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OFFICIAL



**1. PURPOSE**

- 1.1 The purpose of this procurement is to award a contract to a sole Supplier for the Provision for a 3D Printer Service and Support Contract for the Home Office Centre for Applied Science and Technology’s (CAST) Sandridge site.
- 1.2 The Home Office Centre for Applied Science and Technology (CAST) will hereafter be referred to as the Authority.

**2 BACKGROUND TO THE CONTRACTING AUTHORITY**

- 2.1 CAST (the “Authority”) is a unique team of scientists and engineers at the heart of the Home Office providing expert advice, innovation and frontline support. The Authority is 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 the Authority to operate where others cannot for reasons of impartiality, national security or market failure.
- 2.2 The Authority’s expertise and activities are focused into capability areas that serve the range of Home Office interests in contraband detection; crime prevention and community safety; cyber; forensics; identity assurance; protective security; public order and surveillance.

**3 BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT**

- 3.1 The Authority has a requirement to put in place a four (4) year support agreement in order to ensure the 3D Printer is adequately covered for repair in the event of equipment failure.
- 3.2 The 3D Printer that shall be covered by the contract is as follows:
  - 3.2.1. DIMENSION 768 ELITE 3D PRINTER (Serial Number: 180-00150).

**4 DEFINITIONS**

Expression or Acronym	Definition
CAST	Centre for Applied Science and Technology, the Authority
Consumables	Items which are required for the printer to operate but that need to be replaced, for example: Support Material Cartridges, Model Material Cartridges, Tip Cleaning Assembly, Chamber Lamp, Tip Shroud, Modelling Base
Peripherals	Items of equipment or software that can be used in conjunction with the printer, for example: 3D scanner, uninterruptible power supply (UPS), networking equipment

**5 SCOPE OF REQUIREMENT**

- 5.1. The scope for this requirement is to provide a service and support contract for the instrument identified by the serial number 180-00150.



- 5.2. The scope of the agreement shall cover the 3D printer but not any peripheral equipment.
- 5.3. The agreement shall provide corrective service but not preventative maintenance as this equipment does not warrant an external planned preventative maintenance. The Authority will carry out the day to day maintenance of the equipment as per the user manual.
- 5.4. The Authority requires potential providers to supply indicative costs for peripherals and the provision of OEM consumables. This is for information only purposes for the Authority to review.

**6 THE REQUIREMENT**

- 6.1 The support contract shall include:
  - 6.1.1 Standard Corrective service to include parts and labour (unlimited)
  - 6.1.2 Software upgrades for the duration of the contract
  - 6.1.3 Telephone and email support
- 6.2 The cost of the base support contract shall exclude:
  - 6.2.1 Consumable items
  - 6.2.2 Peripheral equipment
- 6.3 The Potential Provider shall however make provision from the supply consumables and peripheral equipment (accessories) for the duration of the contract as chargeable optional extras.
- 6.4 The Potential Provider should note the following project milestones that the Authority will measure the quality of delivery against:

Milestone	Description	Timeframe
1	Contract commences	26 <sup>th</sup> June 2017
2	Contract ends	25 <sup>th</sup> June 2021

**7 AUTHORITY'S RESPONSIBILITIES**

- 7.1 The Authority will provide contact details of key project personnel upon the award to the successful supplier.

**8 REPORTING**

- 8.1 The Authority requires a report to be issued following an engineer visit. The report shall detail any and all works carried out, detail any diagnostic steps taken (if applicable), describe the fault (if applicable), confirm what action was taken and include an itemised list of parts changed (if applicable).
- 8.2 If parts are required, the Authority would ask that OEM parts are used in the event that they may be required.



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## **9 VOLUMES**

- 9.1 The Authority has a single 3D printer to be covered by this contract.
- 9.2 The Authority has only required engineer call out on two (2) occasions since 2014.
- 9.3 The frequency of breakdowns from the usage of the 3D printer are on average around 4-5 times since 2014. One of the cases the users were able to fix the issue with telephone support and through purchasing and replacing parts, on two occasions an engineer had to attend site.

## **10 CONTINUOUS IMPROVEMENT**

- 10.1 The Potential Provider shall be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
- 10.2 Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

## **11 SUSTAINABILITY**

- 11.1 Not Applicable.

## **12 QUALITY**

- 12.1 It would be advantageous if the supplier held ISO 9001 accreditation.

## **13 PRICE**

- 13.1 The service and support agreement price shall be a FIRM annual price, payable in advance each year for a period of four (4) years at the agreed annual fee for each year excluding VAT.
- 13.2 The Potential Provider shall provide a list of consumables and peripherals which are compatible with the 3D printer.
- 13.3 The price of the consumables shall be FIRM for the duration of the contract.
- 13.4 If consumables and peripherals are required these shall be invoiced separately but shall be covered by the same purchase order as the service contract.
- 13.5 Prices are to be submitted via the Appendix E excluding VAT.

## **14 STAFF AND CUSTOMER SERVICE**

- 14.1 The Authority requires the Potential Provider to provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service to all Parties.
- 14.2 Potential Provider's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract.



14.3 The Potential Provider shall ensure that staff understand the Authority’s vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

**15 SERVICE LEVELS AND PERFORMANCE**

15.1 The Authority will measure the quality of the Supplier’s delivery by:

15.1.1 The Authority will monitor the time taken for repairs to be completed and review the quality of the reports provided in order to assess the Potential Providers service levels and performance. The availability of telephone and email support will also be used as a metric.

KPI/SLA	Service Area	KPI/SLA description	Target
1	Support Response	The Potential Provider will provide a Next Business Day support. In this situation a response is deemed to be an engineer attending site to diagnose a fault and carry out a repair.	98%
2	Telephone Support	The Potential provider is required provide as a minimum, maintenance and help desk / support during core operational hours between the hours of 09:00 to 17:00 Monday to Friday, excluding UK Bank Holidays.	98%
3	Email Support	The Supplier shall provide the following facilities at no additional cost to Contracting Authorities: <ul style="list-style-type: none"> <li>log support calls with a help desk by email or by phone; support during core operational hours between the hours of 09:00 to 17:00 Monday to Friday, excluding UK Bank Holidays.</li> </ul>	98%

15.1.2 Where the Authority identifies poor performance against the agreed KPI’s, the Supplier shall be required to attend a performance review meeting. The performance review meeting shall be at an agreed time no later than 10 working days from the date of notification at the Customer’s premises.

15.1.3 The Supplier shall be required to provide a full incident report which describes the issues and identifies the causes. The Supplier shall also be required to prepare a full and robust ‘Service Improvement Action Plan’ which sets out its proposals to remedy the service failure. The Service Improvement Plan shall



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be subject to amendment following the performance review meeting and agreed by all parties, including the Crown Commercial Service prior to implementation.

15.1.4 Where the Supplier fails to provide a Service Improvement Plan or fails to deliver the agreed Service Improvement Plan to the required standard, the Customer reserves the right to seek early termination of the contract in accordance with the procedures set out in Appendix C – Framework Terms and Conditions

**16 SECURITY REQUIREMENTS**

16.1 The Authority's site is secure and any visitors are escorted at all times therefore no specific security clearances are required.

**17 INTELLECTUAL PROPERTY RIGHTS (IPR)**

17.1 Not Applicable.

**18 PAYMENT**

18.1 Payment shall be made annually, in advance so that the equipment is covered by an active support contract.

18.2 Before payment can be considered, each invoice must include a detailed elemental breakdown of what is included and excluded in the contract. The requirements set out in this document must be met as a minimum.

18.3 The Authority will pay a fixed annual cost to the successful supplier for the duration of the contract for the support agreement and any optional extras will be handled separately.

**19 ADDITIONAL INFORMATION**

19.1 Potential providers will be subject to a financial check during the evaluation process.

**20 LOCATION**

21.1 The location the system is CAST, Woodcock Hill Sandridge, St Albans, Hertfordshire, AL4 9HQ.