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Contract

Service and Maintenance Contract for Media Claves and Jet Dispensers

ANIMAL AND PLANT HEALTH AGENCY

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

Notice identifier: 2025/S 000-065498

Procurement identifier (OCID): ocds-h6vhtk-05cd13

Published 15 October 2025, 10:52am

Scope

Reference

C30543

Description

APHA Service and Maintenance Contract for Media Claves and Jet Dispensers provision of preventative and corrective maintenance services over a five (5) year term for specialist lab equipment used at its Weybridge and Newcastle sites.

Contract 1. Provision of Service Contract for Media Claves and Jet Dispensers

Supplier

- [C&M Scientific Ltd](#)

Contract value

- £50,662 excluding VAT
- £60,794.40 including VAT

Below the relevant threshold

Date signed

15 October 2025

Contract dates

- 1 November 2025 to 31 October 2030
- 5 years

Main procurement category

Services

CPV classifications

- 71900000 - Laboratory services

Key performance indicators

Name	Description
Customer Service	The Supplier shall respond to suitably addressed emails or telephone calls within twenty-four (24) hours of contact from the Customer. The response shall provide the Customer with either a suitable resolution within three (3) 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) two (2) annual Preventative Maintenance visits. 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 four (4) 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

C&M Scientific Ltd

1 Brewster Square

Livingston

EH54 9BJ

United Kingdom

Email: francesca.phillips@cmscientific.co.uk

Region: UKM78 - West Lothian

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. Provision of Service Contract for Media Claves and Jet Dispensers

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: Kevin Abbott

Email: kevin.abbott@defra.gov.uk

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

Region: UKI32 - Westminster

Organisation type: Public authority - central government