

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

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**1. INTRODUCTION**

- 1.1 The Home Office Border Force have a requirement for an installation and maintenance contract to be put in place for a Telescopic Boom Conveyor at their Felixstowe site.
- 1.2 The Home Office Border Force will be known hereafter as the Authority.

**2. PURPOSE**

- 2.1 The Authority requires the installation of the conveyor and a maintenance/service contract in place for two (2) years.
- 2.2 It has been identified in a health and safety report that the equipment used at Felixstowe is needing immediate upgrade.

**3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT**

- 3.1 The equipment would become the main resource for unloading containers and would be used on a daily basis. The containers are being unloaded manually.
- 3.2 Officers are struggling to unload consignments of 25 tonnes plus. This is at the maximum end of the safe manual handling scale.
- 3.3 The new equipment would greatly reduce the risk of injury to staff and enable the unloading of containers to be conducted in much less time.
- 3.4 The aim is to free up staff from loading / unloading containers, to allow them to concentrate on core work.

**4. SCOPE OF REQUIREMENT**

- 4.1 The Authority requires the following to be based at the Port of Felixstowe with the following features:
- 4.2 Conveyor:
  - 4.2.1 Self propelled and steerable.
  - 4.2.2 Ability to extend to reach the rear of 40 foot shipping containers.
  - 4.2.3 The height of the boom is adjustable.
  - 4.2.4 Three phase electrical supply.
  - 4.2.5 For a load capacity of 50kg per m2.
  - 4.2.6 Adjustable tail conveyor to enable continuous use with an x-ray machine
- 4.3 Installation
- 4.4 Operating/Service Training for 24 staff members.
- 4.5 Maintenance for the Conveyor.
- 4.6 Further breakdown is provided in Annex 1,2 and 3.
- 4.7 A floor plan of Felixstowe is provided at Annex 4.
- 4.8 **Please note:** the conveyor is to be used on containers that are in a loading bay and therefore at the same height as the conveyor.

**5. SERVICE LEVELS AND PERFORMANCE**

- 5.1 Delivery and installation must be made on or before the 30<sup>th</sup> November 2015.

- 5.2 Quality of products delivered:
- 5.2.1 The equipment must come with 1 year warranty, and specify the terms of this guarantee if applicable.
  - 5.2.2 The Supplier must identify a single point of contact for the duration of the contract to allow the Authority to report faults.
  - 5.2.3 If items are faulty, the supplier must provide a repair/replacement within 24 hours of the Authority reporting it, at nil extra charge to the Authority.
  - 5.2.4 The supplier must supply a product specification along with their proposal for this requirement.
  - 5.2.5 The supplier must supply lead times and delivery timetables along with their proposal, with sight to award as soon as possible post tender.
- 5.3 Maintenance/Support must include the following:
- 5.3.1 Telephone support must be available from 08:00-20:00.
  - 5.3.2 Engineers must be available Monday to Friday 08:00-20:00 to attend site within 24 hours to repair faults/breakdown. Engineers should be qualified as per manufacturer's specifications.
  - 5.3.3 Security clearance is not required, but Engineers will be require port passes to attend port area. This will be arranged by the authority upon award.
  - 5.3.4 The Authority requires a service contract in line with the manufacturer's recommendations. The authority would expect a minimum of 2 scheduled visits per year to service the equipment outside of any breakdowns. This will be arranged with the supplier following contract award.

## **6. LOCATION**

- 6.1 Border Force, Custom House, Viewpoint Road, Felixstowe, Suffolk. IP11 3RF

## **7. PAYMENT PROCESS**

- 7.1 Payment will be made via purchase order and payment terms are 30 days.

## **8. SECURITY REQUIREMENTS**

- 8.1 Operatives attending the site will need to inform Border Force of names prior to visit in order for security passes to be organised.