

Q. No.	Question	Response
1	<p>1. Based on your service history (logbook data), can you please detail "A reasonable number of spare parts are to be held ready for call outs." What are these items, how many and what are they?</p> <p>a. Will you be able to store these items on your site?</p> <p>It is our experience from working with other universities such as Bath, Cranfield and Cardiff that holding spares is a folly as units and failures are very difficult to predict. If you have certain systems that are critical then please confirm from your logbooks the manufacturers recommended spares list so that we can quote for these parts.</p>	<p>From our PPM's of the cabinets the spares would be HEPA filters, front switch membranes and airflow sensors. The main reason for holding these spares is to reduce the downtime of any cabinet, currently if a cabinet has an issue we will have to wait for 4-6 weeks for the spares. This is an issue as the cabinet is then "out of use" which greatly impacts our science work.</p>
2	<p>2. Use of your test equipment. Will training be provided by your teams to our staff for training on how to use your test equipment? Whilst our team are familiar with our equipment, it may differ from yours.</p>	<p>Training can be provided if required</p>
3	<p>3. For fumigation of BSC's, please confirm the chemical you require to be used and the process (& time) your unit takes to fumigate a BSC.</p>	<p>All fumigations of the BSC's is carried out by our in-house safety team and any BSC that requires fumigation prior to a service visit will be fumigated prior to your engineers arrival.</p>
4	<p>4. Are site inductions to be completed for each separate work area?</p>	<p>Each engineer will have to complete the site induction which is a 10-15 minute video followed by a multiple choice test. This is then valid for 1 year.</p>
5	<p>5. Service reports. You state you want electronic documents however laptops taken into certain areas will need to be left overnight for fumigation. Yet service reports are to be 'left on site' or received by site on same day. This will be almost impossible to comply with unless you accept paper, hand written reports. We would suggest system critical reports are provided verbally on the day with written reports detailing the issues within 5 working days. Will this be acceptable?</p>	<p>Laptops or iPads can be fumigated in our small fumigation hatch this takes approx 1 1/2 hours and can be done on the day of the visit or at the end of a visit.</p>
6	<p>6. Quotations for remedial works will take longer than 1 week, mainly due to the time it takes to obtain pricing for spares from suppliers. Whilst this target can be attempted it is likely to be breached. Will this be acceptable?</p>	<p>This is aimed at any request submitted from us and not providing a quote following a service visit.</p>
7	<p>7. It will not be possible to guarantee works starting or being carried out within 5 working days of you issuing a PO. Unfortunately we do not have teams of engineers stood around waiting for PO's. All works will be booked in and attended to in the upmost urgency however we cannot guarantee 5 working days. Will this be acceptable?</p>	<p>This will be taken into account when your submission is scored.</p>
8	<p>8. Servicing. When undertaking service of equipment including the removal of filters, as this will be contaminated waste, whilst our engineers will remove and bag the items they will be left on site for you to dispose of safely so you can keep record of the safe handling of your waste.</p> <p>Please confirm this be acceptable?</p>	<p>Yes this is acceptable</p>