

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

Authority:	The Secretary of State for Health and Social Care as part of the Crown acting through the UK Health Security Agency of Nobel House, 17 Smith Square, London, SW1P 3HX (the "Authority")
Invoice address:	Address: The UK Health Security Agency, Nobel House, Smith Square, London, SW1P 3JR Email: [REDACTED]
Contract Manager:	Name: [REDACTED] [REDACTED]
Secondary Contact: e.g. business operational contact, project manager	Name: [REDACTED] [REDACTED]
Procurement lead	Name: [REDACTED] [REDACTED]
Name and address for notices:	Name [REDACTED] Address: UK Health Security Agency Nobel House, 17 Smith Square, London, SW1P 3HX
Internal reference (if applicable):	C97419

TO

Supplier:	SPT Labtech Ltd, Melbourn Science Park, Melbourn, Royston, Herts, SG8 6HB (the "Supplier")
Contract Manager:	[REDACTED] [REDACTED]
Secondary Contact:	[REDACTED] [REDACTED]
Account Manager:	[REDACTED] [REDACTED]

National Microbiology Framework Schedule 7 - Ordering Procedure, Award Criteria and Order Form

Name and address for notices:	Name: SPT Labtech Limited Address: Melbourn Science Park, Cambridge Road Melbourn, Royston, Hertfordshire, SG8 6EE
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National Microbiology Framework Schedule 7 - Ordering Procedure, Award Criteria and Order Form

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"/>											
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4. Induction training for Services	<input type="checkbox"/>											
5. Further Authority obligations	<input type="checkbox"/>											
	<table border="1"> <tr> <td>6. Assignment of Intellectual Property Rights in deliverables, materials and outputs of the Services</td><td><input type="checkbox"/></td></tr> </table>	6. Assignment of Intellectual Property Rights in deliverables, materials and outputs of the Services	<input type="checkbox"/>									
6. Assignment of Intellectual Property Rights in deliverables, materials and outputs of the Services	<input type="checkbox"/>											

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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 checked="" type="checkbox"/>
17. Expert Determination	<input 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 checked="" type="checkbox"/> (only applicable if this box is checked)	

National Microbiology Framework Schedule 7 - Ordering Procedure, Award Criteria and Order Form

1. CONTRACT DETAILS**(1.1) Commencement Date:** 1 April 2022**(1.2) Services Commencement Date (if applicable):** 1 April 2022**(1.3) Contract Price ((i) breakdown and (ii) payment profile):**

1.3.1. The total contract value shall be one hundred and eighty one thousand, four hundred and thirty four pounds and twenty two pence (£181,434.22) (Excl. VAT) (the **"Total Contract Value"**) full details of which are contained in (Annex B – Summary of Contract Cost).

1.3.2 This comprises of the following (the **"Services"**):

Invoiceable Charge Breakdown

Instrument Name	Instrument Model	Installation Date	Recorded location	Start date if expired > than 30 days or different to warranty expiry date	Contract days to 31/03/23	
DFD210 - dragonfly discovery	dragonfly [®] discovery (6 Head)	14/04/2021	Leamington Spa			
AFR DFD218 - AFR Pump	AFR Pump	14/04/2021	Leamington Spa			
DFD219 - dragonfly discovery	dragonfly [®] discovery (6 Head)	14/04/2021	Leamington Spa			
AFR DFD219 - AFR Pump	AFR Pump	14/04/2021	Leamington Spa			
DFD220 - dragonfly discovery	dragonfly [®] discovery (6 Head)	11/05/2021	Leamington Spa			
AFR DFD220 - AFR Pump	AFR Pump	11/05/2021	Leamington Spa			
DFD221 - dragonfly discovery	dragonfly [®] discovery (6 Head)	13/07/2021	Leamington Spa			
AFR DFD221 - AFR Pump	AFR Pump	13/07/2021	Leamington Spa			
DFD255 dragonfly discovery	dragonfly [®] discovery (6 Head)	22/09/2021	Leamington Spa			
AFR DFD255 - AFR Pump	AFR Pump	22/09/2021	Leamington Spa			
DFD283 - dragonfly discovery	dragonfly [®] discovery (6 Head)	09/12/2021	Leamington Spa			
MHV2081 - mosquito	mosquito [®] HV genomics - 5 Position (500 nl - 5 µl)	17/06/2021	Porton Down			
MHV2084 - mosquito	mosquito [®] HV genomics - 5 Position (500 nl - 5 µl)	17/06/2021	Porton Down			
DFD242 - dragonfly discovery	dragonfly [®] discovery (3 Head)	17/06/2021	Porton Down			
MHV2088 - mosquito	mosquito [®] HV genomics - 5 Position (500 nl - 5 µl)	26/06/2021	61 Colindale Ave, London			
DFD273 - dragonfly discovery	dragonfly [®] discovery (3 Head)	26/06/2021	61 Colindale Ave, London			
DFD275 - dragonfly discovery	dragonfly [®] discovery (3 Head)	26/06/2021	Birmingham Heartlands Hospital			
DFD274 - dragonfly discovery	dragonfly [®] discovery (3 Head)	26/06/2021	61 Colindale Ave, London			
MHV2087 - mosquito	mosquito [®] HV genomics - 5 Position (500 nl - 5 µl)	26/06/2021	Birmingham Heartlands Hospital			
MHV2086 - mosquito	mosquito [®] HV genomics - 5 Position (500 nl - 5 µl)	26/06/2021	61 Colindale Ave, London			
MHV2082 - mosquito	mosquito [®] HV genomics - 5 Position (500 nl - 5 µl)	30/06/2021	Porton Down			

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DFD241 - dragonfly discovery	dragonfly® discovery (3 Head)	30/06/2021	Porton Down		
MHV2083 - mosquito	osquito® HV genomics - 5 Position (500 nl - 5	30/06/2021	Porton Down		
DFD243 - dragonfly discovery	dragonfly® discovery (3 Head)	30/06/2021	Porton Down		
MHV2090 - mosquito	osquito® HV genomics - 5 Position (500 nl - 5	27/07/2021	Southmead Hospital, Bristol	30/09/2022	
DFD296 - dragonfly discovery	dragonfly® discovery (3 Head)	27/07/2021	Southmead Hospital, Bristol	30/09/2022	
DFD298 - dragonfly discovery	dragonfly® discovery (3 Head)	28/07/2021	Birmingham Heartlands Hospital		
MHV2092 - mosquito	osquito® HV genomics - 5 Position (500 nl - 5	28/07/2021	Birmingham Heartlands Hospital		
MHV2089 - mosquito	osquito® HV genomics - 5 Position (500 nl - 5	29/07/2021	PHE LAB Manchester		
DFD295 - dragonfly discovery	dragonfly® discovery (3 Head)	29/07/2021	PHE LAB Manchester		
MHV2122 - mosquito	osquito® HV genomics - 5 Position (500 nl - 5	Not installed	PHE LAB Manchester		
MHV2123 - mosquito	osquito® HV genomics - 5 Position (500 nl - 5	Not installed	PHE LAB Manchester		
DFD297 - dragonfly discovery	dragonfly® discovery (3 Head)	27/08/2021	61 Colindale Ave, London		
DFD315 - dragonfly discovery	dragonfly® discovery (3 Head)	28/09/2021	PHE Microbiology Services, Leeds		
MHV2091 - mosquito	osquito® HV genomics - 5 Position (500 nl - 5	30/09/2021	PHE Microbiology Services, Leeds		
MHV2097 - mosquito HV Genomics	osquito® HV genomics - 5 Position (500 nl - 5	21/10/2021	Porton Down		
MHV2107 - mosquito HV Genomics	osquito® HV genomics - 5 Position (500 nl - 5	23/12/2021	61 Colindale Ave, London		
DFD210 - dragonfly discovery	dragonfly® discovery (6 Head)	01/03/2021	Leamington Spa		
AFR DFD210 - AFR Pump	AFR Pump	01/03/2021	Leamington Spa		
DFD211 - dragonfly discovery	dragonfly® discovery (6 Head)	15/03/2021	Leamington Spa		
AFR DFD211 - AFR Pump	AFR Pump	15/03/2022	Leamington Spa		
VC384-00-00-0421-4073	VC384	04/04/2021	Leamington Spa		
VC384-00-00-0220-4045	VC384	10/03/2020	Leamington Spa	30/05/2022	
VC384-00-00-0621-4088	VC384	20/04/2021	Leamington Spa		
VC384-00-00-0521-4081	VC384	11/05/2021	Leamington Spa		
VC384-00-00-0621-4091	VC384	01/06/2021	Leamington Spa		
VC384-00-00-0521-4079	VC384	06/05/2021	Leamington Spa		
VC384-00-00-0521-4087	VC384	01/06/2021	Leamington Spa		
VC384-00-00-0521-4084	VC384	25/05/2021	Leamington Spa		
VC384-00-00-0421-4074	VC384	04/04/2021	Leamington Spa		
VC384-00-00-0221-4070	VC384	25/02/2021	Leamington Spa	30/05/2022	
VC384-00-00-0221-4071	VC384	25/02/2021	Leamington Spa	30/05/2022	
VC384-00-00-0421-4078	VC384	03/05/2021	Leamington Spa		
VC384-00-00-0521-4080	VC384	09/05/2021	Leamington Spa		
VC384-00-00-0221-4041	VC384	11/02/2021	Leamington Spa	30/05/2022	
DFD254 - dragonfly discovery	dragonfly® discovery (6 Head)	20/09/2021	Leamington Spa		
AFR DFD254 - AFR Pump	AFR Pump	20/09/2021	Leamington Spa		
DFD259 - dragonfly discovery	dragonfly® discovery (6 Head)	13/05/2021	Leamington Spa		
AFR DFD259 - AFR Pump	AFR Pump	13/05/2021	Leamington Spa		
DFD284 - dragonfly discovery	dragonfly® discovery (6 Head)	10/12/2021	Leamington Spa		
AFR DFD284 AFR - PUMP	AFR Pump	10/12/2021	Leamington Spa		
DFD263 - dragonfly discovery	dragonfly® discovery (6 Head)	10/09/2021	Leamington Spa		
AFR DFD263 - AFR pump	AFR Pump	10/09/2021	Leamington Spa		
Contract price				£181,434.23	

1.3.3. The Total Contract Value includes labour, travel & accommodation, preventative maintenance and repairs as set out in the specification at section 2.

1.3.4 For the avoidance of doubt, the Authority is not committed to pay the Total Contract Value.

1.3.5 The Supplier may immediately after the issue of the relevant purchase order for this Contract,



1.3.6 See Appendix 1 (Goods Information and Pricing) for details of the Goods to be delivered.

1.3.7 Payment terms are net 30 days in arrears from date of valid invoice.

1.3.8 The Supplier shall comply with and associated terms see Section 2 of Annex A - Order Specific Key Provisions

1.3.9 Any purchase order issued by the Authority in respect of this Agreement does not form part of this Agreement.

(1.4) Term of Contract:

1.4.1 This Contract shall commence on 1st April 2022 (the “Commencement Date”) and shall, unless terminated earlier or extended, in accordance with its terms, expire on 31st March 2023 (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 90 days’ written notice.

(1.5) Term extension options:

1.5.1 None

2. GOODS AND/OR SERVICES REQUIREMENTS**(2.1) Description of the Goods / Services:**

This Contract covers the service and maintenance of SPT Labtech instruments currently installed across the UKHSA laboratory network as detailed at section 1.3.2 (Invoiceable charge breakdown).

The service and maintenance of the equipment under this Contract shall be (the “Services”). Location of equipment is set out in Appendix 3 (Equipment to be serviced and maintained).

2.1.1 The Services shall be supplied in accordance with the following specification (the “Specification”):

Reliance complete service contract

- Includes all Labour, Parts and Travel for unlimited breakdowns throughout the life of the contract
- One Planned Maintenance service visit per annum
- On-site response – If an engineer needs to visit the site to carry out a repair this will be within two (2) working days from issue identification
- Unlimited access to the Technical Support Helpline
- Unlimited remote access support
- Guaranteed call back within 4 working hours for breakdown/ support calls.

2.1.2 The Supplier shall provide SPT Lab tech’s Reliance Complete service coverage for the instruments detailed in Appendix 3, with the exception of those instruments listed at 2.1.3 and 2.1.4. Details of the Reliance Complete Care service coverage is set out in Appendix 2.

2.1.3 The following instruments are under warranty for the majority of FY2022. For these instruments the supplier shall provide the Reliance Complete service excluding preventative maintenance:

- DFD210 – dragonfly discovery (6 Head), Rosalind Franklin Laboratory
- DFD211 – dragonfly discovery (6 Head), Rosalind Franklin Laboratory

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2.1.4 The following instruments are included in the equipment list in Appendix 3 but are not yet installed. No service or charges will be applied to these instruments:

- MHV2122 – Mosquito, 5 position, Manchester
- MHV2123 – Mosquito, 5 position, Manchester

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

The Supplier shall provide the services to the Laboratories as detailed in the equipment list in Appendix 3 and locations below:

Location	FAO
61 Colindale Avenue Colindale London NW9 5EQ	
Rosalind Franklin Laboratory Precision Park, Juno Drive Royal Leamington Spa CV31 3RG	
Porton Down Laboratory Manor Farm Road Porton Down Salisbury SP4 0JG	
Southmead hospital Southmead road Bristol BS10 5NB	
Birmingham Heartlands Hospital Bordesley Green East Bordesley Green Birmingham B9 5SS	
Old Medical school Leeds General Infirmary Leeds LS1 3EX	
Public Health Laboratory Manchester 2 nd Floor, Clinical Sciences Building 2 Manchester Royal Infirmary Oxford Road Manchester M13 9WL	

The Authority shall provide the Supplier with as much notice of equipment moves as possible and, in any event, not less than 10 days' notice. Upon notification from the Authority the Supplier shall immediately suspend all costs related to, or arising from, such equipment to the greatest extent possible. The Supplier shall not, in any event, charge the Authority any costs relating to such equipment whatsoever or however arising after 30 days of notification and immediate.

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

[REDACTED]

(2.4) Performance standards:

The Supplier shall deliver the Services to the standard set out within Clause 2.1, and Appendix 2, of this Order Form.

(2.5) Quality standards:

The Supplier shall maintain and repair the Instruments to the level of the Supplier's manufactured specifications as sold by the Supplier to the Authority.

(2.6) Contract monitoring arrangements:

The Authority Contract Manager and Supplier Contract Manager shall meet no less than monthly (unless otherwise notified by the Authority) to discuss the Supplier's performance and other matters connected to the delivery of the Contract (unless otherwise requested by the Authority).

(2.7) Management information and meetings:

At the Authority's request, within five (5) Working Days of such request, the Supplier shall provide such management information ('MI') 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). On a monthly basis the Supplier will provide a MI report that includes:

- List of current equipment 'Asset Register';
- Schedule of the equipment for Preventative Maintenance in the forthcoming month;
- Schedule of the completed equipment Preventative Maintenance and Preventative Maintenance report per instrument detailing date of Preventative maintenance, issues found, parts replaced;
- Number of service call outs received with reference to associated equipment serial number;
- Consolidated report of Parts replaced during contract period including cost of parts and associated equipment serial numbers
- Downtime Notice requests received;
- Performance against Service Level agreement; and
- Details of callouts by laboratory, including root cause analysis.

3. CONFIDENTIAL INFORMATION (if applicable)**(3.1) The following information shall be deemed Confidential Information:**

Pricing and individual contact details.

(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:

In accordance with the Data Protection Protocol.

5. LEASE / LICENSE (if applicable)

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

Not applicable.

<p>For and on behalf of the Authority</p> <p>DocuSigned by:</p> <p>[Redacted Signature]</p> <p>Full Name: [Redacted]</p> <p>Job Title/Role: [Redacted]</p> <p>Date Signed: 24/08/2022</p>	<p>For and on behalf of the Supplier</p> <p>DocuSigned by:</p> <p>[Redacted Signature]</p> <p>Date Signed: 24/08/2022</p>
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Annex A

Order Specific Key Provisions

1. Delivery and Risk:

1.1. The Supplier shall deliver the services to the locations set out in section 2.2 of the Order Form.

1.2. The Supplier will ensure that provision of the services are made in accordance with the terms of this Order Form including Annex A, Appendix 1 and the Call-Off Terms and Conditions, except that any contractual terms included in any quotations included in Appendix 1, 2, 3 or 4 do not form part of this contract.

2. Invoicing Process:

2.1 Payment terms are net 30 days from receipt of a valid invoice.

2.2 Within 10 Business Days of receipt of the Supplier's countersigned copy of the Contract, the Authority will send a unique purchase order ("the **PO**") number. The Supplier must be in receipt of a valid PO number before submitting an invoice. A PO will be issued by each of the 4 sites as set out in Appendix 3

2.3 The Supplier shall provide an invoice to the Authority for all Services received for each site and accepted by the Authority each month.

2.4 All invoices should be sent for approval and must include the proof of delivery to the Authority's designated finance mailbox e-mail: [REDACTED] and their agreed representative (to be confirmed at first Supplier meeting) before being submitted for payment.

2.5 All invoices must be sent quoting a valid purchase order number. The Supplier shall provide a current statement of accounts on a monthly basis; this is a standard commercial process and should show all invoices raised and amounts outstanding.

2.6 To avoid delay in payment it is important that the Supplier provides a compliant invoice that includes, as a minimum, a valid PO number, PO line item number (if applicable), PO line description, and the details (name and telephone number) of the Authority's authorised representative. Non – compliant invoices will be sent back to the Supplier, which may lead to a delay in a payment.

2.7 If you have a query regarding an outstanding payment, please contact our Accounts Payable section by email to [REDACTED]

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Appendix 1 – Supplier Quotation

The supplier quotation is provided by the sum of the two quotations as attached below:

Instrument Name	SLA Type	Recorded location	Warranty Expiry Date	Proposed SLA Expiry date	Alignment contract days at Framework price	Standard SLA price (framework)	Aligned cost	Aligned cost with 15% Exceptional discount	Notes
AFR DF0218 - AFR Pump	reliance complete 1yr	Leamington Spa	14/04/2022	31/03/2023	352				
AFR DF0219 - AFR Pump	reliance complete 1yr	Leamington Spa	14/04/2022	31/03/2023	352				
AFR DF0220 - AFR Pump	reliance complete 1yr	Leamington Spa	11/05/2022	31/03/2023	325				
AFR DF0221 - AFR Pump	reliance complete 1yr	Leamington Spa	13/07/2022	31/03/2023	262				
AFR DF0255 - AFR Pump	reliance complete 1yr	Leamington Spa	21/09/2022	31/03/2023	192				
AFR DF0210 - AFR Pump	reliance complete 1yr	Leamington Spa	01/03/2023	31/03/2023	31				
AFR DF0211 - AFR Pump	reliance complete 1yr	Leamington Spa	15/03/2023	31/03/2023	17				
AFR DF0254 - AFR Pump	reliance complete 1yr	Leamington Spa	24/09/2022	31/03/2023	189				
AFR DF0259 - AFR Pump	reliance complete 1yr	Leamington Spa	24/09/2022	31/03/2023	189				
AFR DF0264 AFR - PUMP	reliance complete 1yr	Leamington Spa	24/09/2022	31/03/2023	189				
AFR DF0263 - AFR pump	reliance complete 1yr	Leamington Spa	24/09/2022	31/03/2023	189				
DF0242 - dragonfly discovery	reliance complete 1yr	Porton Down	17/06/2022	31/03/2023	268				
DF0273 - dragonfly discovery	reliance complete 1yr	61 Colindale Ave, London	26/06/2022	31/03/2023	279				
DF0275 - dragonfly discovery	reliance complete 1yr	61 Colindale Ave, London	26/06/2022	31/03/2023	279				
DF0274 - dragonfly discovery	reliance complete 1yr	61 Colindale Ave, London	26/06/2022	31/03/2023	279				
DF0241 - dragonfly discovery	reliance complete 1yr	Porton Down	30/06/2022	31/03/2023	275				
DF0243 - dragonfly discovery	reliance complete 1yr	Porton Down	30/06/2022	31/03/2023	275				
DF0296 - dragonfly discovery	reliance complete 1yr	Southmead Hospital, Bristol	30/09/2022	31/03/2023	183				Maintenance required from 30 Sept 2022
DF0298 - dragonfly discovery	reliance complete 1yr	Birmingham Heartlands Hospital	28/07/2022	31/03/2023	247				
DF0295 - dragonfly discovery	reliance complete 1yr	PHE IAS Manchester	29/07/2022	31/03/2023	246				
DF0297 - dragonfly discovery	reliance complete 1yr	61 Colindale Ave, London	27/08/2022	31/03/2023	217				
DF0315 - dragonfly discovery	reliance complete 1yr	PHE Microbiology Services, Leeds	28/09/2022	31/03/2023	185				
DF0218 - dragonfly discovery	reliance complete 1yr	Leamington Spa	14/04/2022	31/03/2023	352				
DF0219 - dragonfly discovery	reliance complete 1yr	Leamington Spa	14/04/2022	31/03/2023	352				
DF0220 - dragonfly discovery	reliance complete 1yr	Leamington Spa	11/05/2022	31/03/2023	325				
DF0221 - dragonfly discovery	reliance complete 1yr	Leamington Spa	13/07/2022	31/03/2023	262				
DF0255 dragonfly discovery	reliance complete 1yr	Leamington Spa	21/09/2022	31/03/2023	192				
DF0263 - dragonfly discovery	reliance complete 1yr	Leamington Spa	09/12/2022	31/03/2023	113				
DF0210 - dragonfly discovery	reliance complete 1yr	Leamington Spa	01/03/2023	31/03/2023	31				
DF0211 - dragonfly discovery	reliance complete 1yr	Leamington Spa	15/03/2023	31/03/2023	17				
DF0254 - dragonfly discovery	reliance complete 1yr	Leamington Spa	24/09/2022	31/03/2023	189				
DF0259 - dragonfly discovery	reliance complete 1yr	Leamington Spa	24/09/2022	31/03/2023	189				
DF0264 - dragonfly discovery	reliance complete 1yr	Leamington Spa	24/09/2022	31/03/2023	189				
DF0263 - dragonfly discovery	reliance complete 1yr	Leamington Spa	24/09/2022	31/03/2023	189				
MHV2081 - mosquito	reliance complete 1yr	Porton Down	17/06/2022	31/03/2023	268				
MHV2084 - mosquito	reliance complete 1yr	Porton Down	17/06/2022	31/03/2023	268				
MHV2088 - mosquito	reliance complete 1yr	61 Colindale Ave, London	26/06/2022	31/03/2023	279				
MHV2087 - mosquito	reliance complete 1yr	Birmingham Heartlands Hospital	26/06/2022	31/03/2023	279				
MHV2086 - mosquito	reliance complete 1yr	61 Colindale Ave, London	26/06/2022	31/03/2023	279				
MHV2082 - mosquito	reliance complete 1yr	Porton Down	30/06/2022	31/03/2023	275				
MHV2083 - mosquito	reliance complete 1yr	Porton Down	30/06/2022	31/03/2023	275				
MHV2090 - mosquito	reliance complete 1yr	Southmead Hospital, Bristol	30/09/2022	31/03/2023	183				Maintenance required from 30 Sept 2022
MHV2092 - mosquito	reliance complete 1yr	Birmingham Heartlands Hospital	28/07/2022	31/03/2023	247				
MHV2089 - mosquito	reliance complete 1yr	PHE IAS Manchester	29/07/2022	31/03/2023	246				
MHV2091 - mosquito	reliance complete 1yr	PHE Microbiology Services, Leeds	30/09/2022	31/03/2023	183				
MHV2107 - mosquito	reliance complete 1yr	PHE IAS Manchester	Not installed	Not installed	n/a				Listed for inventory only, No SLA
MHV2109 - mosquito	reliance complete 1yr	PHE IAS Manchester	Not installed	Not installed	n/a				Listed for inventory only, No SLA
MHV2097 - mosquito HV Genomic	reliance complete 1yr	Porton Down	21/10/2022	31/03/2023	162				
MHV2107 - mosquito HV Genomic	reliance complete 1yr	61 Colindale Ave, London	23/12/2022	31/03/2023	99				
Line highlighted do not include an annual PM unless noted									including DF0262 PM
Instruments with delayed start dates									

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Instrument Name	SLA Type	Recorded location	Warranty Expiry Date	Proposed SLA Expiry date	Alignment contract days at Framework price	Standard SLA price (framework)	Aligned cost	
VC384-00-00-0421-4073	reliance complete 1yr	Leamington Spa	05/04/2022	31/03/2023	361			
VC384-00-00-0220-4045	reliance complete 1yr	Leamington Spa	30/05/2022	31/03/2023	306			
VC384-00-00-0621-4088	reliance complete 1yr	Leamington Spa	21/04/2022	31/03/2023	345			
VC384-00-00-0521-4081	reliance complete 1yr	Leamington Spa	12/05/2022	31/03/2023	324			
VC384-00-00-0621-4091	reliance complete 1yr	Leamington Spa	02/06/2022	31/03/2023	303			
VC384-00-00-0521-4079	reliance complete 1yr	Leamington Spa	07/05/2022	31/03/2023	329			
VC384-00-00-0521-4087	reliance complete 1yr	Leamington Spa	02/06/2022	31/03/2023	303			
VC384-00-00-0521-4084	reliance complete 1yr	Leamington Spa	26/05/2022	31/03/2023	310			
VC384-00-00-0421-4074	reliance complete 1yr	Leamington Spa	05/04/2022	31/03/2023	361			
VC384-00-00-0221-4070	reliance complete 1yr	Leamington Spa	30/05/2022	31/03/2023	306			
VC384-00-00-0221-4071	reliance complete 1yr	Leamington Spa	30/05/2022	31/03/2023	306			
VC384-00-00-0421-4078	reliance complete 1yr	Leamington Spa	04/05/2022	31/03/2023	332			
VC384-00-00-0521-4080	reliance complete 1yr	Leamington Spa	10/05/2022	31/03/2023	326			
VC384-00-00-0221-4041	reliance complete 1yr	Leamington Spa	30/05/2022	31/03/2023	306			

Appendix 2 Service Plan

The service plan that has been selected is for the Complete service as set out in the column furthest right, “complete 12 months”.

	Standard Warranty 12 months (included)	Extended Warranty 12 months	remote 12 months	maintain 12 months	complete 12 months
Initial response time * during standard working hours	4 hours	4 hours	12 hours	8 hours	4 hours
On site * standard working days	2 days * from issue identification	2 days * from issue identification	4 days * from receipt of PO	3 days * from receipt of PO	2 days * from issue identification
Annual preventative maintenance visit	✖	✓	✖	✓	✓
Unlimited telephone & email assistance	✓	✓	✓	✓	✓
Unlimited remote access support	✓	✓	✓	✓	✓
Remote application support	✓	✓	✓	✓	✓
Application software upgrades	✓	✓	✖	✓	✓
Additional user training	✓ (at time of installation)	✓	✖	✖	✓
Replacement parts	✓	✓	✖	15% discount	✓
Labour & call out charge	✓	✓	✖	15% discount	✓

The annual preventative maintenance visits comprise the following:

1) AFR pumps – no preventative maintenance

2) Mosquito

- 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 safely interlocks
- instrument tuned back to factory set up standards
- software updates if required

3) Dragonfly

- carry out visual inspection of Equipment

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- 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.

4) **Volume check**

- 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
- 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

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Appendix 3 - Equipment list

Instrument Name	Instrument Model	Installation Date	Recorded location	Start date if expired > than 30 days or different to warranty expiry date	Contract days to 31/03/23
DFD218 - dragonfly discovery	dragonfly [®] discovery (5 Head)	14/04/2021	Leamington Spa		352
AFR DFD218 - AFR Pump	AFR Pump	14/04/2021	Leamington Spa		352
DFD219 - dragonfly discovery	dragonfly [®] discovery (5 Head)	14/04/2021	Leamington Spa		352
AFR DFD219 - AFR Pump	AFR Pump	14/04/2021	Leamington Spa		352
DFD220 - dragonfly discovery	dragonfly [®] discovery (5 Head)	11/05/2021	Leamington Spa		325
AFR DFD220 - AFR Pump	AFR Pump	11/05/2021	Leamington Spa		325
DFD221 - dragonfly discovery	dragonfly [®] discovery (5 Head)	13/03/2021	Leamington Spa		262
AFR DFD221 - AFR Pump	AFR Pump	13/03/2021	Leamington Spa		262
DFD255 dragonfly discovery	dragonfly [®] discovery (5 Head)	22/06/2021	Leamington Spa		332
AFR DFD255 - AFR Pump	AFR Pump	22/06/2021	Leamington Spa		332
DFD283 - dragonfly discovery	dragonfly [®] discovery (5 Head)	09/12/2021	Leamington Spa		113
MHV2081 - mosquito	bequito [®] HV genomics - 5 Position (500 nl - 5 µl)	17/06/2021	Porton Down		288
MHV2084 - mosquito	bequito [®] HV genomics - 5 Position (500 nl - 5 µl)	17/06/2021	Porton Down		288
DFD242 - dragonfly discovery	dragonfly [®] discovery (3 Head)	17/06/2021	Porton Down		288
MHV2088 - mosquito	bequito [®] HV genomics - 5 Position (500 nl - 5 µl)	26/06/2021	61 Colindale Ave, London		279
DFD273 - dragonfly discovery	dragonfly [®] discovery (3 Head)	26/06/2021	61 Colindale Ave, London		279
DFD275 - dragonfly discovery	dragonfly [®] discovery (3 Head)	26/06/2021	Birmingham Heartlands Hospital		279
DFD274 - dragonfly discovery	dragonfly [®] discovery (3 Head)	26/06/2021	61 Colindale Ave, London		279
MHV2087 - mosquito	bequito [®] HV genomics - 5 Position (500 nl - 5 µl)	26/06/2021	Birmingham Heartlands Hospital		279
MHV2088 - mosquito	bequito [®] HV genomics - 5 Position (500 nl - 5 µl)	26/06/2021	61 Colindale Ave, London		279
MHV2082 - mosquito	bequito [®] HV genomics - 5 Position (500 nl - 5 µl)	30/06/2021	Porton Down		275
DFD241 - dragonfly discovery	dragonfly [®] discovery (3 Head)	30/06/2021	Porton Down		275
MHV2083 - mosquito	bequito [®] HV genomics - 5 Position (500 nl - 5 µl)	30/06/2021	Porton Down		275
DFD243 - dragonfly discovery	dragonfly [®] discovery (3 Head)	30/06/2021	Porton Down		275
MHV2090 - mosquito	bequito [®] HV genomics - 5 Position (500 nl - 5 µl)	27/07/2021	Southmead Hospital, Bristol	30/09/2022	183
DFD296 - dragonfly discovery	dragonfly [®] discovery (3 Head)	27/07/2021	Southmead Hospital, Bristol	30/09/2022	183
DFD298 - dragonfly discovery	dragonfly [®] discovery (3 Head)	28/07/2021	Birmingham Heartlands Hospital		247
MHV2092 - mosquito	bequito [®] HV genomics - 5 Position (500 nl - 5 µl)	28/07/2021	Birmingham Heartlands Hospital		247
MHV2089 - mosquito	bequito [®] HV genomics - 5 Position (500 nl - 5 µl)	29/07/2021	PHE LAB Manchester		246
DFD295 - dragonfly discovery	dragonfly [®] discovery (3 Head)	29/07/2021	PHE LAB Manchester		246
MHV2122 - mosquito	bequito [®] HV genomics - 5 Position (500 nl - 5 µl)	Not installed	PHE LAB Manchester		n/a
MHV2123 - mosquito	bequito [®] HV genomics - 5 Position (500 nl - 5 µl)	Not installed	PHE LAB Manchester		n/a
DFD297 - dragonfly discovery	dragonfly [®] discovery (3 Head)	27/08/2021	61 Colindale Ave, London		217
DFD315 - dragonfly discovery	dragonfly [®] discovery (3 Head)	28/09/2021	PHE Microbiology Services, Leeds		185
MHV2091 - mosquito	bequito [®] HV genomics - 5 Position (500 nl - 5 µl)	30/09/2021	PHE Microbiology Services, Leeds		183
MHV2097 - mosquito HV Genomics	bequito [®] HV genomics - 5 Position (500 nl - 5 µl)	21/10/2021	Porton Down		162
MHV2107 - mosquito HV Genomics	bequito [®] HV genomics - 5 Position (500 nl - 5 µl)	23/12/2021	61 Colindale Ave, London		99
DFD210 - dragonfly discovery	dragonfly [®] discovery (5 Head)	01/03/2021	Leamington Spa		31
AFR DFD210 - AFR Pump	AFR Pump	01/03/2021	Leamington Spa		31
DFD211 - dragonfly discovery	dragonfly [®] discovery (5 Head)	15/03/2021	Leamington Spa		17
AFR DFD211 - AFR Pump	AFR Pump	15/03/2022	Leamington Spa		17
VC384-00-00-0421-4073	VC384	04/04/2021	Leamington Spa		361
VC384-00-00-0220-4045	VC384	10/03/2020	Leamington Spa	30/05/2022	306
VC384-00-00-0621-4088	VC384	20/04/2021	Leamington Spa		345
VC384-00-00-0521-4081	VC384	11/05/2021	Leamington Spa		324
VC384-00-00-0621-4091	VC384	01/06/2021	Leamington Spa		303
VC384-00-00-0521-4079	VC384	06/05/2021	Leamington Spa		329
VC384-00-00-0521-4087	VC384	01/06/2021	Leamington Spa		303
VC384-00-00-0521-4084	VC384	25/05/2021	Leamington Spa		310
VC384-00-00-0421-4074	VC384	04/04/2021	Leamington Spa		361
VC384-00-00-0221-4070	VC384	25/02/2021	Leamington Spa	30/05/2022	306
VC384-00-00-0221-4071	VC384	25/02/2021	Leamington Spa	30/05/2022	306
VC384-00-00-0421-4078	VC384	08/05/2021	Leamington Spa		332
VC384-00-00-0521-4080	VC384	09/05/2021	Leamington Spa		326
VC384-00-00-0221-4041	VC384	11/02/2021	Leamington Spa	30/05/2022	306
DFD254 - dragonfly discovery	dragonfly [®] discovery (5 Head)	20/09/2021	Leamington Spa		189
AFR DFD254 - AFR Pump	AFR Pump	20/09/2021	Leamington Spa		189
DFD259 - dragonfly discovery	dragonfly [®] discovery (5 Head)	13/05/2021	Leamington Spa		189
AFR DFD259 - AFR Pump	AFR Pump	13/05/2021	Leamington Spa		189
DFD284 - dragonfly discovery	dragonfly [®] discovery (5 Head)	10/12/2021	Leamington Spa		189
AFR DFD284 AFR - PUMP	AFR Pump	10/12/2021	Leamington Spa		189
DFD263 - dragonfly discovery	dragonfly [®] discovery (5 Head)	10/09/2021	Leamington Spa		189
AFR DFD263 - AFR pump	AFR Pump	10/09/2021	Leamington Spa		189

Appendix 4 – Engineer's rates

Rates are subject to review in December 2022.

	GBP
Telephone/Remote Access Support	
On Site Labour	
Travel	
Subsistence (Day)	
Subsistence (Overnight)	
Call Out Charge	
Replacement parts	List Price <i>(plus shipping & handling)</i>