

APPENDIX B
SERVICE DESCRIPTION

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1. INTRODUCTION

- 1.1 Home Office Technology (HOT), acting on behalf of Her Majesty's Passport Office (HMPO) is inviting quotes for the renewal of hardware support and maintenance.
- 1.2 This requirement is for a period of 1 year or 2 years, commencing 29th May 2016.
- 1.3 HOT may be referred to as the Authority hereafter.

2. PURPOSE

- 2.1 HOT maintain the infrastructure which allows HMPO to operate a number of business critical systems.
- 2.2 In order to support these systems, HOT need to ensure the efficient operation of the hardware estate. The renewal of the support and maintenance of the attached list is required.

3. BACKGROUND TO THE AUTHORITY

- 3.1 HM Passport Office is the sole issuer of UK passports and responsible for civil registration services through the General Register Office.
- 3.2 Established in 2006, HM Passport Office provides accurate and secure records of key events and trusted passport operations.
- 3.3 HOT sits alongside HMPO, providing relevant support to all HMPO systems, software and IT purchases.

4. SCOPE OF REQUIREMENT

- 4.1 Suppliers are invited to provide quotes for hardware support and maintenance of the following:

4.1.1 Hardware list

Fixed Asset	Serial Number		Model	Product ID	Machine Type
SERVERS					
GRO1026	CZJ94703H5	GSHARE2	DL360	504634-421	Proliant G6
GRO1028	CZJ94704SY	GSHARE3	DL360	504634-421	Proliant G6
ONS13582	CZJ75101UG	GRODC4	DL365 (G1)		Proliant
GRO1036	CZC9463BKV	GVM3	DL380	491315-421	Proliant G6
GRO1033	CZC9426KKG	GVM2	DL380	491315-421	Proliant G6
GRO1034	CZC9426KD7	GVM1	DL380	491315-421	Proliant G6
GRO1665	CZC9477YPQ	OSSOGD1-NEW	DL380	491324-421	Proliant G6
GRO1032	CZC9426KCB	GSHARE4	DL380	491315-421	Proliant G6
GRO1037	CZC9426KMT	GSHARE5	DL380	491315-421	Proliant G6
GRO1031	CZJ94703G8	GSHARE1	DL360	504634-421	Proliant G6
GRO1614	GB893730AR	GHYDRAOEM1	DL380	391835-B21	Proliant G5
ONS13572	CZJ807A6S5	GISA1	DL365		Proliant G1
GRO1011	CZJ807A1UL	GRODC1	DL365		Proliant G1
GRO1012	CZJ808A1UR	GRODC2	DL365		Proliant G5
GRO1013	CZJ808A1UN	GRODC3	DL365		Proliant G1
GRO1014	CZJ808A1UP	GROINS	DL365		Proliant G1

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GRO1951	CZ22250DPQ	OLD ROLOHOST2 (HOSTGBBPESX055)	DL380	583914-B21	Proliant G7
GRO1621	GB893730A5	GVMHOST8	DL380	491315-421	Proliant G6
GRO1613	GB893730C0	GTECHNET	DL380	391835-B21	Proliant G5
	CZ22381MZL	GRONTDB2	DL380	589152-421	Proliant G7 E
GRO1055	CZC0052GYX	SANMGR1	DL380	491315-421	Proliant G6
GRO1619	GB893730DV	SANMGR3	DL380	391835-B21	Proliant G5
GRO1053	CZ20091NPD	GRONVM1	DL380	491315-421	Proliant G6
GRO1040	CZ201236QL	GEAGLEPDB1	DL380	491316-421	Proliant G6
GRO1654	GB893730B1	GDIGIDEATHS	DL380	494329-B21	Proliant G6
GRO1945	CZ3125JMYX	GHYDRATAPP2	DL380	491324R- 421	Proliant G6
GRO1637	CZC80404GR	GVMHOST5	DL385	432185-421	Proliant G2
GRO1639	CZ20123D0J	GHYDRATDB1	DL385	570102-421	Proliant G6
ONS13197	CZC7091P7K	RON2	DL385	432195-421	Proliant G2
ONS5234	GB8539L09X	GRONPRINT	DL380	361011-421	Proliant G4
GRO1657	CZ20070NML	GHYDRATAPP1	DL380	491324-421	Proliant G6
GRO1630	GB893730AX	GHYDRAVM1	DL380	494329-B21	Proliant G2
GRO1640	CZ20123D16	GHYDRATDB2	DL385	570102-421	Proliant G6
GRO1627	GB893730F6	GVMHOST6	DL380	391835-B21	Proliant G5
GRO1632	GB8915MLB9	TEAGLEDB2	DL385	500527-B21	Proliant G5p
GRO1056	CZ20091PB4	ROLOVM1	DL380	491315-421	Proliant G6
GRO1676	GB8612227Y	GROPOST1	DL380	378740-421	Proliant G4
GRO1039	CZ201236Q8	STDB1	DL380	491316-421	Proliant G6
ONS13230	CZJ70705H9	OSSOGD1	DL365	411361-421	Proliant G1
ONS13196	CZC7092P2Y	OSSOGD2 (wasGROVM1)	DL385	432185-421	Proliant G2
GRO1642	CZJ708058B	TEAGLEAPP1	DL365	411361-421	Proliant
GRO1611	GB893730F1	GVMHOST4	DL380	391835-B21	Proliant G5
GRO1022	CZC8506L9Y	GVMDEVHOST2	DL380	458561-421	Proliant G5
GRO1682	CZC93304HM	GVMDEVHOST1	DL380	458561-421	Proliant G5
GRO1041	CZ20123744	GEAGLEPDB2	DL380	491316-421	Proliant G6
GRO1054	CZC00530PJ	SANMGR2	DL380	491315-421	Proliant G6
ONS13584	CZJ807A6S6	BBTMG1	DL365	411361-421	Proliant G1
GRO1666	CZ20123CRS	HOSTGBBPESX056	DL385	570102-421	Proliant G6
GRO1950	CZ22250DPR	HOSTGBBPESX054	DL380	583914-B21	Proliant G7
GRO1941	CZ3124JCH3	HOSTGBBPWRNAP01	DL380	491324R- 421	Proliant G6
GRO1946	CZ3122H8TN	HOSTGBBPWRNAP02	DL380	491324R- 421	Proliant G6
GRO1942	CZ3122H8TE	HOSTGBBPWRNAP03	DL380	491324R- 421	Proliant G6
GRO1655	CZ20070P31	HOSTGBBPWRNAP04	DL380	491324-421	Proliant G6
GRO1949	CZ3122H8T9	HOSTGBBPWRNAP05	DL380	491324R- 421	Proliant G6
GRO1944	CZ3122H8TS	HOSTGBBPWRNAP06	DL380	491324R-	Proliant G6



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				421	
GRO1944	CZ22381MZB	HOSTGBBPLRNOEM1	DL380	589152-421	Proliant G7
GRO1940	3UV111573R	HOSTGBBPLRNDDB02	DL385	570102R-001	Proliant G6
GRO1948	3UV1117ET6	HOSTGBBPLRNDDB01	DL385	570102R-001	Proliant G6
GRO1947	CZ3130ND6M	HO-NPBBP-ESX053	DL380	491315R-421	Proliant G6
GRO1943	CZ3130ND6E	HO-NPBBP-ESX052	DL380	491315R-421	Proliant G6
GRO1953	CZ22250DPT	HOSTGBBPWRNPCS1	DL380	583914-B21	Proliant G7
GRO1956	CZ232906GR	RR-BCK1	DL380	642120-421	Proliant G8
GRO2302		2S6321C029	G3	BK829B	P2000
GRO1981	CZ2324022H	Mgmt-ESXi01	DL380	642107-421	Proliant G8
GRO2303	CZ23230JNP	Mgmt-ESXi02	DL380	642107-421	Proliant G8
GRO6092	CZ234302H5	HYPWMGMTBCK01	DL380	642120-421	Proliant G8
GRO1663	GB893730AM	GVMHOST7	DL380	494329-B21	Proliant G6
GRO1030	CZJ94704SW	GCIC2	DL360	504634-421	Proliant G6
GRO1029	CZJ94703HJ	GCICMed2	DL360	504634-421	Proliant G6
GRO1035	CZC9463T2N	GCIC3	DL380	491315-421	Proliant G6
ONS13023	GB87119JH5	GRODC1	DL360	470064-075	Proliant G5
GRO1638	CZ20123H4C	RONTRAINAPP2	DL380		Proliant G6
GRO1045	CZ20143YHK	GEAGLEPAPP1	DL380	491325-421	Proliant G6
GRO1040	CZ201236QL	GEAGLEPDB1	DL380	491316-421	Proliant G6
GRO6335	CZ222800HR	RONTRAINDB1	DL380	589152-421	Proliant G6
GRO1050	CZ20143YHR	GEAGLEPAPP2	DL380	491325-421	Proliant G6
GRO1038	CZ201236PF	GEAGLETDB1	DL380	491316-421	Proliant G6
GRO1049	CZ20143YJ2	STAPP2	DL380	491325-421	Proliant G6
GRO1048	CZ20143YHM	STAPP1	DL380	491325-421	Proliant G6
GRO1025	CZJ94703G1	GCIC1	DL360	504634-421	Proliant G6
GRO1027	CZJ94703G9	GCICMed1	DL360	504634-421	Proliant G6
GRO1043	CZ20143YHQ	GEAGLEPAPP3	DL380	491325-421	Proliant G6
GRO1044	CZ20143YHN	GEAGLEPAPP4	DL380	491325-421	Proliant G6
GRO6240	CZJ432010X	GROINS2	DL360p Gen 8	646902-421	Proliant G6
	CZ2240086Z	HYTLRNDB01		589152-421	Proliant
GRO1664	CZ20070R6K	HYTLRNAPP01		491324-421	Proliant
GRO1656	CZ20070NN3	HYTWRNPRNT01	DL380	491324-421	Proliant G6
GRO1608	GB893730AK	GNETFLOW1	DL380	494329-B21	Proliant G6
GRO1952	CZ22250DPS	GROSQL3	DL380	583914-B21	Proliant G7
GRO6018	CZJ3490D6W	Hotrig1	DL360		Proliant G8
GRO6019	CZJ3430TVB	Hotrig2	DL360		Proliant G8
GRO6020	CZJ3490D60	Hotrig3	DL360		Proliant G8



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GRO6021	CZJ3490D8T	Hotrig4	DL360		Proliant G8
GRO1666	CZ20123CRS	HY2PEROHOST02	DL380		Proliant
GRO6239	CZJ432010Z	PEAGLEDB1	DL360		Proliant
GRO1647	GB8921RS25		DL380		Proliant G5

TAPE DRIVES					
	Model		Serial Number	NEO Series	
GRO1815	LTO4 Tape Drive		9B00200038	NEO Series	
GRO1820	LTO4 Tape Drive		9B00200041	NEO Series	
GRO006089	LT05 Tape Drive		DEC4050133		
GRO1954	LT05 Tape Drive		DEC32707U7		
GRO6321	LT06 Tape Drive		DEC43003FK		
GRO6322	LT06 Tape Drive		DEC43003FC		

PRINTERS					
GRO6253	Hardware	JPBVH3H0QD	M806 - printer		
GRO6254	Hardware	JPBVH3H0PL	M806 - printer		
GRO6255	Hardware	JPBVH3H0PB	M806 - printer		
GRO6256	Hardware	JPBVH3H0P2	M806 - printer		
GRO6257	Hardware	JPBVH3H0NP	M806 - printer		

4.2 The Authority requires the support package for the above hardware to include the following features:

- 4.2.1 Return to Service 4 hour fix - Mon to Fri 08:00 to 20:00, Sat 08:00 to 20:00, Sun 08:00 to 20:00, NO BPH Cover
- 4.2.2 Next business day on site – parts only or engineer (if required) - Mon to Fri 09:00 to 17:00, NO Sat, NO Sun, NO BPH Cover
- 4.2.3 A primary point of contact must be provided to HOT. Provision must be made to cover days when the primary contact is not available.
- 4.2.4 HOT must be provided with a clear escalation process outlining primary operational contacts responsible, and a clear explanation of their roles and responsibilities.
- 4.2.5 HOT will require a detailed outline of the process for logging calls. This will need to include the option of Telephone and therefore a dedicated contact number will be required. HOT will further require an outline of

the full process that is followed by the provider, once a request for service is made by HOT.

- 4.3 The Authority reserve the right to choose which length of contract to award. This will be either 1 year or 2 years subject to budget.

5. SERVICE LEVELS AND PERFORMANCE

- 5.1 The Authority will measure the quality of the Supplier's delivery by:
- 5.1.1 Availability of designated point of contact, 9am – 5pm Monday to Friday.
 - 5.1.2 Delivery of service within 4hr response time.
 - 5.1.3 Provision of next business day parts or labour as outlined in 4.2.2
 - 5.1.4 Implementation of support by 29th May 2016

6. ADDITIONAL REQUIREMENTS

6.1 PO to be raised for a 1 year period, if a 2 year term is awarded then a PO will be raised at the start of each year. Contract to commence 29th May 2016.

6.2 In order to achieve complete automation of the Procure to Pay process, payment can only be made for services rendered, interim payments will not be considered unless previously agreed prior to contract award. Suppliers should take this into consideration when outlining their costs and payment terms. Each invoice MUST state a valid purchase order number as issued by the CCS. Each invoice should list an elemental breakdown of services supplied. Payment will be made 30 days following receipt of a correctly submitted invoice.

6.3 All invoices should be submitted for the attention of Accounts Payable at the following address(s):

Home Office Shared Service Centre

PO Box 5015

Newport

Gwent

NP20 9BB

Tel: 01633 581644

E: ap-hold-resolution@homeoffice.gsi.gov.uk

7. LOCATION

- 7.1 The location of the Services will be carried out at HMPO, Smedley Hydro, Trafalgar Road, Birkdale, Southport, Merseyside, PR82HH

