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Contract

Servicing of VS200 Slide Loader and Fluorescent Module

ANIMAL AND PLANT HEALTH AGENCY

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

Notice identifier: 2025/S 000-041775

Procurement identifier (OCID): ocds-h6vhtk-056348

Published 21 July 2025, 4:36pm

Scope

Reference

C29574

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 VS200 Slide Scanner and Fluorescence Module rely on proprietary software developed by Evident Scientific, which is essential for operating and maintaining the system. Only the OEM has access to the necessary software updates, patches, and licensing required to ensure the equipment functions correctly and remains compatible with any hardware upgrades. These updates are critical not only for performance but also for maintaining regulatory compliance, making it necessary for Evident to provide all maintenance services. Please note that this contract started on the 01 April 2025 not 22 July 2025 as indicated in this notice.

Contract 1. Service of VS200

Supplier

- [Evident Europe GMBH - UK Branch](#)

Contract value

- £13,858 excluding VAT
- £16,629.60 including VAT

Below the relevant threshold

Date signed

21 July 2025

Contract dates

- 22 July 2025 to 31 March 2027
- 1 year, 8 months, 10 days

Main procurement category

Services

CPV classifications

- 71356000 - Technical services

Contract locations

- UKJ2 - Surrey, East and West Sussex

Key performance indicators

Name	Description
Customer Service	The Supplier shall respond to suitably addressed emails or telephone calls within one (1) Working Day of contact from the Customer. The response shall provide the Customer with either a suitable resolution within two (2) Working Days or agree a timescale for when the issue shall be resolved.
Service Delivery	The Supplier shall: 1. Schedule (with agreement from the Customer) annual Preventative Maintenance of the Equipment. 2. Provide all hardware and software updates and application support. 3. Include essential Equipment modifications within the Services provided under the Agreement and no further charge shall be made. 4. Engineer to attend on site call outs within 3 working days and provide Repair Parts within three (3) Working Days. 5. Provide service reports/certificates containing all required information within five (5) Working Days of service. 6. Continue to work on any defective Equipment covered by this agreement until it is fully functional and provide a resolution to the satisfaction of APHA within two (2) Working Days, or failing that with a deadline for a resolution to the satisfaction of APHA.

Procedure

Procedure type

Below threshold - without competition

Supplier

Evident Europe GMBH - UK Branch

2nd Floor Part A Endeavour House

Standsted

CM24 1AL

United Kingdom

Telephone: +44 127-921-2090

Email: tender.uk@evidentscientific.com

Website: <https://evidentscientific.com/>

Region: UKH35 - West Essex

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Service of VS200

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