

**APPENDIX B**  
**SERVICE DESCRIPTION**

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**1. INTRODUCTION**

- 1.1 The Home Office Centre for Applied Science and Technology (CAST) is a scientific and technical organisation offering advice and guidance to the Home Office and other Government Department.

**2. PURPOSE**

- 2.1 The Home Office for Applied Science and Technology (CAST) are looking to invite offers for the servicing and on-going call off maintenance of equipment and systems at their Sandridge site.

**3. BACKGROUND TO THE AUTHORITY**

- 3.1 CAST is a unique team of scientists and engineers at the heart of the Home Office providing expert advice, innovation and frontline support. CAST are 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 CAST to operate where others cannot for reasons of impartiality, national security or market failure.
- 3.2 CAST supports the full range of Home Office interests in policing and tackling crime, counter-terrorism, border security and controlling immigration. Our extensive in-house skills and experience, coupled with access to industrial, academic and international networks, ensures that we are able to provide the right advice and support, irrespective of the problem.
- 3.3 CAST is a diverse work environment including offices, and a variety of technical facilities and laboratories.

**4. SCOPE OF REQUIREMENT**

- 4.1 The service contract will be for a 4 year term and include planned annual maintenance visits as well as ad-hoc call outs for any required repairs or additional services.
- 4.2 Table A provides a list of the equipment to be covered by the contract:
- 4.3 Table A

Plant Number	Make	Description	Serial Number
14369	Tinius Olsen	H10KT Material Universal Testing Machine and load cells in both tension and compression	H10KT-0143 10Kn Load Cell: 0229875 500N Load Cell: 183045

- 4.4 The supplier must carry out a yearly planned maintenance visit to service the item listed in Table A.
- 4.5 Specific dates and times must be confirmed with CAST 1 month before the service visit. Contact details will be given to the successful Supplier upon completion of the procurement activity.
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- 4.6 During the yearly planned maintenance visit the supplier must:
- a) Check the tensile testing H10K machine and make adjustments to the machine where necessary for: (please find an indicative list below – please note that this is not an exhaustive list for this service requirement)
    - (i) Thrust bearings
    - (ii) Motor brushes
    - (iii) XHD free play and guides
    - (iv) Key switches
    - (v) Keypads
    - (vi) Membrane and load cell cable
  - b) Produce a detailed Service Report per device which will include as a minimum;
    - (i) Details of the device i.e. plant number, make, description, serial number, location etc.
    - (ii) Description/detail of maintenance activities carried out
    - (iii) List of required consumables/parts used if applicable
  - c) All reports must be produced and submitted to CAST no later than 5 working days for each service and maintenance visit for each individual unit, providing full details of any works undertaken and any parts or consumables used.
- 4.7 During a planned maintenance visit the supplier must also calibrate the machine once a year under the following conditions, and provide a calibration certificate for each test:
- a) Calibrate the machine when fitted with 10KN load cell in tension and compression status
  - b) Calibrate the machine when fitted with 500N load cell in tension and compression status.
  - c) The resultant calibration certificates required from testing with each load cell must also include the following details;
    - (i) Details of which load cell is being used
    - (ii) Class ranges% max uncertainty
    - (iii) % max relative accuracy
    - (iv) % max repeatability error

- (v) % max relative resolution error
  - (vi) % max zero error for all testing stages plus an overall amount
  - b) All verification devices must comply with the latest ISO376 practices and be traceable to the International System of Units (SI) through the National Institute of Standards and Technology (NIST) or National Physical Laboratory (NPL). UKAS calibration – ISO/IEC 17025 (complies with ISO9000 series for Calibration Activity): calibrated in accordance with ISO 7500-1 and in line with the manufacturers procedure #1100
  - c) The serial number, manufacturer, class 0.5 and 1 loading ranges, calibration vendor, expiry date and certificate for each standard used during the certification will need to be listed. The calibration equipment used was verified and the results were equal to or better than the classification requirements it is required to meet.
  - d) The supplier must provide the calibration certificates within 5 working days of the calibration being carried out.
- 4.8 The contract must also cover ad hoc call outs for any required additional maintenance or breakdown and repairs.
- 4.9 The supplier must be able to attend call outs within 48 hours of the Supplier being contacted.
- 4.10 During the call out visit the supplier must:
- a) Produce Service Reports for call out visits and include as a minimum:
    - (i) A diagnostic report outlining details of the breakdown/fault
    - (ii) Associated costs relating to the breakdown/fault
  - b) All reports must be produced and submitted to CAST no later than 5 working days for each call out visit for each individual unit, providing full details of any works undertaken and any parts or consumables used before any works go ahead.
- 4.12 There will be no limit or cap on the number of call outs during the life of the contract.
- 4.13 The supplier must be able to keep and provide a register of breakdown call outs which CAST can request at any time. The register should detail a minimum of how many times a piece of equipment has required a call out, what the call out was for, how it was resolved and if any new parts or consumables were needed.
- 4.14 The Supplier must be able to supply replacement parts at a firm price for the duration of the contract (4 years) for all the equipment listed in Table A above. Suppliers are expected to provide costs for the most common parts within their tender submission. The list provided below in Table B is an indicative list of parts that may be required. This list is not exhaustive and is to be used as a guide to complete costs for a comprehensive parts. The parts must be quoted for separately within Appendix E –
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Pricing Matrix. The costs provided will be used for information only and will not be used for evaluation purposes.

4.14.1 Table B

<b>PARTS</b>
Thrust bearings
XHD
Key Switches
Keypads
Membrane
Load cell table

4.14.2 CAST will place an order for parts as or when required.

4.14.3 If parts are required by CAST from the supplier a written quotation must be approved by CAST before any works commence.

4.14.4 All parts required throughout the contract will be paid via purchase order.

4.14.5 Replacement parts need to be new original manufacturer parts and sourced from a reputable source. Patent parts or second hand parts will not be acceptable.

4.14.6 Suppliers are requested to indicate in the Pricing Matrix if parts e.g. thrust bearings etc., are included in the service and maintenance costs.

4.15 The service supplier must be able to provide standard Personal Protection Equipment (PPE) to the engineer for the task/job that they are required to do plus any products (chemical/tools/waste containers and equipment) that they require to be used during their visit.

## **5. SERVICE LEVELS AND PERFORMANCE**

5.1 The Authority will measure the quality of the Supplier's delivery by:

- a) The receipt of the detailed reports provided after every site visit to CAST no later than 5 working days after the site visit including ad hoc call outs, providing full details of any works undertaken including details of the equipment, results of the service test, details of maintenance activities carried out, any parts or consumables used, details of any issues and details of associated costs.
- b) Meeting the specified supplier visit schedule. On award of contract with the successful supplier, supplier visit schedules will be agreed for the

annual service visits. The supplier will be responsible to notify CAST 1 month before a service visit to arrange an agreeable date and time for the services to take place.

- c) The supplier's ability to attend an ad hoc call out within 48 hours (working hours Monday-Friday) of the supplier being contacted.

## 6. PAYMENT AND INVOICING

- 6.1 In order to achieve complete automation of the Procure to Pay process, payment can only be made for services rendered. Interim payments will not be considered. Suppliers should take this into consideration when outlining their costs and payment terms.
  - 6.2 Payment will be made upon successful delivery of the services required.
  - 6.3 Each invoice **MUST** state a valid Purchase Order number as issued by the Contracting Authority.
  - 6.4 Each invoice should list an elemental breakdown of services supplied.
  - 6.5 Payment will be made 30 days following receipt of a correctly submitted invoice.
  - 6.6 It is expected that the winning bidder will provide e-invoicing, where invoices anticipated per month are greater than 10. The winning bidder will also be required to provide an electronic catalogue to support e-invoicing/regular requirements where applicable.
  - 6.7 Invoices clearly marked for with order number.
    - a) To: [post-room-rescan@homeoffice.gsi.gov.uk](mailto:post-room-rescan@homeoffice.gsi.gov.uk).
    - b) VAT Number GB: 8888180 55.
  - 6.8 All paper based invoices should be submitted for the attention of Accounts Payable at the following address:
    - a) Home Office Shared Service Centre, PO Box 5015, Newport, Gwent, NP20 9BB.
      - 6.8.a.1 Tel: 01633 581644
  - 6.9 Email: [ap-hold-resolution@homeoffice.gsi.gov.uk](mailto:ap-hold-resolution@homeoffice.gsi.gov.uk)
  - 6.10 Travel and subsistence must be billed in accordance with the Home Office Policy (Please see Annex A).
  - 6.11 The planned service visits will be invoiced in January irrespective of the service dates however the first invoice will be in February 2016.
  - 6.12 If parts are required by CAST from the supplier a written quotation must be approved by CAST before any works commence.
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- 6.13 All parts required throughout the contract will be paid via purchase order.

## **7. ADDITIONAL REQUIREMENTS**

- 7.1 The contract is required to commence in February 2016 and last for 4 years. Invoices should be invoiced in January irrespective of the service visit dates.
- 7.2 A site visit will be held at the Sandridge site on Monday 8<sup>th</sup> February to enable potential suppliers to view the equipment requiring a service contract alongside a CAST representative.
- 7.3 Potential suppliers must confirm their attendance by Midday on Thursday 4<sup>th</sup> February 2016 via a message on the e-sourcing portal. Suppliers are restricted to three individuals per visit and the names of the individuals must be provided in advance via the message on the e-sourcing portal. It is a requirement of the sites that photographic identification such as a passport or driving licence be presented at security. There is adequate parking at both sites; please note that vehicles may be subject to a security search upon entry.
- 7.4 Evaluation of the contractor's Experian Credit Search will be carried out by Crown Commercial Service's "Commercial Intelligence" department, and any risk will be identified and referred to the Procurement Lead.
- 7.5 If there is any risk to the delivery of the contract being identified through this exercise Crown Commercial Service reserves the right to remove any bidder from this Procurement process.

## **8. SERVICE LOCATION**

- 8.1 The location where the Services will be carried out is: CAST,  
Woodcock Hill,  
Sandridge,  
St Albans,  
Herts,  
AL4 9HQ

## **9. SECURITY REQUIREMENT**

- 9.1 CAST Sandridge is a guarded site, therefore visitors will be stopped at the guard's check point and then be directed to reception to meet the nominated CAST representative via the visitor car park at the top of the site.
- 9.2 Visitors will be escorted for the duration of the visit.

**Annex A**

**1. HOME OFFICE INLAND TRAVEL MANUAL**

1.1 Charges are to be no more than the upper limit:

**2. NIGHT BED AND BREAKFAST AND MEAL RATES**

MEAL RATE TYPE	RATES PER DAY	
	LONDON	ELSEWHERE
BED & BREAKFAST RATE	£125.00	£90.00
24-HOUR RATE MEAL RATE	UP TO £26.00	UP TO £26.00

**3. TRAVEL ALLOWANCES**

3.1 Public transport rate of motor mileage

a) 23.8p per mile

**4. STANDARD RATE OF MOTOR MILEAGE**

4.1 Public transport rate of motor mileage (All engine sizes)

a) Up to 10,000 miles: 40p per mile

b) Over 10,000 miles: 25p per mile

**5. MOTOR CYCLES AND MOTOR CYCLE COMBINATIONS**

5.1 All sizes and mileage

a) 24p per mile

**6. PASSENGER SUPPLEMENT**

6.1 5P per mile per passenger

**7. PEDAL CYCLE ALLOWANCE**

7.1 6.2P per mile

**8. CAR MILEAGE**

OFFICIAL CAR RATE		
ENGINE CAPACITY	PETROL	DIESEL
UP TO 1400CC	11p per mile	9p per mile
1401 - 2000CC	14p per mile	9p per mile
ABOVE 2000CC	21p per mile	13p per mile