



APPENDIX B
SERVICE DESCRIPTION

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1. INTRODUCTION

- 1.1 The Home Office Centre for Applied Science and Technology (CAST) is a scientific and technical organisation offering advice and guidance to the Home Office and other Government Department.

2. PURPOSE

- 2.1 The Home Office for Applied Science and Technology (CAST) are looking to invite offers for the servicing and on-going call off maintenance of equipment and systems at their Sandridge site.

3. BACKGROUND TO THE AUTHORITY

- 3.1 CAST is a unique team of scientists and engineers at the heart of the Home Office providing expert advice, innovation and frontline support. CAST are 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 CAST to operate where others cannot for reasons of impartiality, national security or market failure.
- 3.2 CAST supports the full range of Home Office interests in policing and tackling crime, counter-terrorism, border security and controlling immigration. Our extensive in-house skills and experience, coupled with access to industrial, academic and international networks, ensures that we are able to provide the right advice and support, irrespective of the problem.
- 3.3 CAST is a diverse work environment including offices, and a variety of technical facilities and laboratories.

4. SCOPE OF REQUIREMENT

- 4.1 The service contract will be for a 4 year term and include planned annual maintenance visits as well as ad-hoc call outs for any required repairs or additional services.
- 4.2 Table A provides a list of the equipment to be covered by the contract:
- 4.3 Table A

Plant Number	Make	Description	Serial Number	Location
A11331	Bassaire	R04 Cabinet	13356	Block 2 Room 30
17321	Monmouth	MSP2020-30 Fume Cupboard	MSP2030	Block 2 Room 20
18093	Barley	Type B5000 Fume Cupboard 3	None	Block 2 Room 30
18094	None	Walk in Fume Cupboard	None	Block 2 Room 32
18095	Barley	Type B5000 Fume	None	Block 2



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		Cupboard 1		Room 32
19253	Monmouth	Circulaire T1100 Powdering Cabinet	116	Block 6 Room 2
None	Air Bench	None	2083/2	Block 5 Wood Workshop
None	Central Extract	WF13-010-2 covers 8 items (wall saw, mitre saw, felder, table saw, belt sander, bandsaw, pillar drill and table saw bottom)	7505	Block 5 Wood Workshop
None	Monmouth	Circulaire 1100 Powdering Cabinet	C1100118	Block 2 Room 19
None	Clean Air	Fume Cupboard	12300300	Block 2 Room 20
None	Clean Air	Fume Cupboard	18010501	Block 2 Room 20
None	Daleflow	FC01 900 Ducted Fume Cupboard	Unknown	Block 2 Room 18
None	Unknown	FE002 Extract Hood above Weiss Oven	Unknown	Block 2 Room 32
None	Hoare Labs	Fume Cupboard	J10711248	Block 6 Room 2
None	Monmouth	Extraction System	MCP2170	Block 6 Room 5
None	Unknown	Spray Booth	Unknown	Block 5 Paintshop

- 4.4 The supplier must carry out a yearly planned maintenance visits to service each item listed in Table A.
- 4.5 Specific dates and times must be confirmed with CAST 1 month before the service visit. Contact details will be given to the successful Supplier upon completion of the procurement activity.
- 4.6 During the yearly planned maintenance visit the supplier must test and check the following equipment: (please find an indicative list below – please note that this is not an exhaustive list for this service requirement)
- a) Fume cupboards to include a checklist of the following:
- (i) External surfaces
 - (ii) Sealant

- (iii) Inspect sash/pulley system
 - (iv) Bench vent
 - (v) Light
 - (vi) Sash stops/alarms
 - (vii) Service san sink
 - (viii) Damper
- b) Fans/motors including 3 situated on the roof plus 5 other external and to include a checklist of the following:
- (i) External rust
 - (ii) Nuts and bolts a secure
 - (iii) Fans run freely and vibration is not excessive
 - (iv) Motors for signs of overheating
 - (v) Tension of fan drive belts
 - (vi) Pulley sizes and alignment
 - (vii) Fan impellers for wear/corrosion/foreign matter
 - (viii) Stability and condition of discharge stack
 - (ix) Extract system for deterioration especially at duct joints and fabricated sections
- 4.7 During the yearly planned maintenance and service visit the supplier must also carry out the following
- (i) Supply and replace all filters as per manufacturers guidelines or as required for all fume cupboards and LEV systems
 - (ii) Clean or replace filters to the Central Extract thoroughly, empty hopper bag, check fan/motor for condition, cyclone filters, extract for 8 different pieces of equipment saws/sanders for sawdust, wood chippings and dust.
 - (iii) Check/measure all 8 points of equipment extraction, plus 11 observation points for face/duct velocity and static pressure this should include detailing the size of the 8 openings and a pass or fail for each one.
 - (iii) Provide detail on condition of all aspects of the extraction and LEV's plus any remedial work that is required and work carried out.
- 4.8 The contract must also cover ad hoc call outs for any required additional maintenance or breakdown and repairs.
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- 4.9 The supplier must be able to attend call outs within 48 hours of the Supplier being contacted.
- 4.10 During the call out visit the supplier must:
- a) Produce Service Reports for call out visits and include as a minimum:
 - (i) A diagnostic report outlining details of the breakdown/fault
 - (ii) Associated costs relating to the breakdown/fault
 - b) All reports must be produced and submitted to CAST no later than 5 working days for each call out visit for each individual unit, providing full details of any works undertaken and any parts or consumables used before any works go ahead.
- 4.12 There will be no limit or cap on the number of call outs during the life of the contract.
- 4.13 The supplier must be able to keep and provide a register of breakdown call outs which CAST can request at any time. The register should detail a minimum of how many times a piece of equipment has required a call out, what the call out was for, how it was resolved and if any new parts or consumables were needed.
- 4.14 The Supplier must be able to supply and fit replacement parts including electrical and mechanical replacement parts at a firm price for the duration of the contract (4 years) for all the equipment listed in Table A above. Suppliers are expected to provide costs for the most common parts and consumables within their tender submission. The list provided below in Table B is an indicative list of parts and consumables that may be required. This list is not exhaustive and is to be used as a guide to complete costs for a comprehensive parts and consumables list. Both parts and consumables must be quoted for separately within Appendix E – Pricing Matrix. The costs provided will be used for information only and will not be used for evaluation purposes.

4.14.1 Table B

PARTS AND CONSUMABLES
Filters
Hepa Filters
Alarms
Extension hoses
Roof Stacks
Ducting
Carbon Filters
Pulleys

Safety stops

- 4.14.2 CAST will place an order as or when parts or consumables are needed
- 4.14.3 If parts and consumables are required by CAST from the supplier a written quotation must be approved by CAST before any works commence.
- 4.14.4 All parts and consumables required throughout the contract will be paid via purchase order.
- 4.14.5 Replacement parts and consumables need to be new original manufacturer parts and sourced from a reputable source. Patent parts or second hand parts will not be acceptable.
- 4.15 The service supplier must be able to provide standard Personal Protection Equipment (PPE) to the engineer for the task/job that they are required to do plus any products (chemical/tools/waste containers and equipment) that they require to be used during their visit.

5. SERVICE LEVELS AND PERFORMANCE

- 5.1 The Authority will measure the quality of the Supplier's delivery by:
- 5.1.1 The receipt of the detailed reports provided after every site visit to CAST no later than 5 working days after the site visit including ad hoc call outs, providing full details of any works undertaken including details of the equipment, results of the service test, details of maintenance activities carried out, any parts or consumables used, details of any issues and details of associated costs.
- 5.1.2 Meeting the specified supplier visit schedule. On award of contract with the successful supplier, supplier visit schedules will be agreed for the annual service visits. The supplier will be responsible to notify CAST 1 month before a service visit to arrange an agreeable date and time for the services to take place.
- 5.1.3 The supplier's ability to attend an ad hoc call out within 48 hours (working hours Monday-Friday) of the supplier being contacted.

6. PAYMENT AND INVOICING

- 6.1 The Supplier should ensure all invoices are sent to:
- 6.1.1 Home Office Shared Service Centre
HO Box 5015
Newport, Gwent NP20 9BB
Tel: 08450 100125
Fax: 01633 581514
Email: post-room-rescan@homeoffice.gsi.gov.uk

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- 6.2 Travel and subsistence must be billed in accordance with the Home Office Policy (Please see Annex A).
- 6.3 The planned service visits will be invoiced in January irrespective of the service dates.
- 6.4 If parts and consumables are required by CAST from the supplier a written quotation must be approved by CAST before any works commence.
- 6.5 All parts and consumables required throughout the contract will be paid via purchase order.

7. ADDITIONAL REQUIREMENTS

- 7.1 The contract is required to commence in February 2016 and last for 4 years. The first invoices should be submitted in February however any subsequent years will be invoiced in January irrespective of the service visit dates.
- 7.2 A site visit will be held at the Sandridge site on 26th January 2016 to enable potential suppliers to view the equipment requiring a service contract alongside a CAST representative.
- 7.3 Potential suppliers must confirm their attendance by 10am on Thursday 21st January 2016 via a message on the e-sourcing portal. Suppliers are restricted to three individuals per visit and the names of the individuals must be provided in advance via the message on the e-sourcing portal. It is a requirement of the sites that photographic identification such as a passport or driving licence be presented at security. There is adequate parking at both sites; please note that vehicles may be subject to a security search upon entry.
- 7.4 Evaluation of the contractor's Experian Credit Search will be carried out by Crown Commercial Service's "Commercial Intelligence" department, and any risk will be identified and referred to the Procurement Lead.
- 7.5 If there is any risk to the delivery of the contract being identified through this exercise Crown Commercial Service reserves the right to remove any bidder from this Procurement process.

8. SERVICE LOCATION

- 8.1 The location where the Services will be carried out is: CAST,
Woodcock Hill,
Sandridge,
St Albans,
Herts,
AL4 9HQ

9. SECURITY REQUIREMENT

- 9.1 CAST Sandridge is a guarded site, therefore visitors will be stopped at the guard's check point and then be directed to reception to meet the nominated CAST representative via the visitor car park at the top of the site.



9.2 Visitors will be escorted for the duration of the visit.



Annex A

1. HOME OFFICE INLAND TRAVEL MANUAL

1.1 Charges are to be no more than the upper limit:

2. NIGHT BED AND BREAKFAST AND MEAL RATES

MEAL RATE TYPE	RATES PER DAY	
	LONDON	ELSEWHERE
BED & BREAKFAST RATE	£125.00	£90.00
24-HOUR RATE MEAL RATE	UP TO £26.00	UP TO £26.00

3. TRAVEL ALLOWANCES

3.1 Public transport rate of motor mileage

3.1.1 23.8p per mile

4. STANDARD RATE OF MOTOR MILEAGE

4.1 Public transport rate of motor mileage (All engine sizes)

4.1.1 Up to 10,000 miles: 40p per mile

4.1.2 Over 10,000 miles: 25p per mile

5. MOTOR CYCLES AND MOTOR CYCLE COMBINATIONS

5.1 All sizes and mileage

5.1.1 24p per mile

6. PASSENGER SUPPLEMENT

6.1 5P per mile per passenger

7. PEDAL CYCLE ALLOWANCE

7.1 6.2P per mile

8. CAR MILEAGE

OFFICIAL CAR RATE		
ENGINE CAPACITY	PETROL	DIESEL
UP TO 1400CC	11p per mile	9p per mile
1401 - 2000CC	14p per mile	9p per mile
ABOVE 2000CC	21p per mile	13p per mile