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1. PURPOSE

- 1.1 The purpose of this procurement is to award a contract to a sole Supplier for the provision of a routine preventative maintenance and support contract for an X-ray diffraction (XRD) system at the Home Office Centre for Applied Science and Technology’s (CAST) Sandridge site.
- 1.2 The Home Office Centre for Applied Science and Technology (CAST) will hereafter be referred to as the Authority.

2 BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 CAST (the “Authority”) is a unique team of scientists and engineers at the heart of the Home Office providing expert advice, innovation and frontline support. The Authority 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 the Authority to operate where others cannot for reasons of impartiality, national security or market failure.
- 2.2 The Authority’s expertise and activities are focused into capability areas that serve the range of Home Office interests in contraband detection; crime prevention and community safety; cyber; forensics; identity assurance; protective security; public order and surveillance.

3 BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 The Authority has a requirement to put in place a four (4) year support agreement in order to ensure the system receives regular routine preventative maintenance and is adequately covered for repair in the event of equipment failure.
- 3.2 The system that shall be covered by the contract is as follows:
 - 3.2.1. X-Pert PRO MPD (Serial Number: DY2839).

4 DEFINITIONS

Expression or Acronym	Definition
CAST	Centre for Applied Science and Technology, the Authority
XRD	X-ray powder diffraction is a rapid analytical technique primarily used for phase identification of a crystalline material
PPM	Planned Preventive Maintenance, equipment uptime and performance can be enhanced through regular servicing and maintenance, thus ensuring it is operating to optimal performance levels

5 SCOPE OF REQUIREMENT

- 5.1. The scope for this requirement is to provide a routine preventative maintenance and support contract for the instrument identified by the serial number DY2839.
- 5.2. The scope of the agreement shall cover the XRD system but not any peripheral equipment, though the Potential Provider shall be capable of supporting peripheral equipment if required and as an optional extra to the basic cover.



- 5.3. It is likely that CAST will have an ad-hoc requirement for staff to be trained in the use of the system. The contract shall therefore include the provision for expert advice and training to be arranged if required and separately to the maintenance and support agreement.

6 THE REQUIREMENT

- 6.1 The support contract shall include:
- 6.1.1 Two (2) routine maintenance visits per annum (May and November)
 - 6.1.2 The replacement of parts and consumables associated with the completion of the routine maintenance visits (spares kit)
 - 6.1.3 Breakdown labour
 - 6.1.4 Telephone support
- 6.2 The cost of the support contract shall exclude:
- 6.2.1 Spare parts
 - 6.2.2 Consumable items
 - 6.2.3 Peripheral equipment
- 6.3 The Potential Provider shall make provision from the supply of spare parts, consumables and peripheral equipment for the duration of the contract as chargeable optional extras.
- 6.4 The Potential Provider shall be capable of offering an expert advice and training service on a cost per hour basis, fixed for the duration of the contract.
- 6.5 The Potential Provider should note the following project milestones that the Authority will measure the quality of delivery against:

Milestone	Description	Timeframe
1	Contract commences	01 st May 2017
2	Contract ends	30 th April 2021

7 AUTHORITY'S RESPONSIBILITIES

- 7.1 The Authority will provide contact details of key project personnel upon the award to the successful supplier.
- 7.2 The Authority will ensure the peripheral equipment which is required in order for the XRD to function (e.g. the computer and software, chiller etc) is maintained and functioning correctly immediately prior to the PPM visits.

8 REPORTING

- 8.1 The Authority requires a report be issued following each planned preventative maintenance visit or repair activity. The report shall detail any and all works carried out, detail any diagnostic steps taken (if applicable), describe the fault (if applicable), confirm what action was taken and include an itemised list of parts changed (if applicable). The report shall also include a quality assurance data sheet supported by results that confirms the equipment is working optimally.



9 VOLUMES

The Authority has a single XRD system at the Sandridge site, which shall be subject to two (2) PPM, visits per annum.

10 CONTINUOUS IMPROVEMENT

10.1 The Potential Provider shall be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

10.2 Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

11 SUSTAINABILITY

11.1 Not Applicable.

12 QUALITY

12.1 The supplier shall be accredited to ISO 9001.

13 PRICE

13.1 The maintenance and support agreement price shall be a fixed annual price, payable in advance each year for a period of four (4) years at the agreed annual fee for each year excluding VAT.

13.2 The Potential Provider shall provide a price per hour for expert advice and training. It should be assumed that this element would be delivered at the Authority's premises in St Albans. This price shall be fixed for the duration of the contract and will be considered as part of the price evaluation.

13.3 The Potential Provider shall provide a list of spare parts and consumables that are commonly required and indicative prices. These will be used for information only and will not form part of the price evaluation. If chargeable parts are required these shall be invoiced separately but shall be covered by the same purchase order as the maintenance and support agreement.

13.4 Prices are to be submitted via the Appendix E excluding VAT.

14 STAFF AND CUSTOMER SERVICE

14.1 The Authority requires the Potential Provider to provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service to all Parties.

14.2 Potential Provider's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract.

14.3 The Potential Provider shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

15 SERVICE LEVELS AND PERFORMANCE

15.1 The Authority will measure the quality of the Potential Provider's delivery by:
15.1.1 The Authority will monitor the time taken for repairs to be completed and review the quality of the reports provided in order to assess the Potential



Providers service levels and performance. The availability of telephone and email support will also be used as a metric.

KPI/SLA	Service Area	KPI/SLA description	Target
1	Support Response	The Potential Provider will provide a Next Business Day + two (2) response level, this means that a response shall be guaranteed within three (3) business days from receipt of a call from the Authority. In this situation a response is deemed to be an engineer-attending site to diagnose a fault and carry out a repair. If parts are required and these are not stocked items the SLA target doesn't apply.	100%
2	Technical Support	The Potential provider will provide at least 6 weeks notice of the exact time and date of the scheduled PPM visit in order for the Authority to plan the visit and arrange an escort.	98%

15.1.2 Where the Authority identifies poor performance against the agreed KPI's, the Potential Provider shall be required to attend a performance review meeting. The performance review meeting shall be at an agreed time no later than ten (10) working days from the date of notification at the Customer's premises.

15.1.3 The Potential Provider shall be required to provide a full incident report that describes the issues and identifies the causes. The Potential Provider shall also be required to prepare a full and robust 'Service Improvement Action Plan' that sets out its proposals to remedy the service failure. The Service Improvement Plan shall be subject to amendment following the performance review meeting and agreed by all parties, including the Crown Commercial Service prior to implementation.

15.1.4 Where the Potential Supplier fails to provide a Service Improvement Plan or fails to deliver the agreed Service Improvement Plan to the required standard, the Customer reserves the right to seek early termination of the contract in accordance with the procedures set out in Appendix C - Terms and Conditions

16 SECURITY REQUIREMENTS

16.1 The Authority's site is secure and any visitors are escorted at all times therefore no specific security clearances are required.

17 INTELLECTUAL PROPERTY RIGHTS (IPR)

17.1 Not Applicable.

18 PAYMENT

18.1 Payment shall be made annually, in advance so that the equipment is covered by an active support contract.

OFFICIAL



18.2 Before payment can be considered, each invoice must include a detailed elemental breakdown of what is included and excluded in the contract. The requirements set out in this document must be met as a minimum.

18.3 The Authority will pay a fixed annual cost to the Potential Provider for the duration of the contract for the support agreement and any optional extras will be handled separately.

19 ADDITIONAL INFORMATION

19.1 Not applicable.

20 LOCATION

21.1 The location the system is CAST, Woodcock Hill Sandridge, St Albans, Hertfordshire, AL4 9HQ.