

**APPENDIX B**  
**SERVICE DESCRIPTION**

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## **1. INTRODUCTION**

- 1.1 Home Office (Centre for Applied Science and Technology), the Authority, has a requirement for the provision of a new flexi recording system for the purposes of recording hours worked by staff on site. The flexi machines will be used by staff to record their incoming & outgoing timings across both CAST sites, Sandridge, St Albans, Herts, AL4 9HQ and Langhurst, Horsham, West Sussex RH12 4WX.

## **2. PURPOSE**

- 2.1 The present flexi system “Win Time Pro v10.0” provided by Hfx ([www.hfx.co.uk](http://www.hfx.co.uk)) is coming to end of its life cycle at the end of November 2015. The Authority is looking for a simple solution to replace this.
- 2.2 The Authority needs a new supplier to install a new flexi system and equipment to reduce the risk of present flexi system failure.

## **3. BACKGROUND TO THE AUTHORITY**

- 3.1 CAST is a unique team of scientists and engineers at the heart of the Home Office providing expert advice, innovation and frontline support. CAST is the primary science and technology interface between Home Office ministers and policy makers, frontline delivery partners, and the suppliers of science and technology. Understanding the policy and operational context of Home Office business allows CAST to operate where others cannot for reasons of impartiality, national security or market failure.
- 3.2 CAST’s expertise and activities are focused into capability areas that serve the range of Home Office interests in: contraband detection, crime prevention and community safety, cyber, forensics, identity assurance, protective security, public order and surveillance.

## **4. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT**

- 4.1 The flexi machines will be used by staff to record their incoming & outgoing timings including lunch hours at both sites, the two systems do not necessarily need to interact with each other and can be standalone. The flexi system is required for a maximum 200 staff at Sandridge and 100 staff at Langhurst.
- 4.2 The Authority are also looking for an annual renewable maintenance contract for both of our sites with the new supplier for a period of four years.

## **5. SCOPE OF REQUIREMENT**

- 5.1 The system requirements are as follows:
- Record multiple arrival and departing times per day
  - Set up to multiple different working patterns
  - Produce reports in a format which is compatible with Microsoft Excel showing daily records, flexi balances (+/-), updates etc
  - Easy to add records, updates, activation and deactivation of users
  - Record core periods of flexi time
  - 2 x Proximity readers at each site to read the site passes, show balances and notify the acceptance/non-acceptance of passes; the system must be compatible with the existing RFID passes used by staff
  - Auto deduction of lunch breaks if not clocked in & out for lunch

- Work on a 4 weeks flexi periods
- Auto cut at the end of the flexi period
- Have separate at least 4 log in for admin users of the system
- Networked to a standalone computer & monitor for administrative use
- Provision of an initial training session for CAST users upon installation plus the provision of user guides and a telephone helpline or similar support

5.2 The Authority require the supplier to decommission and dispose of the current system and additionally supply and install all equipment relating to the new system.

5.3 The supplier must also provide service and maintenance over a four year period. The Authority require the following:

- Annual service on the whole system at both sites to be arranged following contract award.
- A dedicated point of contact who will be available Monday – Friday 9:00AM – 17:00PM (excluding bank holidays) via telephone should any problems arise.
- An engineer on-site within 48 hours of an initial call for repairs.
- Replacement of faulty items within 24 hours.

## **6. SERVICE LEVELS AND PERFORMANCE**

6.1 The Authority will measure the quality of the Supplier's delivery by:

- 6.1.1 Ensuring the engineer is onsite within 48 hours when required and faulty parts are replaced within 24 hours.
- 6.1.2 A dedicated point of contact and a robust escalation procedure in place for any problems.
- 6.1.3 Ensuring a smooth transition between the current and new system on or before 12<sup>th</sup> December 2015.
- 6.1.4 Following the annual service at the Authority's premises, a meeting will take place at the Authority's request to discuss the service and any issues.

## **7. ADDITIONAL REQUIREMENTS**

- 7.1 The supplier will be issued a purchase order upon award of contract.
- 7.2 Payment will be made by bank transfer upon successful completion of the project.
- 7.3 The payment for the equipment and installation elements will be made as a single payment whereas the payment for the annual service contract elements will be made annually at the beginning of each contract period.

## **8. LOCATION**

8.1 The flexi system is required across both Authority sites:

CAST  
Woodcock Hill  
Sandridge

CAST  
Langhurst House  
Langhurstwood Road

St Albans  
Hertfordshire  
AL4 9HQ

Horsham  
West Sussex  
RH12 4WX

## **9. SITE VIST**

- 9.1 A site visit will be held at the Langhurst site on 15/10/2015 and at the Sandridge site on 16/10/2015 to enable bidders to take measurements and understand how flexi operates within the Authority.
- 9.2 In addition, the Authority requests bidders to demonstrate the proposed software showing the functionality and features. Please note this demonstration is for information only and will not be evaluated as part of the bid. A projector will be available should it be required.
- 9.3 Bidders must confirm attendance by 13/10/2015 via a message on the e-Sourcing Portal. Suppliers are restricted to three individuals per visit and the names of the individuals must be provided in advance via the message on the e-Sourcing Portal. It is a requirement of the sites that photographic identification such as a passport or driving licence be presented at security. There is adequate parking at both sites; please note vehicles may be subject to a security search upon entry.

## **10. SECURITY REQUIREMENTS**

- 10.1 The Home Office information security policy means it will not be possible for the system to be connected to the internet, any proposed solution must therefore be capable of operating as a closed and standalone system.