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1. PURPOSE

- 1.1 The purpose of this procurement is to award a two (2) year fixed term contract to a sole Supplier for the provision of a calibration service to the Home Office Centre for Applied Science and Technology (CAST)

2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 CAST (the “Customer”) is a unique team of scientists and engineers at the heart of the Home Office providing expert advice, innovation and frontline support. The Customer 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 Customer to operate where others cannot for reasons of impartiality, national security or market failure.
- 2.2 The Customer’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 Customer has a requirement for an equipment calibration service. The service shall include the calibration, maintenance and repair of: inspection, testing and measuring equipment as well as the management of equipment records via an online software solution.
- 3.2 The Customer has an internal process for the calibration and equipment management of all inspection, testing and measuring equipment. The Customer manages parts of this calibration process in-house but does not have the in-house capabilities to carry out the physical calibration and certification of the equipment.
- 3.3 The wide range of equipment means it is unlikely a sole Supplier will be able to calibrate everything. It is therefore acceptable for the Supplier to sub-contract to third parties. However the Supplier shall be responsible for the supply chain management. For the avoidance of doubt, the Customer shall only liaise with the Supplier.
- 3.4 The type of calibration required (to traceable standards, ISO/IEC standards, UKAS standard or specific standard set by the Customer) will depend on both the equipment type and the area of the Customer’s operation the item of equipment comes from.
- 3.5 The Customer operates out of two main sites, Sandridge near St Albans and Langhurst near Horsham. The Customer requires the Supplier to visit the Sandridge site on a weekly basis to collect items that are due for calibration and to return items that have been calibrated. Occasional visits to the Langhurst site will be required on an ad-hoc basis and provision for this shall be made by the Supplier.



4. DEFINITIONS

Expression or Acronym	Definition
ISO	International Organization for Standardization; the body that develop and publish International Standards.
Standard	A document that provides requirements, specifications, guidelines or characteristics that can be used consistently to ensure that materials, products, processes and services are fit for their purpose.
IEC	International Electrotechnical Commission; the world's leading organization for the preparation and publication of International Standards for all electrical, electronic and related technologies.
UKAS	United Kingdom Accreditation Service is the sole national accreditation body for the United Kingdom. UKAS is recognised by government, to assess against internationally agreed standards, organisations that provide: certification, testing, inspection and calibration services.

5. SCOPE OF REQUIREMENT

5.1 The Calibration Service shall include:

- 5.1.1 In-situ calibration services
- 5.1.2 Off-site calibration services
- 5.1.3 Equipment collection and return delivery service
- 5.1.4 Equipment adjustment and resetting services
- 5.1.5 Equipment maintenance repair and adjustment services (associated with calibrations only)
- 5.1.6 Sourcing & supply of parts required for repairs and adjustments.
- 5.1.7 Electrical safety testing of measuring and testing equipment
- 5.1.8 Equipment certification
- 5.1.9 Calibration records and reporting (hard copy and electronic on-line)

5.2 Services outside the scope of this procurement are:

- 5.2.1 General repairs to measuring and testing equipment required due to damage or misuse.
- 5.2.2 Supply of replacement calibration and measuring equipment
- 5.2.3 Electrical safety testing of general electrical appliances
- 5.2.4 Supply of consumables used in connection with measuring and testing.
- 5.2.5 General laboratory equipment repair and maintenance.

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6. THE REQUIREMENT

- 6.1 The Customer requires 'standard' calibration to be defined as Traceable Calibration according to the requirements of ISO9001 (2008) / ISO10012 (2003).
- 6.2 In addition, the Customer requires certain equipment to be calibrated to more stringent regulatory requirements as defined by ISO/IEC 17025:2005, referred to as UKAS Calibration.
- 6.3 The Customer's calibration requirement is fluid in that there are some items that need to be calibrated on a regular basis; others that are used infrequently and are therefore only calibrated when required and others that need to be calibrated in-situ. Additionally, the nature of the Customer's work means that new test and measurement equipment is purchased through the year. The Customer cannot therefore provide a fixed list of equipment requiring calibration.
- 6.4 The Customer shall identify equipment requiring calibration and prepare this for collection by the Supplier on a weekly basis. The supplier shall collect the items and take responsibility for each item until the items are delivered back to the Customer.
- 6.5 Where the Supplier identifies equipment requiring adjustment and/or repair, the supplier shall notify the Customer and provide a quotation for the adjustment and/or repair. The Customer shall either approve the work or request the item of equipment be returned.
- 6.6 Specific Calibration Requirements
- 6.6.1 In-situ Calibration
- 6.6.1.1 The majority of the Customer's equipment shall be calibrated off-site however there are several pieces of equipment which are either too bulky or too sensitive to be transported. The Supplier shall therefore be capable of conducting on-site calibration activities.
- 6.6.2 Pre and Post Adjustment Calibration
- 6.6.2.1 The Supplier shall be capable of providing an initial calibration, prior to any adjustment and re-calibration, when requested. This is required to determine how much the equipment may have drifted (if at all) since the previous calibration. The Supplier shall ensure the 'before and after' calibration readings are recorded on the certificate. The pre and post adjustment calibration and any adjustment and servicing of the equipment are mandatory elements for all laboratory pipettes and laboratory balances and these shall be UKAS calibrated as standard.
- 6.6.3 Type and Scope of Calibration
- 6.6.3.1 The Customer does not always use equipment across the full range of the equipment test and/or measurement capabilities.

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In such cases, calibration may only be required across a specific range and interval. The calibration range and interval may also vary between specific items of the same equipment type. The Customer shall supply a hard copy of a form (see Annex 1) with each piece of equipment sent for calibration. The form shall detail the specific parameters, range and sensitivity which apply. The Supplier shall record the scope of calibration on the certificate. The calibration interval shall be defined by the Customer.

6.6.4 Items with Multiple Parts

6.6.4.1 Some items have multiple, detachable parts (thermocouples are one such example) where the handheld unit and the detachable parts are used together to take a reading. However, if the handheld unit is provided with multiple detachable parts that can be swapped, the Customer still considers this to be one single device with the Customer plant label featuring on the base unit. The Customer requires each detachable part to be labelled with the same details as the base unit AND a label stating “Only calibrated when used with (insert part number of base unit)”.

6.6.5 Electrical Safety Testing

6.6.5.1 Where applicable, The Customer requires electrical safety testing to be undertaken as part of the calibration service. An additional label on the item should be used to indicate this has taken place.

6.6.6 Specific Calibration Providers

6.6.6.1 The Supplier shall be permitted to sub-contract where necessary however the Customer shall liaise directly with the Supplier only.

6.6.6.2 The Customer reserves the right to request that certain calibrations are conducted by a specific sub-contractor. This usually applies to situations where original manufacturer of the equipment is best placed to calibrate the equipment. The Supplier shall be expected to manage any such requirements and sub-contract accordingly.

6.7 Logistical Requirements:

6.7.1 Packaging of Items

6.7.1.1 Items for collection shall be packed and prepared by the Customer. The Supplier may inspect packaged items prior to accepting responsibility for them. The Supplier will be expected



to confirm their acceptance by providing a signature upon collection.

6.7.1.2 Items shall be returned to The Customer appropriately packaged to avoid damage. Items with openings shall be blanked off to prevent dirt and debris getting into the equipment.

6.8 Labelling of Items and Certificates:

6.8.1 Every item collected from The Customer shall have a unique identifier (plant number) either stuck on it or written on it. The Supplier shall fix a calibration sticker to all items returned to the Customer. This sticker shall contain as a minimum the following:

6.8.1.1 Plant Number,

6.8.1.2 Serial Number (if available),

6.8.1.3 Date of Calibration, and

6.8.1.4 Date of Next Calibration Due.

6.8.2 The supplier shall be able to offer a range of sticker sizes and types to best fit a particular piece of equipment. The stickers shall be laminated or have a suitable cover to ensure the print cannot be rubbed off and the sticker shall adhere to the surface of the equipment well.

6.8.3 Any out of date stickers or labels which refer to the previous calibration status shall be removed before items of equipment are returned.

6.8.4 If tamper seals are applied to equipment they shall be of an appropriate design and shall not easily break as a result of general handling or movement.

6.8.5 It shall be the responsibility of the Supplier to ensure the labels are correct and complete, this includes items that are sent out to a third party supplier for calibration. If third-party calibrated items are returned to the Supplier without a sticker, the Supplier shall ensure stickers are in place before returning the items to Customer.

6.8.6 Certificates shall include the plant number and serial number (if available) as well as all other information required by the appropriate calibration standard.

6.8.7 Hard copies of certificates shall be provided with items when they are returned to the Customer. For items that are calibrated in-situ certificates shall be provided within 10 working days.



6.9 Delivery and Collection of Items

6.9.1 The Customer requires a delivery/collection service from the Sandridge site on a Friday of each week throughout the year. Where Friday falls on a public holiday a collection should be arranged for the nearest convenient day.

6.10 Online Records

6.10.1 The Customer requires an online repository for all services undertaken as part of this contract. The repository should capture for each item:

6.10.1.1 Plant number

6.10.1.2 Description (type, make, model, serial number)

6.10.1.3 Calibration date

6.10.1.4 Calibration standard

6.10.1.5 Calibration interval

6.10.1.6 Calibration history including previous certificates

6.10.1.7 Calibration due date

6.10.2 The system shall have the facility to search for items by their Customer plant number and allow downloads of certificates.

6.10.3 The online system shall allow the calibration status, location, outsourced status etc to be looked up.

6.10.4 The facility to either; directly (the Customer) or indirectly (Supplier) upload electronic documents is also required. This is so that equipment manuals, internal notes, service records etc can be attached to the equipment record.

6.10.5 It would be advantageous for the online system to also allow records to be created for equipment that is not formally calibrated by the supplier (or subcontractor). For example items exist that are used for 'indication purposes only' or that are calibrated in house by the Customer.

6.10.6 The online system shall indicate which items are due for return to the Customer in any given period. The information provided shall be accurate to allow the Customer to plan work and provide accurate information to equipment users.

6.10.7 Any and all data held on the online system shall be provided to the Customer in digital electronic format at the end of the contract. The format shall be readily accessible and editable such as Microsoft Excel or similar.



6.11 Repairs and Adjustments

If a piece of equipment requires any adjustments or repairs the Customer shall be informed (preferably via email) for approval prior to any works taking place. A quotation which details a breakdown of all costs must be provided. An email confirmation from the Customer budget holder is sufficient authorisation to proceed. A list of authorised individuals will be provided upon award.

6.11.1 Items that are adjusted or repaired as part of the calibration service must be returned with a report detailing the adjustments and/or repairs (history) attached to the certificate.

6.11.2 Items that are returned not calibrated; damaged or as limited calibration shall be clearly labelled as such both on the item as well as on the certificate.

7. KEY MILESTONES

7.1 Not Applicable

8. CUSTOMER'S RESPONSIBILITIES

8.1 [Please insert details of any specific responsibilities owned by the Customer which may either affect the Potential Provider's ability to deliver the requirement or their costs].

8.2 The Customer shall:

8.2.1 Ensure items are appropriately packaged prior to collection.

8.2.2 Ensure site access for the purposes of the weekly collection and provide a dedicated point of contact.

8.2.3 Ensure each item for calibration has a correctly completed accompanying calibration request form.

8.2.4 Ensure each and every item has a plant label and number.

8.2.5 Ensure items sent for calibration are accompanied with any accessories which are required to complete the calibration.

8.2.6 Identify, where possible, which items require in-situ calibration at the start of the contract.

9. REPORTING

9.1 The supplier shall provide a monthly statement of account which details the items calibrated and/or repaired with itemised costs

10. VOLUMES

10.1 The Customer expects to require the calibration of approximately 350 items annually. Please refer to Appendix G – Equipment List for an indicative list based on the items



calibrated during financial year 2015/16. Please note calibration requirements change so a definitive list cannot be provided.

11. CONTINUOUS IMPROVEMENT

- 11.1 The Supplier will be expected to continually review its supply chain and seek to improve the way in which the required Services are to be delivered throughout the Contract duration.
- 11.2 Changes to the way in which the Services are to be delivered must be brought to the Customer's attention and agreed prior to any changes being implemented.

12. SUSTAINABILITY

- 12.1 Not Applicable

13. QUALITY

- 13.1 The supplier shall hold current and valid UKAS Accreditation (ISO/IEC 17025:2005) and ISO Registration (ISO9001 (2008) / ISO10012 (2003)). If the supplier sub-contracts any element of the service, the sub-contractor(s) shall hold the same certification.
- 13.2 The supplier, and/or their sub-contractors shall present a UKAS Schedule of Accreditation. The equipment listed under the 'Measured Quantity, Instrument or Gauge' heading shall include as a minimum all of the equipment the Customer requires to be UKAS calibrated and the 'Range' and 'Calibration and Measurement Capability (CMC)' shall be appropriate for each equipment type.

14. PRICE

- 14.1 For evaluation purposes, prices are required against a 'Shopping Basket' of regularly required calibration services. Fixed costs for collection/delivery and other contract management activities shall also be included. Such prices shall remain firm for the duration of the contract.
- 14.2 The Supplier shall price list for standard and UKAS calibration for the full range of items and the cost of the calibration element shall be firm for the duration of the contract. This firm price list shall take into account the calibration of in-situ items and items requiring pre and post adjustment calibration.
- 14.3 Where specialist calibration services are required or where equipment requires repair and adjustment, the Supplier shall quote on a case by case basis. Such quotations shall be provided on an 'Open book' basis and subject to free market testing. Where value for money cannot be evidenced, the Customer reserves the right to seek alternative service provision.
- 14.4 Prices are to be submitted via the Appendix E excluding VAT.

15. STAFF AND CUSTOMER SERVICE

- 15.1 The Customer requires the Potential Provider to provide a sufficient level of resource throughout the duration of the calibration services Contract in order to consistently deliver a quality service to all Parties.



- 15.2 Potential Provider’s and their sub-contractors’ staff assigned to the calibration services Contract shall have the relevant qualifications and experience to deliver the Contract.
- 15.3 The Potential Provider shall ensure that staff understand the Customer’s vision and objectives and will provide excellent customer service to the Customer throughout the duration of the Contract.

16. SERVICE LEVELS AND PERFORMANCE

- 16.1 The Customer will measure the quality of the Supplier’s delivery by:

16.1.1

KPI/SLA	Service Area	KPI/SLA description	Target
#1	Collection and deliveries	Collections and deliveries to be made by the pre-arranged times	98%
#2	Collection and deliveries	Equipment suitably packaged and returned undamaged	100%
#3	Labelling and certification	Equipment correctly labelled and certificates provided in accordance with 6.9 above	100%
#4	Sub-contractor management	Sub-contractors complying with the requirements of this contract, specifically accreditations, technical competence and professional conduct	99%
#5	Records Management	Calibration, service and repair records accurate and accessible on-line within 48 working hours	99%

- 16.2 Where the Customer 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.
- 16.3 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 be subject to amendment following the performance review meeting and agreed by both parties prior to implementation.
- 16.4 The Customer agrees to work with the Supplier to resolve service failure issues. However, it will remain the Suppliers sole responsibility to resolve any service failure issues.



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- 16.5 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 - Terms and Conditions

17. SECURITY REQUIREMENTS

- 17.1 The supplier shall not disclose any details with regard to Customer's equipment and calibration requirements to a third party without written consent.

- 17.2 The Customer sites are secure but for the purposes of the weekly site visit the supplier will be escorted at all times so no specific security clearances are required.

18. INTELLECTUAL PROPERTY RIGHTS (IPR)

- 18.1 The Customer shall own all rights and permissions to any data collected, stored or transferred to the on-line repository. The Supplier shall not withhold or restrict access to the data in any way throughout the life of the contract and agrees to supply all such data electronically to the Customer on either expiry or termination of the contract.

19. PAYMENT

- 19.1 The supplier shall invoice monthly and a single weekly visit to the Sandridge site shall be included. Additional collections or deliveries, if requested by the Customer shall be chargeable.

- 19.2 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.

- 19.3 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

20. ADDITIONAL INFORMATION

- 20.1 The Customer has over 300 individual items of equipment which are included within the calibration process and this represents over 50 different types of equipment. A redacted list can be viewed at Appendix G – Equipment List.

21. LOCATION

- 21.1 The location of the Services will be carried out at:

21.1.1 CAST Sandridge, Woodcock Hill, St Albans, AL4 9HQ

21.1.2 CAST Langhurst, Langhurstwood Road, Horsham, RH12 4WX

- 21.2 The Customer's Sandridge site is the main calibration hub and this is the location for the weekly collection/delivery of items. It is also where the majority of in-situ calibration will take place. The supplier shall be capable of attending the Langhurst site if required, although this is not expected to be a regular occurrence.