**APPENDIX B**

**SERVICE DESCRIPTION**

CONTENTS

[1. INTRODUCTION 2](#_Toc333312154)

[2. PURPOSE 2](#_Toc333312155)

[3. Background to requirement/OVERVIEW of requirement 2](#_Toc333312157)

[4. scope of requirement 3](#_Toc333312158)

[5. service levels and performance 4](#_Toc333312159)

[6. Location 4](#_Toc333312161)

[7. PAYMENT PROCESS 4](#_Toc432423372)

# INTRODUCTION

## The UK National DNA Database Delivery Unit (NDU), a part of the Home Office Science Group have a need for forensic DNA profiling to support the preparation and running of Quality Assurance Proficiency Testing (PT) schemes and; to support the implementation of alternative approaches for the UK National DNA Database (NDNAD). It is proposed that a call-off contract for 2 years is established, with the option to extend to three years, if required and the services provided are found to be satisfactory.

# PURPOSE

## Forensic Service Provider (FSP) DNA Units that load DNA profiles to the NDNAD must take part in a PT scheme to meet their obligations of ISO: 17025 accreditation; these are managed by the NDNAD Assurance Service (NAS) team. The tests comprise of the provision of ‘known donor’ samples on a variety of substrates through both declared (FSP aware) and undeclared (blind) sample submissions.

## UK Police Forces who provide body fluid assessment and identification (BFAI) services accredited to ISO 17025 must also take part in a PT scheme to meet their obligations with respect to this standard. Such services can include the isolation of cellular material for subsequent DNA profiling.

## Further to this, additional sample processing may be required on an ad hoc or project basis to generate data to inform developments for the (NDNAD) and to ensure that NAS sample preparation processes (where applicable) meet with revisions made to the Forensic Regulator Codes of Practice and also continue to meet with the accreditation standard for PT scheme providers, ISO 17043.

# Background to the authority

## 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.

# Background to requirement/OVERVIEW of requirement

## This work will entail the processing of DNA samples (provided by known individuals who have consented to donate their samples to be used in the NDU PT schemes); through part or all of the analytical stages of a forensic DNA process from receipt to profile designation. In order to fulfil the requirement there is a need to employ the services of a forensic DNA provider which meets and follows the standard requirements for loading both subject and casework DNA samples to the NDNAD.

## To achieve the Proficiency Testing schemes, NAS continuously recruit new donors to fulfil the high demand of samples required for the PT schemes. In order for the donor samples to be of use, the DNA profile or each donor must be known.

## DNA profiling services would also be required to support ad hoc projects in the near future, which may include:

* Research into the stability of PT samples.
* Validation of changes to the NAS laboratory decontamination processes following the discontinuation of the manufacture of hard surface disinfectants used in the NAS sample preparation laboratory.
* Research into both the volumes of sample used and the substrates used for NAS PT samples.
* Future projects could include research into 20+ DNA chemistries.

# scope of requirement

## The NDU has a requirement to employ the services of a forensic DNA provider to process both the donor DNA samples and cellular PT samples from UK Police Forces through the analytical stages of a forensic DNA process.

## For the vast majority of sample processing, for donor profiling services NAS will provide buccal scrape samples for each donor, these will be labelled and provided in batches ready for processing. Cellular samples from the BFAI scheme will be provided on swabs.

## There may be a requirement for processing different sample types and substrates (e.g. liquid blood/blood swabs liquid semen/semen swabs, saliva, hair and vaginal secretions ), or to process samples part of the way through the analytical process, for example from collected sample to extracted DNA, or from extracted DNA through PCR, Electrophoresis and Interpretation. This will be detailed on a project-by-project basis.

# *Expectations of the successful organisation:*

## Process the DNA samples through standard forensic DNA processing to obtain a complete DNA profile from one of the recommended DNA-17 PCR Chemistries. Process samples to completion irrespective of the amount of quantifiable DNA obtained during the DNA quantification process.

## Profile analysis and designation should meet the requirements to load a profile to the NDNAD. There will be no requirement to carry out profile interpretation.

## All samples resulting in profile designation anomalies such as rare alleles or mutations must be confirmed as a numerical allele designation.

## To provide all electronic files produced as a consequence of the processing of the donor samples. This must include electronic data for any associated process control samples.

## For all donor samples (including BFAI samples) processing is to be completed within 10 working days from the point of receipt of submission.

## Turnaround times for the processing of samples for ad hoc projects would be negotiated on a case by case basis.

## Profile designations to be quality assured as a minimum, either through: Duplicate processing of the donor samples (same result achieved for 2 independently processed samples), or: The processing of samples being linked to or following the processes used for the provision of sample profiles to the NDNAD (in accordance with NDU technical requirements for the loading of profiles to the NDNAD). This option only applies to proposals whereby the proposer is authorised to load samples to the NDNAD. It is of note that assurances MUST be provided that no donor sample will inadvertently or otherwise, be loaded or attempted to be loaded to the NDNAD. With the first option the cost of duplicate processing should be included in the price per sample quoted.

## Specific additional and or different requirements for ad hoc projects would be defined on a case by case basis.

## Provide NAS with copies of its’ environmental monitoring protocols.

## Must have established forensic DNA processing capability.

## Must hold ISO17025 Accreditation scope appropriate to the process line and sample type.

## It is desirable that the organisation has accreditation to load both reference and casework DNA profiles to the NDNAD – consideration may be given to organisations who do not meet this requirement with sufficient confidence evidenced in their proposal to assure the quality, accuracy, integrity and continuity of the DNA results obtained. It is also desirable that the organisation has knowledge of the requirements for interpretation of DNA results to load to the NDNAD.

#  evaluation criteria

### Proposals will be evaluated against the following criteria:

### ***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.

### ***Current Expectations*:** As per section 5.