Appendix 7 – NO2 Direct with NO Technical Evaluation - ENVIRONMENT AGENCY

**Technical Assessment Questions**

Please upload your responses in the following format: “QuestionNumber\_CompanyName”. For example – ‘01\_EnvironmentAgency’

**Technical Questions**

**01: Technical Performance/Suitability (Scored 0-10) – Specification sections 1 - 6**

**(This question is 60% of the technical score)**

Bidders must provide the name and model(s) of the product they are proposing.

Bidders must detail how the instrument meets the requirements of the specification in the bidder documents section 1-6. The bidder must provide full documentation and operational manuals, for the operation and maintenance of the equipment.

Section 1 - Bidders must detail your product certifications. Tell us about any quality issues, product recalls or significant changes to the instrument to date, the reasons for such recalls/changes and the applicable improvements that have been made following identification of any issues since production started of the model.

Bidders should detail any design changes since certification under MCERTS or other 17021 accredited body to allows for design control / manufacturing reproducibility with evidence that these changes have shown reproducibility with the instrument as it was originally certified.

Section 2 – Bidders must explain and evidence how the instrument performs to provide low drift and to measure low levels of Nitrogen Dioxide and provide some evidence of the performance in a real world ambient monitoring location. The evidence should be for as longer a period as possible to show good data capture. The amount of intervention for instruments operating at a rural sites should be detailed

Section 3 – Please include how your instrument should be calibrated and the recommended approach for a rural site. Calibration gas costs should be included into the commercial sheet if this is the recommended approach.

Section 4 - Bidders must detail any limitations of the instrument in specific conditions and the effect any such conditions have on either the accuracy of the instruments or the maintenance required. Limitations on the operation of the analyser with other instrument types used on [Home - Defra, UK](https://uk-air.defra.gov.uk/) must be specified to the Agency.

Section 5 – Provide a recommendation for inlet length and gas line calibration needs, and the ideal calibration gas for the instrument range. Would a 450ppb NO2 and 450ppb NO (in separate cylinders), used on the AURN network already be able to be used?

Section 6 – Please give us some detail that the instrument will be correctly UKCA marked, and on it’s likely data use and how this can be limited, and whether the communication to the instrument can be secure.

Please provide details of what diagnostic information can be viewed and communicated either remotely or during manned visits, and how this information will assist in good data capture for the instrument.

Please provide some details of the instrument firmware and an ability to be time synchronised, remotely, and to what extremes the analyser can operate in, if an air conditioning failure occurs and the optimal temperature for a sampling cabin is breached.

Please upload your response with filename “QuestionNumber\_CompanyName”. Your response must be no more than 3 sides of A4, minimum font size 10.

**02: Warranty, Spare Parts and Service Capability– Section 9**

**(This question is 20% of the technical score)**

Please explain your ability to provide Warranty and Service delivery to your instrument in the event of any faults. In your response, provide details and timescales for your service support to fulfil warranty provision on repairs to returning the instrument to full functioning order from original diagnostics to locations within England.

Warranty limitations shall be provided, including what aspects of the instrument are ‘off limits’ to a call out service part and who would diagnose and fault find on the instrument in the field during the warranty period.

Providing service support during warranty is an important part of equipment being used in the field, and the supplier should be able to provide a reference within the UK of their ability to provide high quality service in a timely way as part of the tender from a UK organisation or business as part of their response.

After the point of warranty ends – bidders should detail their commitments to providing ongoing parts availability, specialist support offered for fault finding and diagnostics and workshop capacity to look at any problems with instruments which cannot be resolved by an operational ESU, with a view to the instruments having an operational life of a minimum 18 years.

Please respond with key service manuals, planned preventative maintenance lists. Also please provide detailed spart parts and consumables information below:

Bidders should ensure they provide evidence that the products offered will be supported with consumables and spare parts in the UK market for a 18 year operational period as a minimum.

Please note that this contract does not include service support, contracts – this would be sought by our management contractor once the analysers are installed at their chosen locations.

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| **Part Number (#)** | **Part Description** | **Cost (Year 1 price April 2023 – March 2024)** | **Replacement Frequency** |
| Supplier to complete |  |  |  |
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| **Part Number (#)** | **Part Description** | **Cost****(Year 1 price April 2023 – March 2024)** | **Replacement Frequency** |
| Supplier to COMPLETE |  |  |  |
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Please upload your response with filename “QuestionNumber\_CompanyName”. Your response must be no more than 1 sides of A4, minimum font size 10, but the tables and parts lists and planned preventative maintenance sheets can be provided as appendixes.

**03: Training (Scored 0-10) – section 7**

**This question is 10% of the technical score**

Bidders must detail the training that third parties would need to undergo to be able to leave the course with sufficient knowledge to fully service, maintain and fix problems with the instrument being bid over their lifetime. Details of course timeframes and a comprehensive summary of the topics it would cover must be provided to convey to the bidders understanding of the training needs across the different roles of Local Site Operator, Equipment Support Unit, Central Management Co-ordination Unit and Quality Assurance and Quality Control to align with the needs of the network.

Please provide details of what training provision you are able to provide, a proposed training agenda and your capacity to provide training to AURN stakeholders including AURN and affiliate appointed ESUs / LSOs / CMCU and QAQC roles.

For ESU roles – the minimum operational and field servicing requirements in the service manual should be included in the training specification and the replacement of key spare parts should be demonstrated.

Please upload your response with filename “QuestionNumber\_CompanyName”. Your response must be no more than 1 sides of A4, minimum font size 10.

**04: Health and Safety and Sustainability (Scored 0-10) - Section 10 and 11**

**This question is 10% of the technical score**

Bidders must detail any specific Health and Safety considerations and/or environmental impacts which the purchaser needs to be aware of for the safe management of the instruments. Bidders must detail how they comply with all applicable UK Health and Safety Legislation and any other applicable Environmental Legislation, and document such applicable legislation. Bidders must demonstrate their knowledge and management of the health and safety risks inherent in the delivery, installation, servicing, maintenance and operation of the instrument. Evidence of a proven track record on Health and Safety at the supplier organisation must be provided. Membership of accredited organisations and/or schemes and evidence of such memberships and certifications should also be provided if applicable.

For sustainability - How the components making up the instruments have been sourced from sustainable responsible materials and that use of scarce raw material has been minimised.

Provide information about what energy is used and how long the instrument can operate in the field without intervention, as well as how reliable the instrument is to reduce need to call out and return the instrument to a workshop for repair.

Identify how you have constructed your product to allow for maximum recycling of component parts and maximise life expectancy.

Provide evidence confirming that you follow the guidelines for bringing Electronic equipment to market following the guidelines at:

 https://www.gov.uk/guidance/electrical-and-electronic-equipment-eee-producer-responsibility

Please upload your response with filename “QuestionNumber\_CompanyName”. Your response must be no more than 1 side of A4, minimum font size 10, not including any Sustainability Policy or EDI policy documentation included as an Annex.