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Contract

Service of APHA Automated Liquid Handling Systems

ANIMAL AND PLANT HEALTH AGENCY

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-039487

Procurement identifier (OCID): ocds-h6vhtk-05550c ([view related notices](#))

Published 14 July 2025, 10:15am

Scope

Reference

C29602

Description

This service contract will provide Preventative and Corrective Maintenance services for the existing equipment, which can only be provided by the Original Equipment Manufacturer (OEM). The contract covers corrective repairs, engineer travel, labour, parts, and equipment modifications at no additional cost. An ongoing preventative maintenance and corrective service contract is required to maintain: APHA's capacity to provide routine services and an emergency response during a disease outbreak. Traceability to ISO quality standards 9001 and 17025 Please note: The contract start date will be 07 April 2025 not 15 July 2025 as reported on the notice.

Contract 1. Service of APHA Automated Liquid Handling Systems

Supplier

- [Hamilton Sales & Service UK Ltd](#)

Contract value

- £350,500 excluding VAT
- £420,600 including VAT

Above the relevant threshold

Date signed

14 July 2025

Contract dates

- 15 July 2025 to 6 April 2028
- Possible extension to 6 April 2030
- 4 years, 8 months, 23 days

Description of possible extension:

Two (2) twelve (12) month extensions available subject to budget approvals.

Main procurement category

Services

CPV classifications

- 71900000 - Laboratory services

Contract locations

- UK - United Kingdom

Key performance indicators

Name	Description
Service Delivery	The Supplier shall: 1. Schedule (with agreement from the Customer) the Preventative Maintenance of the Equipment; 2. Provide of all hardware and software updates and application support; 3. Include essential Equipment modifications within the Services provided under the Agreement; 4. Provide service reports/certificates containing all required information; 5. Resolve any defective Equipment covered by this Agreement until it is fully functional.
Customer Service	Timeliness of responses to suitably address emails or telephone calls

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

Single supplier - intellectual property or exclusive rights

Hamilton Sales & Service UK Ltd are the original Equipment manufacturer (OEM) and hold exclusive rights to software updates and maintenance procedures for the Equipment. They provide OEM-certified parts and own the intellectual property rights to the software, thus preventing other providers from using it. Hamilton Sales & Service UK Ltd is the sole provider for service contracts and equipment updates.

Supplier

Hamilton Sales & Service UK Ltd

- Public Procurement Organisation Number: PZXC-1937-DMVH

Unit 1 Forge Mills Park, Station Road, Coleshill

Birmingham

B46 1JH

United Kingdom

Telephone: +44(0)1212729280

Email: cpugh@hamilton.ch

Website: <https://www.hamiltoncompany.com/>

Region: UKG13 - Warwickshire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Service of APHA Automated Liquid Handling Systems

Contracting authority

ANIMAL AND PLANT HEALTH AGENCY

- Public Procurement Organisation Number: PBHC-6261-BLLQ

Seacole Building, 2 Marsham Street

London

SW1P 4DF

United Kingdom

Contact name: Mandy Worsnop

Email: procurement@defra.gov.uk

Website: <https://defra-family.force.com/s/Welcome>

Region: UKI32 - Westminster

Organisation type: Public authority - central government