFIDENTIAL INFORMATION (if applicable)****(3.1) The following information shall be deemed Confidential Information:**

- Supplier pricing.
- Contact details including, but not limited to, email addresses, landline / mobile phone numbers, etc. of Supplier representatives
- Contact details including, but not limited to, email addresses, landline / mobile phone numbers, etc. of Authority's representatives

**(3.2) Duration that the information shall be deemed Confidential Information:**

For a period of three (3) years after the expiry or earlier termination of this Contract unless otherwise agreed in writing by the Parties.

**4. DATA PROCESSING (if applicable)****(4.1) Personal Data to be processed by the Supplier:**

In accordance with the Data Protection Protocol.

**5. LEASE / LICENSE (if applicable)****(5.1) The Authority is granting the following lease or licence to the Supplier:**

N/A

**Signature (Authority):**

DocuSigned by:



Date Signed: 29/06/2022

**Signature (Supplier):**

DocuSigned by:



Date Signed: 29 June 2022



## **Annex A**

### **Order Specific Key Provisions**

#### **1. Delivery and Risk:**

- 1.1. The Supplier shall deliver the services to the location set out in Section 2.2 of this order form.
- 1.2. The Supplier will ensure that the provisions of service support are made in accordance with the terms of this Order Form including this Annex A, Appendices 1, 2 and 3 hereto, and the Call-Off Terms and Conditions.

#### **2. Invoicing Process:**

- 2.1 Payment terms are net 30 days from receipt of a valid monthly invoice.
- 2.2 Within 10 Business Days of receipt of the Supplier's countersigned copy of the Contract, the Authority will send a unique purchase order ("PO") number. The Supplier must be in receipt of a valid PO number before submitting an invoice.
- 2.3 The Supplier shall provide a consolidated monthly invoice to the Authority for all Services received and accepted by the Authority each month.
- 2.4 The Supplier shall send all invoices for approval and shall include the proof of delivery to the Authority's designated finance mailbox e-mail: [REDACTED] and their agreed representative (to be confirmed at first Supplier meeting) before being submitted for payment.
- 2.5 All invoices must be sent quoting a valid purchase order number. The Supplier shall provide a current statement of accounts on a monthly basis; this is a standard commercial process and should show all invoices raised and amounts outstanding.
- 2.6 The Supplier shall provide compliant invoices that include a valid PO number, PO line item number (if applicable), PO line description, and the details (name and telephone number) of the Authority's authorised representative. Non – compliant invoices will be sent back to the Supplier, which may lead to a delay in a payment.
- 2.7 In support of Services being delivered the Supplier shall provide to the Authority a signed delivery note confirming receipt of the services.
- 2.8 The UK Health Security Agency, Nobel House, Smith Square, London, SW1P 3JR Supplier queries regarding payment must be forwarded to the Authority's Accounts Payable section by email to: [REDACTED]

**Appendix 1 – Asset List & Quotation Prices  
England & Scotland**

**RFL – in use assets**

Serial Number	Instrument	Location	Contract Period	Contract Type	Total Cost 12 month AB Premium = 24hr response)
711-85150	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24	
711-85362	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24	
711-85366	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24	
711-85806	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24	
711-85422	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24	
711-85805	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24	
711-85090	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24	
711-85152	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24	
711-85801	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24	
711-85759	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24	
711-85484	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24	
711-86184	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24	
711-86175	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24	
711-86177	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24	
711-85489	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24	
711-85486	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24	
711-8G0759	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24	
711-8G0757	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24	
711-8G0814	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24	
711-8G0861	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24	

711-8G0856	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24
711-8G0828	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24
711-8G0821	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24
711-8G0848	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24
711-8G0739	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24
711-8G0738	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24
711-8G0748	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24
711-8G0744	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24
711-8G0811	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24
711-8G0649	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24
711-8G0664	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24
711-8G0798	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24
711-8G1584	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24
711-8G1583	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24
711-8G0754	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24
711-8G0995	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24
711-8G1575	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24
711-8G0842	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24
711-8G0864	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24
711-8G0835	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24
711-8G0727	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24
711-8G0667	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24
711-8G0657	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24
711-8G0687	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24
711-8G1648	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24
711-8G0770	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24
711-8G1651	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24
711-8G0792	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24
711-8G1669	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24
711-8G1656	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24
711-8G1686	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24
711-8G0882	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24



711-8G0865	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24	
711-8G1750	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24	
711-8G0731	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24	
711-8G0990	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24	
711-8G1644	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24	
711-8G1671	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24	
711-8G1657	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24	
711-85146	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24	
711-85222	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24	
711-85847	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24	
711-85224	King Fisher Flex	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24	
278874698	QuantStudio 7	RFL	01/04/2022 - 31/03/2023	AB Premium and AB Response 24	

## Glasgow – in use assets (all 52 assets – 3 months)

Serial Number	Instrument	Location	Contract Period	Contract Type	Total Cost 3 month AB Premium = 24hr response)
2750109428	7500 Fast	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
2750109588	7500 Fast	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
2750109604	7500 Fast	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
2750109598	7500 Fast	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
2750109436	7500 Fast	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
2750109432	7500 Fast	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
2750109781	7500 Fast	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
2750109782	7500 Fast	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
2750109592	7500 Fast	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
2750109430	7500 Fast	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
2750109435	7500 Fast	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	

2750109590	7500 Fast	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
2750109788	7500 Fast	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
2750109587	7500 Fast	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
2750109308	7500 Fast	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
2750109789	7500 Fast	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
2750109591	7500 Fast	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
2750109787	7500 Fast	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
2750109790	7500 Fast	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
2750109791	7500 Fast	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
2750109594	7500 Fast	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
2750109586	7500 Fast	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
2750109256	7500 Fast	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
2750109410	7500 Fast	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
2750109270	7500 Fast	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
2750109593	7500 Fast	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
2750109224	7500 Fast	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
2750109227	7500 Fast	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
2750109218	7500 Fast	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
2750108593	7500 Fast	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
2750109211	7500 Fast	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
2750109589	7500 Fast	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
2750109785	7500 Fast	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
2750109777	7500 Fast	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
2750109784	7500 Fast	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
2750109783	7500 Fast	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
2750109408	7500 Fast	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
2750109584	7500 Fast	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	



711-8G2175	KF FLEX WITH 96 DW HEAD EACH	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
711-8G2223	KF FLEX WITH 96 DW HEAD EACH	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
711-8G0743	KF FLEX WITH 96 DW HEAD EACH	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
711-8G0553	KF FLEX WITH 96 DW HEAD EACH	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
711-8G0736	KF FLEX WITH 96 DW HEAD EACH	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
711-8G2193	KF FLEX WITH 96 DW HEAD EACH	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
711-8G2234	KF FLEX WITH 96 DW HEAD EACH	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
711-8G1835	KF FLEX WITH 96 DW HEAD EACH	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
711-8G2236	KF FLEX WITH 96 DW HEAD EACH	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
711-8G2225	KF FLEX WITH 96 DW HEAD EACH	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
711-8G0734	KF FLEX WITH 96 DW HEAD EACH	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
711-8G2224	KF FLEX WITH 96 DW HEAD EACH	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
711-8G2191	KF FLEX WITH 96 DW HEAD EACH	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	
711-8G1838	KF FLEX WITH 96 DW HEAD EACH	Glasgow	01/04/2022 - 30/06/2022	AB Premium and AB Response 24	



## Glasgow – in use assets (30 assets – 9 months)

Total	Instrument	Location	Contract Period	Contract Type	Total Cost 6 month AB Premium = 24hr response)
2750109430	7500 Fast	Glasgow	01/07/2022 - 31/03/2023	AB Premium and AB Response 24	
2750109435	7500 Fast	Glasgow	01/07/2022 - 31/03/2023	AB Premium and AB Response 24	
2750109590	7500 Fast	Glasgow	01/07/2022 - 31/03/2023	AB Premium and AB Response 24	
2750109788	7500 Fast	Glasgow	01/07/2022 - 31/03/2023	AB Premium and AB Response 24	
2750109587	7500 Fast	Glasgow	01/07/2022 - 31/03/2023	AB Premium and AB Response 24	
2750109308	7500 Fast	Glasgow	01/07/2022 - 31/03/2023	AB Premium and AB Response 24	
2750109789	7500 Fast	Glasgow	01/07/2022 - 31/03/2023	AB Premium and AB Response 24	
2750109591	7500 Fast	Glasgow	01/07/2022 - 31/03/2023	AB Premium and AB Response 24	
2750109787	7500 Fast	Glasgow	01/07/2022 - 31/03/2023	AB Premium and AB Response 24	
2750109790	7500 Fast	Glasgow	01/07/2022 - 31/03/2023	AB Premium and AB Response 24	
2750109791	7500 Fast	Glasgow	01/07/2022 - 31/03/2023	AB Premium and AB Response 24	
2750109594	7500 Fast	Glasgow	01/07/2022 - 31/03/2023	AB Premium and AB Response 24	
2750109586	7500 Fast	Glasgow	01/07/2022 - 31/03/2023	AB Premium and AB Response 24	
2750109256	7500 Fast	Glasgow	01/07/2022 - 31/03/2023	AB Premium and AB Response 24	

2750109410	7500 Fast	Glasgow	01/07/2022 - 31/03/2023	AB Premium and AB Response 24	
2750109270	7500 Fast	Glasgow	01/07/2022 - 31/03/2023	AB Premium and AB Response 24	
2750109593	7500 Fast	Glasgow	01/07/2022 - 31/03/2023	AB Premium and AB Response 24	
2750109777	7500 Fast	Glasgow	01/07/2022 - 31/03/2023	AB Premium and AB Response 24	
2750109784	7500 Fast	Glasgow	01/07/2022 - 31/03/2023	AB Premium and AB Response 24	
2750109783	7500 Fast	Glasgow	01/07/2022 - 31/03/2023	AB Premium and AB Response 24	
2750109408	7500 Fast	Glasgow	01/07/2022 - 31/03/2023	AB Premium and AB Response 24	
2750109584	7500 Fast	Glasgow	01/07/2022 - 31/03/2023	AB Premium and AB Response 24	
711-8G2175	KF FLEX WITH 96 DW HEAD EACH	Glasgow	01/07/2022 - 31/03/2023	AB Premium and AB Response 24	
711-8G2223	KF FLEX WITH 96 DW HEAD EACH	Glasgow	01/07/2022 - 31/03/2023	AB Premium and AB Response 24	
711-8G2193	KF FLEX WITH 96 DW HEAD EACH	Glasgow	01/07/2022 - 31/03/2023	AB Premium and AB Response 24	
711-8G2234	KF FLEX WITH 96 DW HEAD EACH	Glasgow	01/07/2022 - 31/03/2023	AB Premium and AB Response 24	
711-8G1835	KF FLEX WITH 96 DW HEAD EACH	Glasgow	01/07/2022 - 31/03/2023	AB Premium and AB Response 24	
711-8G2236	KF FLEX WITH 96 DW HEAD EACH	Glasgow	01/07/2022 - 31/03/2023	AB Premium and AB Response 24	
711-8G2191	KF FLEX WITH 96 DW HEAD EACH	Glasgow	01/07/2022 - 31/03/2023	AB Premium and AB Response 24	
711-8G1838	KF FLEX WITH 96 DW HEAD EACH	Glasgow	01/07/2022 - 31/03/2023	AB Premium and AB Response 24	

## Appendix 2 Service Level

<b>Support &amp; Maintenance</b>	
<b>Assurance Premium OS3 (ZGGD)</b>	
<b>Application Support</b>	<ul style="list-style-type: none"> <li>• Direct Access to Application Scientist expert support by phone</li> <li>• Guaranteed same day response by an application scientist expert via email</li> <li>• On-site field application of Bioinformatics consultation on request during the plan period</li> <li>• Guaranteed field application support on site response time of 3 business days after qualification of the issue. Field application support includes carrying out a control run and includes all consumables for onsite trouble shooting.</li> </ul>
<b>Field Service:</b> as described below	
<b>AB Assurance Field service:</b>	
	<ul style="list-style-type: none"> <li>• Includes all Labour, Parts and Travel for unlimited breakdowns throughout the contract period</li> <li>• One Planned Maintenance service visit per annum, includes Pure Dye Calibration (kit and engineer labour included)</li> <li>• Free access to Technical Support helpline</li> <li>• Guaranteed call back within 3 working hours for breakdowns</li> <li>• Engineer is guaranteed on site within 24 working hours from reporting breakdown</li> </ul>

### **24 Hour Response**

- Engineer is guaranteed on site within 24 working hours from reporting breakdown
- Please report all breakdowns to our Customer Service Department (tel: 00-800-5345-5345)