

APPENDIX B
SERVICE DESCRIPTION

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1. INTRODUCTION

1.1 Home Office Science require a 3 year contract to cover the maintenance and calibration of two Bassaire ESCO Class II BSC safety cabinets (re-circulating), including any repairs and breakdowns.

2. PURPOSE

2.1 NAS needs to procure a service provider for the servicing and maintenance of our safety cabinets in order to facilitate the provision of realistic forensic samples (human body fluids such as blood and semen) for the mandatory proficiency testing schemes described above and in accordance with ISO 17043. The safety cabinet service tests must be carried out to BS EN 12469 in order to ensure the above provisions, and for us to maintain our accreditation.

2.2 The purpose of maintaining the NAS lab facilities is to enable NAS to supply proficiency testing samples to forensic labs, to ensure their standards and practices are within the criteria of being a lab accredited to load to the NDNAD.

2.3 Use of safety cabinets is required by UK Health and Safety Executive when handling human body fluids. Servicing and testing is required to ensure that the safety cabinets are functioning correctly (air flow, filter integrity, UV sterilisation) and undergo regular decontamination using an approved method (formaldehyde). It is a requirement under UK health and safety regulations where safety cabinets are used for either ‘known’ or ‘potential’ human pathogens (for example blood borne viruses) for them to be rendered safe prior to servicing.

3. BACKGROUND TO THE AUTHORITY

3.1 The NDNAD Assurance Service (NAS) is a department of the National DNA Database Delivery Unit (NDU) which sits within Home office Science. The purpose of the NDU is to run/maintain the National DNA Database on behalf of England and Wales Police Forces. As part of this remit NDU works to maintain the integrity of the NDNAD. One of the primary functions of NAS in maintaining integrity is the accreditation of Forensic DNA profiling labs (against NDU standards) to load DNA profiles to the NDNAD. All labs wanting to load to the NDNAD must undergo two initial accreditation tests and take part in an annual proficiency testing scheme. NAS provides the forensic samples for these schemes from known donor material.

4. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

4.1 The supplier should be able to provide value for money, whilst adhering to all specifications. The specifications do not have much flexibility. They must confirm that they are able to provide a fully documented test certificate and report. The supplier must be reliable in their timescales, as we cannot afford to have delays as our lab schedule becomes busier.

5. SCOPE OF REQUIREMENT

5.1 The Authority requires a 3 year contract to cover the maintenance and calibration of two Bassaire ESCO Class II BSC safety cabinets (re-circulating), including any repairs and breakdown.

Model/Type	AC2-3E1	AC2-3S1
Serial Number	2006-18670	2006-18672

- 5.2 The servicing and maintenance to cover two safety cabinets, each calibrated twice a year. The cabinets must be service tested to BS EN 12469 as this is a statutory health and safety requirement for the operation of class II safety cabinets.
- 5.3 The Service provider must be able to provide the fumigation service including neutralisation of formaldehyde, prior to servicing.
- 5.4 Tests must include: Challenge tests to HEPA Filters, Air velocity measurements KI Discus tests and examination of UV light sources.
- 5.5 As this is onsite maintenance by an outside contractor NAS require consent for a DNA swab to be taken from the contractor for environmental Plea monitoring purposes. The swab will be held for 6 months and will only be processed if any reproducible contamination of NAS test samples is detected (This has never happened as yet).
- 5.6 There must be provision of emergency cover in place, with an engineer available on site within 72 hours notification if required.
- 5.7 The calibration and maintenance must take no longer than two days, and is to include fumigation of cabinets. A lead time of three weeks should be given between booking services and services taking place. The Authority will email the suppliers at their nominated email address to request a service.
- 5.8 The relevant completed test report and certification must be produced on site at the end of the visit, once all work has been carried out. This must be completed before the supplier leaves the site,
- 5.9 No repairs must be carried out without prior consent from the supplier. Payment for any replacement parts will be made via purchase order.

6. SERVICE LEVELS AND PERFORMANCE

- 6.1 The Authority will measure the quality of the Supplier's delivery by:
- 6.1.1 **Internal Annual Review:** The supplier will be given a mark from 1-5 with 1 being very poor and 5 being very good. The scoring is totalled and weighted according to the evaluation percentages listed within the table below:

Price	Timeliness	Quality	Service
30%	20%	30%	20%

A weighted evaluation score of below 12 triggers a reassessment of the future use of the vendor as does a score of 1 in any of the categories irrespective of the overall total.

- 6.1.2 **Current Expectations:** As per section 5.

7. LOCATION

- 7.1 Vienna House
Birmingham International Business Park
Starley Way
Bickenhill Lane
Solihull
B37 7GN



8. PAYMENT PROCESS

8.1 Suppliers must submit an invoice to the address listed below within 10 working days of any visit. Payment will subsequently be made via purchase order.

8.2 All invoices should be to be sent to:

8.2.1 Home Office Shared Service Centre
HO Box 5015
Newport
NP20 9BB

8.2.2 Tel: 08450 4100125
FAX: 01633 581514
Email: post-room-rescan@homeoffice.gsi.gov.uk