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## CONTENTS

|     |                                                         |   |
|-----|---------------------------------------------------------|---|
| 1.  | PURPOSE.....                                            | 2 |
| 2.  | BACKGROUND TO THE CONTRACTING AUTHORITY.....            | 2 |
| 3.  | BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT ..... | 2 |
| 4.  | DEFINITIONS.....                                        | 2 |
| 5.  | SCOPE OF REQUIREMENT .....                              | 2 |
| 6.  | THE REQUIREMENT .....                                   | 3 |
| 7.  | KEY MILESTONES .....                                    | 4 |
| 8.  | AUTHORITY'S RESPONSIBILITIES .....                      | 4 |
| 9.  | REPORTING .....                                         | 4 |
| 10. | VOLUMES.....                                            | 4 |
| 11. | CONTINUOUS IMPROVEMENT .....                            | 5 |
| 12. | SUSTAINABILITY .....                                    | 5 |
| 13. | QUALITY .....                                           | 5 |
| 14. | PRICE .....                                             | 5 |
| 15. | STAFF AND CUSTOMER SERVICE.....                         | 5 |
| 16. | SERVICE LEVELS AND PERFORMANCE .....                    | 5 |
| 17. | SECURITY REQUIREMENTS.....                              | 6 |
| 18. | INTELLECTUAL PROPERTY RIGHTS (IPR) .....                | 6 |
| 19. | PAYMENT .....                                           | 7 |
| 20. | ADDITIONAL INFORMATION .....                            | 7 |
| 21. | LOCATION.....                                           | 7 |

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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 reaction injection moulded enclosures for the Home Office Centre for Applied Science and Technology (CAST).
- 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 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 requires reaction injection moulded enclosures to be manufactured to the specifications detailed in the supplied drawings.
- 3.2 The Potential Supplier will be producing an enclosure for a CCTV Frame Interval Timer product which is approximately 515mm x 245mm x 40mm.
- 3.3 The Authority has produced Computer Aided Design (CAD) drawings from which the Potential Supplier must produce the product to the Authority's specifications. These drawings are available in any format, which Solid Works 2016 is able to output, upon request.
- 3.4 The Authority operates out of two main sites, Sandridge near St Albans, Hertfordshire and Langhurst near Horsham, West Sussex. The Authority requires the delivery of the units to the Sandridge site only.

## 4. DEFINITIONS

| Expression or Acronym | Definition            |
|-----------------------|-----------------------|
| CAD                   | Computer Aided Design |

## 5. SCOPE OF REQUIREMENT

- 5.1 The scope of this requirement extends to the initial development of the product with advice on a suitable material and final design of the product; tooling; manufacture by reaction injection moulding of two pre-production products; and manufacture by reaction injection moulding a production run of 100 units.

- 5.2 These will be conducted in two stages: pre-production stage and production stage, separated by a period of time sufficient for the Authority to evaluate and amend the design if necessary of the pre-production products.

## 6. THE REQUIREMENT

- 6.1 Development of CCTV Frame Interval Timer product enclosure pre-production product.

- 6.1.1 The product must be constructed to the design specified by the Authority.

6.1.1.1 CAD Drawings are provided at Annex 1.

6.1.1.2 CAD drawings are available upon request in any format available from Solid Works 2016 outputs.

- 6.1.2 The product must be manufactured by reaction injection moulding.

- 6.1.3 The mould tooling must be constructed of suitably robust material to enable 2000 products to be produced. The Authority reserves the right to not commit to an order of 2000 products.

- 6.1.4 The product must be constructed from a highly durable, fully black plastic material suitable for reaction injection moulding.

6.1.4.1 The material must be rated to UL94 V0 standard

6.1.4.2 A 'Plastic Recognition Yellow Card' must be provided with delivery of the product.

- 6.1.5 The Authority has identified the following materials as suitable:

- Biresin RG53 FR/ U5
- Ebalta MG 321 FR-S/ Comp A+B

- 6.1.6 The Potential Supplier may suggest alternative materials to the Authority; however, the Authority will make the final decision on material selection.

- 6.1.7 Where necessary, the Potential Supplier may advise modifications to the design, if the design is impractical for manufacture.

- 6.1.8 The Potential Supplier must be able to meet the specified acceptable tolerance of variation in the dimensions of the product, as per the drawings provided.

- 6.1.9 The Potential Supplier shall provide a price for the initial tooling costs, the moulding costs, and packaging and delivery to the Authority's Sandridge site for two pre-production products to validate the mould design.

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- 6.2 To produce a production run to the same conditions set out in 6.1 but for a quantity of 100 products.

## 7. KEY MILESTONES

- 7.1 The service should commence by the start of December 2016.
- 7.2 The Potential Supplier **MUST** deliver the pre-production units 6 weeks from the Supplier receiving the purchase order.
- 7.3 The Potential Supplier **MUST** deliver the production units 3 weeks from the Supplier receiving instruction from the Authority to proceed.

## 8. AUTHORITY'S RESPONSIBILITIES

- 8.1 The Authority shall ensure that suitable representatives from the Project Team are available to advise the Potential Supplier on the specifics of the requirements.

## 9. REPORTING

- 9.1 The Authority requests the following reporting frequency from the potential supplier:
- 9.1.1 The Authority requires the Potential Supplier to continuously inform, by email, a weekly progress update throughout the duration of this contract. Contact information from the Authority will be released upon successful award.
  - 9.1.2 The Authority requires the Potential Supplier to inform them by email once the mould tool has been completed.
  - 9.1.3 The Authority requires the Potential Supplier to inform by email once the pre-production products have been completed and are ready for delivery.
  - 9.1.4 The Authority requires the Potential Supplier to confirm by email once (if any) adjustments to the mould tool following the pre-production evaluation have been completed.
  - 9.1.5 The Authority requires the Potential Supplier to inform by email once the production has commenced.
  - 9.1.6 The Authority requires the Potential Supplier to inform by email once the production is complete and provide an expected delivery date.

## 10. VOLUMES

- 10.1 Two-off pre-production products including delivery.

10.2 100-off production products including delivery.

## **11. CONTINUOUS IMPROVEMENT**

11.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

11.2 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.

## **12. SUSTAINABILITY**

12.1 Not applicable.

## **13. QUALITY**

13.1 The Potential Supplier will be expected to provide evidence of the ways in which quality will be controlled and assured throughout the process.

## **14. PRICE**

14.1 Prices are required against each specific element of the reaction injection moulding manufacturing service. Suppliers are required to submit their costs by completing the Appendix E – Pricing Matrix.

14.2 Prices are to be submitted via the Appendix E and shall include all expenses but exclude VAT.

## **15. STAFF AND CUSTOMER SERVICE**

15.1 The Authority requires the Potential Supplier to provide a sufficient level of resource throughout the project in order to ensure the development of the pre-production and production of the product is completed to the agreed timescales.

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

## **16. SERVICE LEVELS AND PERFORMANCE**

16.1 The Authority will measure the quality of the Supplier's delivery by:

16.1.1

| KPI/SLA | Service Area                        | KPI/SLA description                                                                        | Target |
|---------|-------------------------------------|--------------------------------------------------------------------------------------------|--------|
| 1       | Before pre-production production    | The provision of support and advice following a request from the customer within 24 hours. | 98%    |
| 2       | Pre-production product and delivery | The delivery of the unit within 6 weeks of an order placed by the customer                 | 100%   |

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|   |                                        |                                                                                            |      |
|---|----------------------------------------|--------------------------------------------------------------------------------------------|------|
| 3 | Post pre-production, before production | The provision of support and advice following a request from the customer within 24 hours. | 98%  |
| 4 | Product and delivery                   | The delivery of the unit within 3 weeks of an order placed by the customer                 | 100% |

- 16.2 Where the Authority identifies poor performance against the agreed KPI's, the Supplier shall be required to attend a performance review meeting. The performance review meeting shall be at an agreed time no later than 10 working days from the date of notification at the Customer's premises.
- 16.3 The Supplier shall be required to provide a full incident report which describes the issues and identifies the causes. The Supplier shall also be required to prepare a full and robust 'Service Improvement Action Plan' which 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 both parties prior to implementation.
- 16.4 The Authority agrees to work with the Supplier to resolve service failure issues. However, it will remain the Suppliers sole responsibility to resolve any service failure issues.
- 16.5 Where the Supplier fails to provide a Service Improvement Plan or fails to deliver the agreed Service Improvement Plan to the required standard, the Authority reserves the right to seek early termination of the contract in accordance with the procedures set out in Appendix C - Terms and Conditions.

## 17. SECURITY REQUIREMENTS

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

## 18. INTELLECTUAL PROPERTY RIGHTS (IPR)

- 18.1.1. All intellectual property rights in any materials provided by the Authority to the Supplier for the purposes of this Agreement shall remain the property of the Authority or the respective owner of such intellectual property rights but the Authority hereby grants the Supplier a royalty-free, non-exclusive and non-transferable licence to use such materials as required until termination or expiry of the Agreement for the sole purpose of enabling the Supplier to perform its obligations under the Agreement.
- 18.1.2. All intellectual property rights in any materials created or developed by the Supplier pursuant to the Agreement or arising as a result of the provision of the Services shall vest in the Supplier. If, and to the extent, that any intellectual property rights in such materials vest in the Authority by operation of law, the Authority hereby assigns to the Supplier by way of a present assignment of future rights that shall take place immediately on the coming into existence of any such intellectual property rights all its intellectual property rights in such materials (with full title guarantee and free from all third party rights).

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**18.1.3. The Supplier hereby grants the Authority:**

- 18.1.3.1. a perpetual, royalty-free, irrevocable, non-exclusive licence (with a right to sub-license) to use all intellectual property rights in the materials created or developed pursuant to the Agreement and any intellectual property rights arising as a result of the provision of the Services; and
- 18.1.3.2. a perpetual, royalty-free, irrevocable and non-exclusive licence (with a right to sub-license) to use:
- 18.1.3.3. any intellectual property rights vested in or licensed to the Supplier on the date of the Agreement; and
- 18.1.3.4. any intellectual property rights created during the Term but which are neither created or developed pursuant to the Agreement nor arise as a result of the provision of the Services, including any modifications to or derivative versions of any such intellectual property rights, which the Authority reasonably requires in order to exercise its rights and take the benefit of the Agreement including the Services provided.

18.2. The Supplier shall indemnify, and keep indemnified, the Authority in full against all costs, expenses, damages and losses (whether direct or indirect), including any interest, penalties, and reasonable legal and other professional fees awarded against or incurred or paid by the Authority as a result of or in connection with any claim made against the Authority for actual or alleged infringement of a third party's intellectual property arising out of, or in connection with, the supply or use of the Services, to the extent that the claim is attributable to the acts or omission of the Supplier or any Staff.

**19. PAYMENT**

19.1 The Potential Supplier shall invoice in two stages

- 19.1.1 The development, tooling, and delivery of the pre-production products on an itemised invoice upon delivery of the pre-production works and with the Authority's agreement.
- 19.1.2 The development, tooling, and delivery of the production run on an itemised invoice upon delivery of the production works and with the Authority's agreement

**20. ADDITIONAL INFORMATION**

20.1 Not Applicable.

**21. LOCATION**

21.1 Home Office CAST, Woodcock Hill, Sandridge, St Albans, AL4 9HQ

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