

APPENDIX B
SERVICE DESCRIPTION

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1. INTRODUCTION

- 1.1 Home Office Science require a 3 year contract to cover the environmental monitoring service for our DNA-clean laboratory.

2. PURPOSE

- 2.1 The purpose of maintaining the NAS lab facilities is to enable NDNAD Assurance Service (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.
- 2.2 NAS needs to procure a supplier for the provision of environmental monitoring services for its DNA-clean laboratory, in order to facilitate the provision of the mandatory proficiency testing schemes described above, by providing assurance that the NAS lab facilities are free from contamination in accordance with ISO 17043. This service must be carried out to ensure the above provisions, and for NAS to maintain its accreditation.

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 service provider 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 fully documented test results. The supplier must be reliable in their timescales, as we cannot afford to have delays as our lab schedule becomes busier. The service provider should be accredited to ISO 17025 for the provision of its forensic DNA profiling services, including environmental monitoring services.

5. SCOPE OF REQUIREMENT

- 5.1 The Authority requires a 3 year contract, commencing January 2016, to cover the environmental monitoring service for our DNA-clean laboratory.
- 5.2 The service will be conducted on a 6-monthly basis, and is expected to fall in January and July each year. However it is expected that changes in the above timescale for the 2 rounds of monitoring would be accommodated by the service provider.
- 5.3 The service provider will be expected to provide a copy of their standard procedure for environmental monitoring which should include full details of the pass/fail criteria for the environmental samples.
- 5.4 The turn round time for the service should be 5 working days and 5 days for retests, with day 0 being the day of collection/receipt of swab.



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- 5.5 Price will include the provision of the sampling kit and the processing and reporting of up to 20 environmental swabs and DNA free water, including the supply of a certificate of conformity, every 6 months. Profiling should be carried out using a DNA-17 chemistry for example NGM Select or ESI-17.
- 5.6 Re-sampling due to contamination may be necessary. The price for this will include the provision of a re-sampling kit (if required), the processing and reporting of the re-sampling result.
- 5.7 Reporting of DNA Environmental Monitoring results will be via email to ndnad_assurance_service@ndna.pnn.police.uk.
- 5.8 In addition a Certificate of Conformity should be issued. Report and Certificate to be emailed to the above address and hard copies of the Report and EPGs (for samples where contamination Level 1 and/or 2 are detected) should be sent in the post (Royal Mail, recorded delivery) to:
- Home Office
Birmingham Site
PO Box 13841
- 5.9 On occasions volunteer samples may be required for profiling (e.g. taken from a contractor/visitor. These are likely to be extremely ad hoc and should be included within the fixed pricing of the contract, up to a maximum of 5 samples per annum.
- 5.10 Exhibits to be destroyed on a monthly basis.

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 A Purchase Order will be raised of which the Supplier will be required to submit an invoice upon receipt of the Contract.

8.2 All invoices should be to be sent to:

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

Tel: 08450 4100125

FAX: 01633 581514

Email: post-room-rescan@homeoffice.gsi.gov.uk