**APPENDIX B**

**SERVICE DESCRIPTION**

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# INTRODUCTION

The Centre for Applied Science and Technology (CAST) is 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 us to operate where others cannot for reasons of impartiality, national security or market failure.

# background to the authority

CAST supports the full range of Home Office interests in policing and tackling crime, counter-terrorism, border security and controlling immigration. Extensive in-house skills and expertise, coupled with access to industrial, academic and international networks, enable CAST to provide the right advice and support, irrespective of the problem.

• Contraband detection

• Crime prevention and community safety

• Cyber

• Forensics

• Identity assurance

• Protective security

• Public order

• Surveillance

# PURPOSE

CAST is committed to maintaining International Standards Organisation (ISO) 9001 certification. This requires the creation, implementation, maintenance and continuous improvement of a procedure driven business management model, called a Business Management System (BMS). Compliance with the requirements of ISO 9001 and the subsequent certification ensures that CAST operates an effective and universally recognised system for the scoping, delivery and measurement of customer satisfaction.

# Background to requirement/OVERVIEW of requirement

The Business Management System (BMS) must conform to the specific requirements of ISO 9001 and this is monitored by way of regular internal audits carried out by CAST staff and 6 monthly external audits. Every 3 years the 6 monthly external audit is a certification audit which, amongst other things at the auditor’s discretion, takes note of the written reports of previous external audits, measures responses to issues previously raised and ultimately provides a structured report and a pass or fail recommendation for certification.

# Scope of Requirement

The International Standard ISO 9001 currently consists of 8 main clauses which must be met in order to comply. In order to check and assure these clauses and ultimately earn certification:

* 6-monthly audit program is carried out. Areas and clauses for audit will be selected through agreement between the CAST ISO 9001 Quality Manager and the external provider. A certification audit will take place in July/August every third year. The next is due in the summer of 2017. The subject of each audit is at the discretion of the certificating auditor but CAST would expect a clean bill of health across all ISO 9001 clauses.
* Auditor to prepare comprehensive report on findings, good practice, poor practice, and suggested improvements; all with specific reference to the respective clauses under ISO 9001.
* Individual Auditors to be accredited to the role, under the auspices of an ISO recognised organisation.
* Individual Auditors to hold a minimum of SC security clearance

# service levels and performance

## The Authority will measure the quality of the Supplier’s delivery by:

### The Plan as at the Effective Date is set out below:

| Milestone | Deliverables(bulleted list showing all Deliverables (and associated tasks) required for each Milestone) | Duration(Working Days) | Milestone Date | Customer Responsibilities (if applicable) |
| --- | --- | --- | --- | --- |
| 1 | * Audit costs: including ; contractor expenses; accommodation; individual expenses and proofs of payment
 | 1-5 | Post Audit exercise | Customer will provide liaison staff to explain the project and project documentation. |
| 2 | * Certification that the submitted accounts are sincere, reliable and substantiated by adequate supporting documents.
 |  | Post Audit exercise | Customer will continue to provide liaison support |
| 3 | * Conduct of each audit. Auditor’s written and verbal communication skills; Clarity of expression and quality of written report.
 | Pre, during and post Audit exercise |  |  |

###

### The customer will hold an initial meeting to explain the project, the nature and format of the supporting documentation and there will be a daily review and assessment meeting to measure progress.

* *Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.*
* *Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.*

# [Location]

## The service will be provided at any or all of the CAST sites at:

## 2 Marsham Street London SW1P 4DF

* Langhurst House, Langhurstwood Road, Horsham, West Sussex, RH12 4WX
* Woodcock Hill, Sandridge, St Albans, Herts, AL4 9HQ

#  [Security requirements]

## Auditor and all staff of the auditing organisation who have access to the Audit report must be security cleared to a minimum of SC level.

# [PROJECT TIMETABLE]

## It is anticipated that the successful bidder will conduct the full audit program for a 3 year cycle prior to a new tender submission process. The target date for the next routine external audit is 23 -24 February 2016. The target dates for each audit during the 3 year cycle are in the table below.

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Visit Type** | **Duration** | **Location** |
| February 2016 | Surveillance | 2 Days | 2 MS |
| August 2016 | Surveillance | 2 Days | Langhurst |
| February 2017 | Surveillance | 2 Days | Sandridge |
| August 2017 | Certification | 4 Days | All 3 sites |
| February 2018 | Surveillance | 2 Days | 2 MS |
| August 2018 | Surveillance | 2 Days | Langhurst |

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