



APPENDIX B
SERVICE DESCRIPTION

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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 on-going call off maintenance of Liquid Chromatography Mass Spectrometry (LC-MS) 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. CAST's extensive in-house skills and expertise, coupled with access to industrial, academic and international networks, ensures that they are able to provide the right advice and support, irrespective of the problem.
- 3.3 CAST are a diverse working environment including offices and a variety of technical facilities and laboratories.



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4. SCOPE OF THE REQUIREMENT

4.1 This service contract will be for a 4 year term and include planned and 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

Plant Number	Make	Description	Serial Number	Location
14381	CTC	HTS PAL AUTOSAMPLER	0922	SANDRIDGE BLOCK 2 ROOM 17
18585	AB SCIEX	LCMS API3000 MASS SPECTROMETER PLUS CTC	5360003	SANDRIDGE BLOCK 2 ROOM 17
18586	PERKIN ELMER	SERIES 200 PUMP	291N2080604	SANDRIDGE BLOCK 2 ROOM 17
18587	PERKIN ELMER	SERIES 200 PUMP	291N2070806	SANDRIDGE BLOCK 2 ROOM 17
18605	AB SCIEX	LCMS API4000 MASS SPECTROMETER PLUS CTC	J1810112	SANDRIDGE BLOCK 2 ROOM 17
NONE	CTC	PAL AUTOSAMPLER	111311	SANDRIDGE BLOCK 2 ROOM 17
NONE	CTC	HTS PAL AUTOSAMPLER	122514	SANDRIDGE BLOCK 4 XRAY LAB

4.3 The supplier must carry out annual planned maintenance visits to service each device listed in Table A.

4.3.1 The visit schedules will be agreed upon award of contract with the successful supplier.

4.3.2 Specific dates and times must be confirmed with CAST 1 month before the annual service visits. Contact details to be provided to the successful supplier upon completion of the procurement activity.

4.4 During the annual planned maintenance visit, the supplier must service the equipment according to the manufacturer's recommendations by:



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- 4.4.1 Testing the equipment (please find an indicative list below – please note that this is not an exhaustive list for this service requirement).
 - 4.4.1.1 Provide a report detailing pre and post PM for positive, negative modes and vacuum pressure.
 - 4.4.1.2 Engineer to use standard solution kit to infuse PPG and optimiser sprayer.
 - 4.4.1.3 Check instrument condition and cooling fan operation.
 - 4.4.1.4 Check the ion voltages.
 - 4.4.1.5 Vent the instrument following the manufacturer's procedure and check voltage to the instrument and record it.
 - 4.4.1.6 Inspect source and replace electrode and other source parts as required.
 - 4.4.1.7 Check and tighten all vacuum and electrical connections.
 - 4.4.1.8 Restart the instrument and allow pump down for a minimum of one hour before performing post PM tests.
 - 4.4.1.9 Check software is working on the LC-MS.
 - 4.4.1.10 Pumps: inspect and drain and replace roughing pump oil, replace oil, return filter if necessary and check oil for leaks. Replace air filter, remove and clean curtain plate, orifice, rig and skimmer and clean Q0.
 - 4.4.2 CTC's: As per manufacturer's guidance;
 - 4.4.2.1 Dismantle and clean.
 - 4.4.2.2 Replace seals.
 - 4.4.2.3 Replace orings.
 - 4.4.2.4 Replace rotor seal.
 - 4.4.2.5 Replace tension cords (both long and short).
 - 4.4.2.6 Replace needles and syringes (if necessary).
 - 4.4.2.7 Ensure that the instrument is aligning and working correctly.
 - 4.4.3 Produce a detailed service report per device which will include as a minimum:
 - 4.4.3.1 Details of the device, i.e. plant number, make, description, serial number, location, etc.
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- 4.4.3.2 Results of the service test
 - 4.4.3.3 Describe/detail of maintenance activities carries out.
 - 4.4.3.4 List of consumables/parts used if applicable.
 - 4.4.4 All reports must be produced and submitted to CAST no later than 5 working days for each service and maintenance visit for each individual unit, providing full details of any works undertaken and any parts or consumables used.
 - 4.5 Suppliers must hold ISO9001 and ISO14001 accreditations which will apply to the following approved environmental management system: Service, Support, Supply and Calibration of Scientific Equipment.
 - 4.6 Suppliers must submit copies of their ISO9001 and ISO14001 certificates as part of their tender submission.
 - 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 the device and 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/consumables used if applicable.
 - 4.10 There will be no limit or cap on the number of call outs during the life span of the service contract.
 - 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 or consumables 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 located in section 4.2.1. Suppliers are expected to provide costs for the most common parts and consumables within their tender submission. The list provided below in Table B (4.11.1) is an indicative list of parts and consumables that may be required. This list is not exhaustive and is to be used as a guide to complete costs for a comprehensive parts and consumables list. Both parts and consumables 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.
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4.11.1 Table B

<u>PARTS AND CONSUMABLES</u>
CTC Tension Cords
Guide Bushes
Rotor Seals
Needle Seals
Piston Seals
PE PTFE O Rings
Backing Rings
ABS-KIT-STD
Chemical Standard Kit
Syringes

4.12.2 Replacement parts and consumables need to be new original manufacturer's parts and sourced from a reputable source. Patent parts or second hand parts will not be acceptable.

4.12.3 CAST will place an order as or when parts or consumables are needed.

4.13 The service 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 service test, details of maintenance activities carried out, any parts or consumables used, details of any issues and details of associated costs.

5.1.2 Meeting the specified supplier visit schedule. 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.



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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 visits will be invoiced in January irrespective of the service dates.
- 6.4 If parts and consumables are required by CAST from the supplier a written quotation must be approved by CAST before any works commence.
- 6.5 All parts and consumables 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. Invoices should be invoiced in January irrespective of the service visit dates.
- 7.2 A site visit will be held at the Sandridge site on 18th January 2016 to enable potential suppliers to view the equipment requiring a service contract alongside a CAST representative.
- 7.3 Potential suppliers must confirm their attendance by 10am on 15th 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.
- 7.4 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.
- 7.5 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.



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8. SERVICE LOCATION

- 8.1 The location where the Services will be carried out is: CAST,
Woodcock Hill,
Sandridge,
St Albans,
Herts,
AL4 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 the 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

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