



**APPENDIX B
SERVICE DESCRIPTION**

CONTENTS

1.	INTRODUCTION.....	2
2.	PURPOSE.....	2
3.	BACKGROUND TO THE AUTHORITY	2
4.	SCOPE OF THE REQUIREMENTS	3
5.	SERVICE LEVELS AND PERFORMANCE	5
6.	PAYMENT AND INVOICING	6
7.	ADDITIONAL REQUIREMENTS	6
8.	SERVICE LOCATION	6
9.	SECURITY REQUIREMENTS.....	7



Appendix B – Statement of Requirements

1. INTRODUCTION

- 1.1 The Home Office Centre for Applied Science and Technology (CAST) is a scientific and technical organisation offering advice and guidance to the Home Office and other Government Organisations.

2. PURPOSE

- 2.1 The Home Office Centre for Applied Science and Technology (CAST) are looking to invite offers for the servicing and maintenance of equipment and systems, detailed below, at their Sandridge site.

3. BACKGROUND TO THE AUTHORITY

- 3.1 CAST is a unique team of scientists and engineers at the heart of the Home Office providing expert advice, innovation and frontline support. CAST are the primary science and technology interface between Home Office ministers and policy makers, frontline delivery partners, and the suppliers of science and technology. Understanding the policy and operational context of Home Office business allows CAST to operate where others cannot for reasons of impartiality, national security or market failure.
- 3.2 CAST supports the full range of Home Office interests in policing and tackling crime, counter-terrorism, border security and controlling immigration. Our extensive in-house skills and expertise, coupled with access to industrial, academic and international networks, ensures that we are able to provide the right advice and support, irrespective of the problem.
- 3.3 CAST is a diverse work environment including offices, and a variety of technical facilities and laboratories.

Appendix B – Statement of Requirements

4. SCOPE OF THE REQUIREMENT

4.1 This service contract will be for a 4 year term and will include planned annual maintenance visits as well as ad hoc call outs for any required repairs or additional services.

4.2 Table A provides a list of the equipment to be covered by this contract.

4.2.1 Table A

EQUIPMENT	REQUIREMENT	LOCATION
Firing Range	Firing Range Ventilation System	SANDRIDGE, ST ALBANS, HERTS
Firing Range	Firing Range Deep Clean	SANDRIDGE, ST ALBANS, HERTS

4.3 The Supplier must carry out annual planned maintenance visits every 12 months to test the firing range ventilation system and to deep clean the firing range.

4.4 During the planned maintenance visit, the Supplier must;

4.4.1 Test the firing range ventilation system which will include a minimum of;

4.4.1.1 Testing the ventilation units to ensure they are operational.

4.4.1.2 Check all alarm wiring to the units are in good condition.

4.4.1.3 Check the ventilation panel for any faults.

4.4.1.4 Cleaning of the plenum chamber and install new filters.

4.4.1.5 Removal and disposal of inlet and extract filters.

4.4.1.6 Replace and install new inlet and extract filters.

4.4.1.7 Check all sound proofing panels are in place and repair if necessary.

4.4.1.8 All work conducted must ensure compliance with the Control of Substances Hazardous to Health Regulations (COSHH).

4.4.2 Deep clean the firing range which will include a minimum of;

4.4.2.1 Washing, drying and vacuuming of the entire firing range floor.

4.4.2.2 All horizontal surfaces vacuumed and wiped.

4.4.2.3 Empty the GranTrap bullet trap.



Appendix B – Statement of Requirements

- 4.4.2.4 De-leading of the GranTex.
- 4.4.2.5 Replace and install new front retention panel on the bullet trap.
- 4.4.2.6 All work conducted must ensure compliance with the Control of Substances Hazardous to Health Regulations (COSHH).
- 4.4.3 Produce a detailed service report which will include a minimum of;
 - 4.4.3.1 Details of the location, date of visit and contact on site.
 - 4.4.3.2 Details of maintenance activities carried out.
 - 4.4.3.3 List of required parts used if applicable.
 - 4.4.3.4 Details of the company taking the waste away and their waste carrier number as registered with the Environment Agency.
 - 4.4.3.5 Details of company name and location of the site that the waste will be disposed at.
 - 4.4.3.6 All reports to be provided to CAST no later than 5 working days for each service and maintenance visit for each individual unit.
- 4.5 The Supplier visit schedules will be agreed upon award of contract with the successful Supplier.
- 4.6 Specific dates and times must be confirmed with CAST 1 month before the service visits. Contact details will be given to the successful Supplier upon completion of the procurement activity.
- 4.7 The contract must cover ad hoc call outs for any required additional maintenance or breakdown and repairs.
- 4.8 The Supplier must be able to attend call outs within 48 hours of the Supplier being contacted.
- 4.9 Suppliers must provide a report following an ad hoc call out which will include a minimum of;
 - 4.9.1 Details of what the issue was.
 - 4.9.2 Details of what the actions were or details of the plan that was put in place to resolve the issue.
 - 4.9.3 Details of associated cost.
 - 4.9.4 List of required parts used if applicable.
- 4.10 There will be no limit or cap on the number of call outs during the life of the contract.



Appendix B – Statement of Requirements

- 4.11 The Supplier must be able to keep and provide a register of breakdown call outs which CAST can request at any time. The register should detail a minimum of how many times a piece of equipment has required a call out, what the call out was for, how it was resolved and if any new parts were needed.
- 4.12 The Supplier must be able to supply replacement parts at a firm price for the duration of the contract (4 years) for all the equipment listed in Table A above. Suppliers are expected to provide costs for the most common parts within their tender submission. The list provided below in Table B is an indicative list of parts that may be required. This list is not exhaustive and is to be used as a guide to complete costs for a comprehensive parts list. Parts must be quoted for separately within Appendix E – Pricing Matrix. The costs provided will be used for information only and will not be used for evaluation purposes.

4.12.1 Table B

<u>PARTS</u>
Sound Proofing Panels
Switches
Electrical Wiring

- 4.12.2 CAST will place an order as or when parts are needed.
- 4.12.3 Replacement parts need to be new original manufactures parts and sourced from a reputable source.
- 4.13 The Supplier must be able to provide standard Personal Protection Equipment (PPE) to the engineer for the task/job that they are required to do plus any products (chemicals/tools/waste containers and equipment) that they require to be used during their visit.

5. SERVICE LEVELS AND PERFORMANCE

- 5.1 The Authority will measure the quality of the Supplier’s delivery by:
 - 5.1.1 The receipt of the detailed reports provided after every site visit to CAST no later than 5 working days after the site visit including ad hoc call outs, providing full details of any works undertaken including details of the equipment, results of the maintenance visit, details of maintenance activities carried out, any parts used, details of any issues and details of associated costs.
 - 5.1.2 Meeting the specified supplier visit schedules. On award of contract with the successful Supplier, supplier visit schedules will be agreed for the annual service visits. The Supplier will be responsible to notify CAST 1 month before a service visit to arrange an agreeable date and time for the services to take place.
 - 5.1.3 The Supplier’s ability to attend an ad hoc call out within 48 hours (working hours Monday-Friday) of the Supplier being contacted.



Appendix B – Statement of Requirements

6. PAYMENT AND INVOICING

- 6.1 The Supplier should ensure all invoices are sent to:
- 6.1.1 Home Office Shared Service Centre
HO Box 5015
Newport, Gwent NP20 9BB
Tel: 08450 100125
Fax: 01633 581514
Email: post-room-rescan@homeoffice.gsi.gov.uk
- 6.2 Travel and subsistence must be billed in accordance with the Home Office Policy (Please see Annex A)
- 6.3 The planned service visit for the first year of the contract will be invoiced in February irrespective of the service date. All other planned service visits for the remainder of the contract will be invoiced in January irrespective of the service dates.
- 6.4 If parts are required by CAST from the Supplier a written quotation must be approved by CAST before any works commence.
- 6.5 All parts required throughout the contract will be paid via purchase order.

7. ADDITIONAL REQUIREMENTS

- 7.1 The contract is required to commence in February 2016 and last for 4 years.
- 7.2 Service visits are required to take place in March each year for the duration of the contract.
- 7.3 A site visit will be held at the Sandridge site on Tuesday 2nd February 2016 to enable potential Suppliers to view the equipment requiring a service contract alongside a CAST representative.
- 7.4 Potential suppliers must confirm their attendance by 10am Thursday 28th January 2016 via a message on the e-sourcing portal. Suppliers are restricted to three individuals per visit and the names of the individuals must be provided in advance via the message on the e-sourcing portal. It is a requirement of the sites that photographic identification such as a passport or driving licence be presented at security. There is adequate parking at both sites; please note that vehicles may be subject to a security search upon entry.
- 7.5 Evaluation of the contractor's Experian Credit Search will be carried out by Crown Commercial Service's "Commercial Intelligence" department, and any risk will be identified and referred to the Procurement Lead.
- 7.6 If there is any risk to the delivery of this contract being identified through this exercise Crown Commercial Service reserves the right to remove any bidder from this Procurement process.

8. SERVICE LOCATION

- 8.1 The location where the services will be carried out is:
-



Appendix B – Statement of Requirements

- 8.1.1 CAST,
Woodcock Hill,
Sandridge,
St Albans,
Herts,
L4 9HQ

9. SECURITY REQUIREMENTS

- 9.1 CAST Sandridge is a guarded site. Therefore visitors will be stopped at the guard's check point and then be directed to reception to meet the nominated CAST representative via the visitor car park at the top of site.
- 9.2 Visitors will be escorted for the duration of their visit.

Annex A

1. HOME OFFICE INNLAND TRAVEL MANUAL

1.1 Charges are to be no more than the upper limit:

2. NIGHT BED AND BREAKFAST AND MEAL RATES

MEAL RATE TYPE	RATES PER DAY	
	LONDON	ELSEWHERE
BED & BREAKFAST RATE	£125.00	£90.00
24-HOUR RATE MEAL RATE	UP TO £26.00	UP TO £26.00

3. TRAVEL ALLOWANCES

3.1 Public transport rate of motor mileage

3.1.1 23.8p per mile

4. STANDARD RATE OF MOTOR MILEAGE

4.1 Public transport rate of motor mileage (All engine sizes)

4.1.1 Up to 10,000 miles: 40p per mile

4.1.2 Over 10,000 miles: 25p per mile

5. MOTOR CYCLES AND MOTOR CYCLE COMBINATIONS

5.1 All sizes and mileage

5.1.1 24p per mile.

6. PASSENGER SUPPLEMENT

6.1 5P per mile per passenger

7. PEDAL CYCLE ALLOWANCE

7.1 6.2P per mile

8. CAR MILEAGE



OFFICIAL CAR RATE		
ENGINE CAPACITY	PETROL	DIESEL
UP TO 1400CC	11p per mile	9p per mile
1401 - 2000CC	14p per mile	9p per mile
ABOVE 2000CC	21p per mile	13p per mile