

Appendix 1**National Microbiology Framework Agreement
Order Form – C288620****FROM**

Authority:	UK Health Security Agency
Invoice address:	<p>All invoices must be sent, quoting a valid purchase order number (PO Number), to: [REDACTED]</p> <p>UKHSA Billing Address: Accounts Payable; UK Health Security Agency, Manor Farm Road, Porton Down, Salisbury, SP4 0JG</p> <p>UKHSA VAT No: GB888851648</p>
Contract Manager:	<p>Name: [REDACTED] Phone: [REDACTED] E-mail: [REDACTED]</p>
Secondary Contact: eg. business operational contact, project manager	<p>Name: [REDACTED] Phone: [REDACTED] E-mail: [REDACTED]</p>
Procurement lead	<p>Name: [REDACTED] Phone: [REDACTED] E-mail: [REDACTED]</p>
Name and address for notices:	<p>Name: [REDACTED] Address: UK Health Security Agency, Nobel House, 17 Smith Square, London, SW1P 3HX</p>
Internal reference (if applicable):	<p>To be quoted on all correspondence relating to this Order Form:</p> <p>Contract Reference: C288620</p>

TO

Supplier:	<p>SPT LABTECH LIMITED</p> <p>Company Number: 3300999</p>
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	Registered Address: Melbourn Science Park, Cambridge Road, Melbourn, Royston, Hertfordshire SG8 6EE
Contract Manager:	Name: [REDACTED] Phone: [REDACTED] E-mail: [REDACTED]
Name and address for notices:	Name: [REDACTED] Address: Melbourn Science Park, Cambridge Road, Melbourn, Royston, Hertfordshire SG8 6EE

Applicable terms and conditions

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

Appendix A	Call-off Terms and Conditions for the Supply of Goods and the Provision of Services	Applicable to this Contract										
Appendix B	Optional Additional Call-off Terms and Conditions for Installation and Commissioning Services	<input type="checkbox"/> (only applicable if this box is checked)										
Appendix C	Optional Additional Call-off Terms and Conditions for Maintenance Services	<input checked="" type="checkbox"/> (only applicable if this box is checked)										
Appendix D	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))										
Appendix E	Optional Additional Call-off Terms and Conditions for Reagent Rental	<input type="checkbox"/> (only applicable if this box is checked)										
Appendix F	Optional Additional Call-off Terms and Conditions for Managed Equipment Services	<input type="checkbox"/> (only applicable if this box is checked)										
Appendix G	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))										
Appendix H	<p>Further Optional Additional Call-off Terms and Conditions</p> <p>Each of the following clauses in Appendix H is only applicable to this Contract if the relevant box is checked:</p> <table border="1"> <tr> <td>1. TUPE applies at the commencement of the provision of Services</td><td><input type="checkbox"/></td></tr> <tr> <td>2. TUPE on exit</td><td><input type="checkbox"/></td></tr> <tr> <td>3. Different levels and/or types of insurance</td><td><input type="checkbox"/></td></tr> <tr> <td>4. Induction training for Services</td><td><input type="checkbox"/></td></tr> <tr> <td>5. Further Authority obligations</td><td><input type="checkbox"/></td></tr> </table>	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"/>	(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 checked="" 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"/>	
The additional Order Specific Key Provisions set out at Annex A (Order Specific Key Provisions) to this Order Form shall also apply to this Contract.		<input type="checkbox"/> (only applicable if this box is checked)	

1. CONTRACT DETAILS

(1.1) Commencement Date: The Contract shall commence on the date of signature by the Authority.

(1.2) Services Commencement Date (if applicable): The Services shall commence on the date of signature by the Authority.

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

1.3.1 The maximum value of the services, for the instruments stated in clause 2.1 **(the “Instruments”)** of this Order Form, that can be ordered under this Contract is £367,667.58 (three hundred and sixty-seven thousand, six hundred and sixty-seven pounds and fifty-eight pence) only (excluding VAT). **(the “Contract Price”)**. Full details of the Contract Price per annum are contained in Annex 2- Contract Price Breakdown, below. For the avoidance of doubt, the Authority is not committed to pay the full Contract Price.

1.3.2 The Contract Price is exclusive of VAT at the applicable rate but is inclusive of travel, expenses including subsistence, replacement parts and labour expenses.

(1.4) Term of Contract:

1.4.1 The Contract shall commence on the Services Commencement Date unless terminated earlier, or extended, in accordance with its terms, expire on 31st March 2026 **(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 3 (three) months written notice.

(1.5) Term extension options:

The Authority may extend the Contract Term twice by 12 months each time.

2. SERVICES REQUIREMENTS

(2.1) Description of the Services:

2.1.1 The Supplier shall provide the following service and maintenance provisions **(the “Services”)** in accordance with Annex 3 **(the “Specifications”)** of this Contract for the

equipment contained within Annex 2 – Contract Price Breakdown in clause 1.3 above.

- 2.1.2 The Supplier shall at the earliest opportunity after the Commencement Date arrange, in accordance with clause 2.2.4, to perform the preventative maintenance services stated in Annex 3, clause 3.1 as soon as practical.

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

- 2.2.1 The Supplier shall perform the service at all sites listed in annex 5 or such other location within the UK as advised by the Authority from time to time.

- 2.2.2 The Authority may at any time remove Instruments from the Contract or move Instruments between laboratory sites. The Authority may at any time substitute or add instruments to the Contract. The Authority shall provide the Supplier with as much notice of Instrument moves as possible and, in any event, not less than 10 (ten) days' notice. Upon notification from the Authority the Supplier shall immediately suspend all costs related to, or arising from, such Instrument to the greatest extent possible. The Supplier shall not, in any event, charge the Authority any costs relating to such Instrument whatsoever or however arising after 30 (thirty) 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.

- 2.2.3 All planned performance of the Services shall be pre-advised by the Supplier to the Authority's primary delivery contact ("**Delivery Contact**") stated below at least 2 (two) Business Days prior to the Services being performed on any or all of the Instruments at the relevant Premises and Locations:

Name: 
 Phone: 
 E-mail: 

- 2.2.4 The Supplier shall provide the following data when notifying the Delivery Contact:
- a Supplier name;
 - b Authority's PO Number.

- 2.2.5 The Delivery Contact will confirm:

- a) Booking reference number;
- b) Date and time of Supplier attending the relevant Premises and Locations;
- c) Premises and Locations address where the Services shall be performed.
- d) Any relevant policies, site guidelines/instructions in advance of the Supplier attending site

- 2.2.6 The Authority may refuse unscheduled performance of Services. In such event, the Supplier shall rearrange such performance of Services utilising the service delivery process set out in this Clause 2.2.

- 2.2.7 The Authority reserves the right to immediately remove from the Authority's site any Personnel who do not conform to the reasonable instructions, policies, rules and regulations of the Authority.

(2.3) Key personnel of the Supplier to be involved in the Services:

Name: [REDACTED]

Phone: [REDACTED]

E-mail: [REDACTED]

(2.4) Performance standards:

2.4.1 The Supplier shall deliver the Services in accordance with Good Industry Practice.

2.4.2 Timely delivery of the Services in accordance with section 2.6 below.

2.4.3 Quality of Services i.e., Services performed in accordance with the Specification as stated in Annex 3a of this Order Form.

(2.5) Quality standards:

2.5.1 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.

(2.6) Contract monitoring arrangements:

2.6.1 The Authority's Contract Manager (or their delegate) and Key Personnel of the Supplier shall meet to discuss the Supplier's performance and other matters connected to the delivery of the Contract. The frequency of such meetings shall be agreed between the Parties.

(2.7) Management information and meetings:

2.7.1 Contract management meetings will be set up to monitor, but not limited to, the following:

- a Delivery of the KPIs and preventative maintenance activities as set out in Annex 3a – Specifications of Preventative Maintenance Activities
- b Issues – including quality and performance
- c Invoicing
- d Callouts by laboratory staff, including root cause with reference to Instrument, associated serial number and incident number.
- e Issues that may have arisen (where relevant) following PM necessitating reperformance of the required Services.
- f Any other relevant business related to the scope of the Services

2.7.2 At the Authority's request, and within five (5) Business Days of such request, the Supplier shall provide such additional 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).

2.7.3 The Supplier shall submit the completed Management Information template (see Annex 6) 5 (five) Business Days prior to Contract management meetings.

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 Staff.
- 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:


N/A

5. LEASE / LICENSE (if applicable)

(5.1) The Authority is granting the following lease or licence to the Supplier:

N/A

For and on behalf of the Authority:




Full Name: 

Job Title/ Role: 

Date: 30/05/2024

For and on behalf of the Supplier:



Full Name: 

Job Title/ Role: 

Date: 30/05/2024

Annex 1

Order Specific Key Provisions

1. Introduction

- 1.1. Upon receipt of your countersigned copy of this letter, the Authority will send you a unique PO Number per site. You must be in receipt of a valid PO Number before submitting an invoice.
- 1.2. To avoid delay in payment it is important that the invoice is compliant and that it includes a valid PO Number, PO Number item number (if applicable) and the details (name and telephone number) of your Authority contact (i.e. Contract Manager). Non-compliant invoices will be sent back to you, which may lead to a delay in payment.

If you have a query regarding an outstanding payment, please contact our Accounts Payable section either by email to: [REDACTED] or by telephone [REDACTED] between 09:00-17:00 Business Days.

2. Acceptance of the Services

- 2.1 The Services shall be performed by the Supplier at the Premises and Location as agreed by the Parties in accordance with clause 2.2.3 of this Order Form.
- 2.2 The Authority shall ensure Staff shall have access to Premises and Location in accordance with clause 4 of the Call-Off Terms and Conditions.
- 2.3 The Authority shall (where relevant) provide Policies, site guidelines/instructions in advance of the Supplier attending site including the provision of any protective material such as PPE.
- 2.4 The Authority reserves the right to immediately remove from the Authority's site any Staff who do not conform to the reasonable instructions, policies, rules, and regulations of the Authority.
- 2.5 Performance of the Services shall be considered to have occurred when the Delivery Contact at the Authority's Premises and Location has signed the Acceptance of the Services form, an example of which is contained within Annex 4, thus confirming acceptance of the Services ("Acceptance"). In the event that the Services are not accepted by the Authority the Supplier shall reperform the Services at their own cost.
- 2.6 In the event that the Staff attend the Premises and Location, and the Equipment is unavailable for the Services to be performed on the date agreed between the Parties, the Parties will agree a revised date for the Services to be performed. The Supplier shall be able to request the reimbursement of the costs from the Authority in such an event and for the associated costs for a revisit i.e., calibration and labour time including travel.

Annex 2- Contract Price Breakdown

2.1 2024 price

Product	Serial Number	Start Date	End Date	Days of Cover	Annual price	Price Pro-rata	Discount	Total
reliance* complete mosquito	MHV2088	01/04/2024	31/03/2025	365				
reliance* complete mosquito	MHV2086	01/04/2024	31/03/2025	365				
reliance* complete mosquito	MHV2107	01/04/2024	31/03/2025	365				
reliance* complete mosquito	MHV2087	01/04/2024	31/03/2025	365				
reliance* complete mosquito	MHV2092	01/04/2024	31/03/2025	365				
reliance* complete mosquito	MHV2089	01/04/2024	31/03/2025	365				
reliance* complete mosquito	MHV2122	15/02/2024	31/03/2025	411				
reliance* complete mosquito	MHV2123	15/02/2024	31/03/2025	411				
reliance* complete mosquito	MHV2091	01/04/2024	31/03/2025	365				
reliance* complete mosquito	MHV2081	01/04/2024	31/03/2025	365				
reliance* complete mosquito	MHV2084	01/04/2024	31/03/2025	365				
reliance* complete mosquito	MHV2082	01/04/2024	31/03/2025	365				
reliance* complete mosquito	MHV2083	01/04/2024	31/03/2025	365				
reliance* complete mosquito	MHV2097	01/04/2024	31/03/2025	365				
reliance* complete dragonfly discovery 6	DFD220	01/04/2024	31/03/2025	365				
reliance* complete dragonfly discovery 3	DFD273	01/04/2024	31/03/2025	365				
reliance* complete dragonfly discovery 3	DFD274	01/04/2024	31/03/2025	365				
reliance* complete dragonfly discovery 3	DFD297	01/04/2024	31/03/2025	365				
reliance* complete dragonfly discovery 3	DFD275	01/04/2024	31/03/2025	365				
reliance* complete dragonfly discovery 3	DFD298	01/04/2024	31/03/2025	365				
reliance* complete dragonfly discovery 3	DFD326	01/04/2024	31/03/2025	365				
reliance* complete dragonfly discovery 3	DFD295	01/04/2024	31/03/2025	365				
reliance* complete dragonfly discovery 3	DFD315	01/04/2024	31/03/2025	365				
reliance* complete dragonfly discovery 3	DFD242	01/04/2024	31/03/2025	365				
reliance* complete dragonfly discovery 3	DFD241	01/04/2024	31/03/2025	365				
reliance* complete dragonfly discovery 3	DFD243	01/04/2024	31/03/2025	365				
reliance* complete AFR	AFR DFD220	01/04/2024	31/03/2025	365				
					sub-total	£201,697.53		
						Saving	£20,169.75	
					Total		£181,527.78	

2.2 2025 price

Product	Serial Number	Start Date	End Date	Days of Cover	Annual price	Price Pro-rata	Discount	Total
reliance* complete mosquito	MHV2088	01/04/2025	31/03/2026	365				
reliance* complete mosquito	MHV2086	01/04/2025	31/03/2026	365				
reliance* complete mosquito	MHV2107	01/04/2025	31/03/2026	365				
reliance* complete mosquito	MHV2087	01/04/2025	31/03/2026	365				
reliance* complete mosquito	MHV2092	01/04/2025	31/03/2026	365				
reliance* complete mosquito	MHV2089	01/04/2025	31/03/2026	365				
reliance* complete mosquito	MHV2122	01/04/2025	31/03/2026	365				
reliance* complete mosquito	MHV2123	01/04/2025	31/03/2026	365				
reliance* complete mosquito	MHV2091	01/04/2025	31/03/2026	365				
reliance* complete mosquito	MHV2081	01/04/2025	31/03/2026	365				
reliance* complete mosquito	MHV2084	01/04/2025	31/03/2026	365				
reliance* complete mosquito	MHV2082	01/04/2025	31/03/2026	365				
reliance* complete mosquito	MHV2083	01/04/2025	31/03/2026	365				
reliance* complete mosquito	MHV2097	01/04/2025	31/03/2026	365				
reliance* complete dragonfly discovery 6	DFD220	01/04/2025	31/03/2026	365				
reliance* complete dragonfly discovery 3	DFD273	01/04/2025	31/03/2026	365				
reliance* complete dragonfly discovery 3	DFD274	01/04/2025	31/03/2026	365				
reliance* complete dragonfly discovery 3	DFD297	01/04/2025	31/03/2026	365				
reliance* complete dragonfly discovery 3	DFD275	01/04/2025	31/03/2026	365				
reliance* complete dragonfly discovery 3	DFD298	01/04/2025	31/03/2026	365				
reliance* complete dragonfly discovery 3	DFD326	01/04/2025	31/03/2026	365				
reliance* complete dragonfly discovery 3	DFD295	01/04/2025	31/03/2026	365				
reliance* complete dragonfly discovery 3	DFD315	01/04/2025	31/03/2026	365				
reliance* complete dragonfly discovery 3	DFD242	01/04/2025	31/03/2026	365				
reliance* complete dragonfly discovery 3	DFD241	01/04/2025	31/03/2026	365				
reliance* complete dragonfly discovery 3	DFD243	01/04/2025	31/03/2026	365				
reliance* complete AFR	AFR DFD220	01/04/2025	31/03/2026	365				
					sub-total	£206,822.00		
						Saving	£20,682.20	

2.3 2026 price – (Subject to confirmation of acceptance 3 months prior main agreement effective start date by both supplier and buyer)

Product	Serial Number	Start Date	End Date	Days of Cover	Annual price	Price Pro-rata	Discount	Total
reliance® complete mosquito	MHV2088	01/04/2026	31/03/2027	365				
reliance® complete mosquito	MHV2086	01/04/2026	31/03/2027	365				
reliance® complete mosquito	MHV2107	01/04/2026	31/03/2027	365				
reliance® complete mosquito	MHV2087	01/04/2026	31/03/2027	365				
reliance® complete mosquito	MHV2092	01/04/2026	31/03/2027	365				
reliance® complete mosquito	MHV2089	01/04/2026	31/03/2027	365				
reliance® complete mosquito	MHV2122	01/04/2026	31/03/2027	365				
reliance® complete mosquito	MHV2123	01/04/2026	31/03/2027	365				
reliance® complete mosquito	MHV2091	01/04/2026	31/03/2027	365				
reliance® complete mosquito	MHV2081	01/04/2026	31/03/2027	365				
reliance® complete mosquito	MHV2084	01/04/2026	31/03/2027	365				
reliance® complete mosquito	MHV2082	01/04/2026	31/03/2027	365				
reliance® complete mosquito	MHV2083	01/04/2026	31/03/2027	365				
reliance® complete mosquito	MHV2097	01/04/2026	31/03/2027	365				
reliance® complete dragonfly discovery 6	DFD220	01/04/2026	31/03/2027	365				
reliance® complete dragonfly discovery 3	DFD273	01/04/2026	31/03/2027	365				
reliance® complete dragonfly discovery 3	DFD274	01/04/2026	31/03/2027	365				
reliance® complete dragonfly discovery 3	DFD297	01/04/2026	31/03/2027	365				
reliance® complete dragonfly discovery 3	DFD275	01/04/2026	31/03/2027	365				
reliance® complete dragonfly discovery 3	DFD298	01/04/2026	31/03/2027	365				
reliance® complete dragonfly discovery 3	DFD326	01/04/2026	31/03/2027	365				
reliance® complete dragonfly discovery 3	DFD295	01/04/2026	31/03/2027	365				
reliance® complete dragonfly discovery 3	DFD315	01/04/2026	31/03/2027	365				
reliance® complete dragonfly discovery 3	DFD242	01/04/2026	31/03/2027	365				
reliance® complete dragonfly discovery 3	DFD241	01/04/2026	31/03/2027	365				
reliance® complete dragonfly discovery 3	DFD243	01/04/2026	31/03/2027	365				
reliance® complete AFR	AFR DFD220	01/04/2026	31/03/2027	365				
					sub-total	£214,263.00		
					Saving	£21,426.30		
					Total			£192,836.70

2.4 2027 price - (Subject to confirmation of acceptance 3 months prior main agreement effective start date by both supplier and buyer)

Product	Serial Number	Start Date	End Date	Days of Cover	Annual price	Price Pro-rata	Discount	Total
reliance® complete mosquito	MHV2088	01/04/2027	31/03/2028	365				
reliance® complete mosquito	MHV2086	01/04/2027	31/03/2028	365				
reliance® complete mosquito	MHV2107	01/04/2027	31/03/2028	365				
reliance® complete mosquito	MHV2087	01/04/2027	31/03/2028	365				
reliance® complete mosquito	MHV2092	01/04/2027	31/03/2028	365				
reliance® complete mosquito	MHV2089	01/04/2027	31/03/2028	365				
reliance® complete mosquito	MHV2122	01/04/2027	31/03/2028	365				
reliance® complete mosquito	MHV2123	01/04/2027	31/03/2028	365				
reliance® complete mosquito	MHV2091	01/04/2027	31/03/2028	365				
reliance® complete mosquito	MHV2081	01/04/2027	31/03/2028	365				
reliance® complete mosquito	MHV2084	01/04/2027	31/03/2028	365				
reliance® complete mosquito	MHV2082	01/04/2027	31/03/2028	365				
reliance® complete mosquito	MHV2083	01/04/2027	31/03/2028	365				
reliance® complete mosquito	MHV2097	01/04/2027	31/03/2028	365				
reliance® complete dragonfly discovery 6	DFD220	02/04/2027	31/03/2028	365				
reliance® complete dragonfly discovery 3	DFD273	01/04/2027	31/03/2028	365				
reliance® complete dragonfly discovery 3	DFD274	01/04/2027	31/03/2028	365				
reliance® complete dragonfly discovery 3	DFD297	01/04/2027	31/03/2028	365				
reliance® complete dragonfly discovery 3	DFD275	01/04/2027	31/03/2028	365				
reliance® complete dragonfly discovery 3	DFD298	01/04/2027	31/03/2028	365				
reliance® complete dragonfly discovery 3	DFD326	01/04/2027	31/03/2028	365				
reliance® complete dragonfly discovery 3	DFD295	01/04/2027	31/03/2028	365				
reliance® complete dragonfly discovery 3	DFD315	01/04/2027	31/03/2028	365				
reliance® complete dragonfly discovery 3	DFD242	01/04/2027	31/03/2028	365				
reliance® complete dragonfly discovery 3	DFD241	01/04/2027	31/03/2028	365				
reliance® complete dragonfly discovery 3	DFD243	01/04/2027	31/03/2028	365				
reliance® complete AFR	AFR DFD220	01/04/2027	31/03/2028	365				
sub-total					£221,972.00			
Saving						£22,197.20		
Total								£199,774.80

The Equipment covered by this agreement is specified below:

Product	Serial Number	Location	Cost Code
reliance® complete mosquito	MHV2088	61 Colindale Ave, London	GGM4
reliance® complete mosquito	MHV2086	61 Colindale Ave, London	GGM4
reliance® complete mosquito	MHV2107	61 Colindale Ave, London	GGM4
reliance® complete mosquito	MHV2087	Birmingham Heartlands Hospital	BFB1
reliance® complete mosquito	MHV2092	Birmingham Heartlands Hospital	BFB1
reliance® complete mosquito	MHV2089	PHE LAB Manchester	APE1
reliance® complete mosquito	MHV2122	PHE LAB Manchester	APE1
reliance® complete mosquito	MHV2123	PHE LAB Manchester	APE1
reliance® complete mosquito	MHV2091	PHE Microbiology Services, Leeds	BAS4
reliance® complete mosquito	MHV2081	Porton Down	CEL4
reliance® complete mosquito	MHV2084	Porton Down	CEL4
reliance® complete mosquito	MHV2082	Porton Down	CEL4
reliance® complete mosquito	MHV2083	Porton Down	CEL4
reliance® complete mosquito	MHV2097	Porton Down	CEL4

Product	Serial Number	Location	Cost Code
reliance® complete dragonfly discovery 3	DFD273	61 Colindale Ave, London	GGM4
reliance® complete dragonfly discovery 3	DFD274	61 Colindale Ave, London	GGM4
reliance® complete dragonfly discovery 3	DFD297	61 Colindale Ave, London	GGM4
reliance® complete dragonfly discovery 3	DFD275	Birmingham Heartlands Hospital	GGM4
reliance® complete dragonfly discovery 3	DFD298	Birmingham Heartlands Hospital	BFB1
reliance® complete dragonfly discovery 3	DFD326	Birmingham Heartlands Hospital	n/a
reliance® complete dragonfly discovery 3	DFD295	PHE LAB Manchester	APE1
reliance® complete dragonfly discovery 3	DFD315	PHE Microbiology Services, Leeds	BAS4
reliance® complete dragonfly discovery 3	DFD242	Porton Down	CEL4
reliance® complete dragonfly discovery 3	DFD241	Porton Down	CEL4
reliance® complete dragonfly discovery 3	DFD243	Porton Down	CEL4

Product	Serial Number	Location	Cost Code
reliance® complete AFR	AFR DFD220	GBRU	GBRU

Annex 3a – Specifications of Preventative Maintenance Activities

3.1 The Supplier shall carry out the following preventative maintenance activities for the Authority for the relevant types of Instruments as part of the Services:

For Mosquito Instruments:

- Visual inspection of the instrument to check for any damage or obvious signs of wear
- Full calibration and alignment check, re-calibration and alignment if necessary to maintain reproducibility
- Sensors test – ensure all are in perfect working order
- Check tape indexing is smooth and tip feed is consistent
- Apply lubrication and perform thorough check of mechanical set-up
- Comprehensive check and backup of instrument settings
- Verification of drop placement on users labware
- Functionality test of safety interlocks
- Instrument tuned back to factory set up standards
- Software updates if required

For Dragonfly Instruments:

- Carry out visual inspection of Instrument
- Full calibration and alignment check, re-calibration and alignment if necessary
- Check all sensors
- Check syringe interlock circuitry
- Lubrication and mechanical set-up
- Check solenoid firing performance
- Check software is of current release.
- Check and backup instrument settings.

3.2 The Supplier shall also provide the following to the Authority as part of the Services:

3.2.1 Telephone and remote access support.

3.2.2 Daily support in the form of assistance with fault diagnosis and recovery procedures, remote access and use of advanced recovery procedures and repair or recovery of data, if this is possible.

3.3 The Supplier shall be made aware by the Authority of any need for support via the following email addresses:

- [REDACTED] - mosquito service requests
- [REDACTED] – dragonfly discovery requests

3.3.1 Emails shall include:

- a brief description of the problem
- the name & contact details of the person the service engineer should report back to.

3.4 The Supplier shall respond to Authority emails / calls within four (4) Business hours.

3.5 The Supplier shall provide:

3.5.1 Application software upgrades (not applicable to XP operating systems).

Hardware upgrades associated with software upgrades are not included.

3.5.2 Remote application support

3.5.3 On-site repair and refurbishment

3.5.4 Suitably qualified Staff to carry out a repair at a relevant Premises and Location no later than two (2) working days from issue identification.

4 The Authority shall decontaminate all Instruments and complete and return the decontamination certificate to the Supplier, an example of which is contained within Appendix 3b – Decontamination Certificate, before suitably qualified Staff provide the required Services at the Premises and Location.

Annex 3b- Decontamination Certificate



Requirements for Site Visit and Decontamination certificate v6

This section is only to be completed if a site visit has been organised and is not applicable to any RMA's

We remain committed to offering both remote and on-site technical support to the best of our ability with Covid-19 related service situations receiving our highest priority.

Employee welfare is of paramount importance therefore, we are adhering to advice from the relevant local authorities including any travel or border restrictions in place.

We are ensuring our engineers take appropriate precautions when they visit a customer facility.

To facilitate this, please complete the following prior to confirming a visit:

- ☐ Complete and return the following decontamination certificate prior to the date of the visit (for the bench and area to be worked in and around)
- ☐ Confirm visiting engineers can either work independently or be able to social distance for the duration of the engineer's visit.

- ☐ Confirm PPE equipment will be provided for the Engineer in accordance with Government guidelines. (If not, please state, so we can prepare accordingly)

- Have not shown any symptoms of Covid-19 within the last 14 days
- Will adhere to current Government Guidelines relating to Covid-19 with regard to PPE and social distancing

Please complete a separate form for each item and email to your SPT Labtech contact.

To protect SPT Labtech personnel involved with the handling and repair of items, we require that this document be completed. The person who completes this form is **legally responsible for the accuracy of the information and must be a signing officer of the company or an individual who can bind the company.** Note that shipping containers returned to SPT Labtech will NOT be opened unless this form is completed and returned to SPT Labtech.

Dr G Lewis, SPT Labtech Ltd. | Melbourn Science Park, Cambridge Road, Melbourn, SG8 6EE, UK

Instrument serial number:

Instrument type: Please choose...

☐

I confirm decontamination **was not performed** on this item. The item did not come into contact with any of the materials listed below. Please provide your name, date and contact details below.

☐

I confirm that the required decontamination **was performed** on this item.

SPT Labtech Decontamination Procedure: All items returned to SPT Labtech or worked on by an SPT Labtech Service Engineer must have the covers and user-accessible parts completely wiped down using a cloth dampened with 75-95% isopropyl alcohol or ethanol. Please complete the following information and provide your name, date and contact details below.

Did the listed item come into contact with the following materials? Please choose **Yes** or **No**

Health damaging proteins:	Yes <input type="radio"/>	No <input type="radio"/>
Health-damaging liquids, solutions, buffers, acids and alkalis:	Yes <input type="radio"/>	No <input type="radio"/>
Potentially infectious agents:	Yes <input type="radio"/>	No <input type="radio"/>
Organic reagents and solvents:	Yes <input type="radio"/>	No <input type="radio"/>
Airborne pathogens, blood products and GM materials:	Yes <input type="radio"/>	No <input type="radio"/>
DNA:	Yes <input type="radio"/>	No <input type="radio"/>
Radioactive substances:	Yes <input type="radio"/>	No <input type="radio"/>

If the following materials have been used our Applications team will be in contact to discuss the risks further:

If Yes, Radiation:

☐ ☐
☐ ☐
☐ ☐

Name:

Job title:

Company:

Department:

Address:

Province/State:

Postal Code:

Country:

Date:

Email:

Telephone:

If you answered **Yes** to any of the questions above, please provide more details:

This section only requires completion for machines or parts being returned to SPT:

RMA Number:

Spares Request:

SPT Part Number:

Part Serial No:

Full details of fault or repair required:

Annex 4- Acceptance of the Services (Example)

9 WORK DETAIL & APPROVAL									
Customer Details									
Company					Equipment Type/ID				
Location					Case Number				
Contact					Project Code				
Telephone					Date of Visit				
Software Version					Engineer				
					PO Number				
Warranty <input type="checkbox"/> To be Invoiced <input type="checkbox"/> Contract <input type="checkbox"/> PM <input checked="" type="checkbox"/> Installation <input type="checkbox"/> Extended Warranty <input type="checkbox"/>									
Summary of Work									
• Head pitched forwards - straightened									
Hours - Breakdown									
Date	23/01/23								Hours
Hours	Standard	2.0							2.0
	Travel	4.5							4.5
								Total Hours	6.5
								Subsistence (Day)	
								Subsistence (Overnight Stay)	
Parts Used									
Part No.	Description				Unit Price	Qty	List Price		
Authorisation									
Customer Name (Print):-					relance Name (Print) :-				
Date :-					Date:-				
23/01/2023					23/01/2023				

Additional Hours - Breakdown											
Date											Hours
Hours	Standard										
	Travel										
Summary (Contd.)											

Annex 5 – Premises and Locations

Location	Address
UKHSA Colindale	61 Colindale Avenue, London, NW9 5EQ
Public Health Laboratory Birmingham Birmingham Heartlands Hospital	Heart of England NHS Foundation Trust Bordesley Green East Birmingham B9 5SS
PHE LAB Manchester	Manchester University NHS Foundation Trust, Cobbett House Manchester Royal Infirmary, Oxford Rd, Manchester M13 9WL
PHE Microbiology Services, Leeds	Leeds Teaching Hospitals NHS Trust Old Medical School Leeds General Infirmary Thoresby Place Leeds LS1 3EX
Porton Down	Salisbury Wiltshire SP4 0JQ
Public Health Laboratory Bristol	Severn Pathology Southmead Hospital Southmead Road Westbury-on-Trym Bristol BS10 5NB

Annex 6- Management Information Template

CONTRACT DETAILS									
Contract Ref	PO#	Product Description	Qty ordered	Qty Serviced	Qty outstanding	PO end date	Total PO Value	Outstanding Invoice Value	PM Percent Completed
			0	0	0				
			0	0	0				

SERVICED									
Contract Ref	PO#	Instrument	Contract Type	Serial Number	Qty Serviced	Date of Scheduled PM	Actual Service Date	On time / Early / Overdue	Location

PLANNED SERVICES										
Contract Ref	PO#	Instrument	Contract Type	Serial Number	Qty Scheduled	Cover Start Date	Cover End Date	Date of Scheduled PM	Days to Scheduled PM	Location

INVOICES PRESENTED								
Contract Ref	PO#	Invoice Number	Invoice Value £	Invoice Date	Invoice Due Date	Invoice Due Date Check	Not Due / Overdue No. of Days	Invoice Paid Yes / No

AD HOC CALLOUTS									
Contract Ref	PO#	Instrument	Contract Type	Serial Number	Qty	Date Callout Requested	Date Callout Completed	Location	Summary of Issue