

APPENDIX B
SERVICE DESCRIPTION

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1. INTRODUCTION

- 1.1 UK Visas and Immigration (UKVI) is a department of the Home Office charged with processing visa applications from people wishing to visit the UK. As part of their process they operate a Video Interviewing Hub in Vulcan House, Sheffield allowing remote interviewing of visa applicants located in UK and overseas offices.
- 1.2 More information about UKVI / Home Office is available on its websites at: <https://www.gov.uk/government/organisations/uk-visas-and-immigration> and <https://www.gov.uk/government/organisations/home-office>.
- 1.3 The Home Office is hereafter referred to as the Authority.

2. PURPOSE

- 2.1 The Authority operates existing internet connections into its site at:
UK Visas & Immigration
Home Office
4th Floor Iron
Vulcan House
Sheffield
S3 8NU
- 2.2 The Authority's contract for provision of these connections expires on 10th September 2016 and there are no options to extend the contract further.
- 2.3 Suppliers are invited to bid for the ongoing provision of the internet connections, in line with the provisos detailed in this document.
- 2.4 Due to the critical nature of the Video Interviewing Hub's functions, there must be no slippage with provision of the new service and it must go live on 11th September 2016.
- 2.5 A long implementation time has been allowed for in the event the appointed provider is dependent on BT Openreach, or any other 3rd party, whose timings and activities might be outside the provider's direct control.

3. OVERVIEW OF REQUIREMENT

- 3.1 The requirement is for two 100Mbit Internet connections over which video interviews will be executed. The interviews are as described in 1.1, above.

4. SCOPE OF REQUIREMENT

- 4.1 The two 100Mbit Internet connections should run to the Internet "cloud" with no limits on traffic type.
- 4.2 Two links are required in order to provide redundancy for one another.
- 4.3 The video conferencing software used is Microsoft Lync using Microsoft-hosted accreditation servers (cloud-based) to connect to PC workstations located in Home Office Partner organisations' offices world-wide.
- 4.4 At this time no other Internet traffic is planned.

5. SERVICE LEVELS AND PERFORMANCE

- 5.1 The Authority will measure the quality of the Supplier's delivery by:
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Appendix B – Statement of Requirements**

- 5.1.1 Ability under contract to have the new service available on 11th September 2016, including the provision of any testing that might be required beforehand to ensure the service will work as expected on 11th September and thereafter.
- 5.1.2 Provision of a seamless transition from the current service to the new version.
- 5.1.3 Availability of the internet links on a 24/7, 365 day per year basis.
- 5.1.4 Expected service levels for the two 100Mbit Internet connections are 99% for each. (As the provision of two connections is designed to provide redundancy and business continuity in event that one connection fails).

6. ADDITIONAL REQUIREMENTS

- 6.1 In the event your service offering is dependent on any third party organisation outside your direct control, such as BT Openreach, you must detail this within your tender response. You must also describe how you would manage the extra complexities this entails and mitigate against the risk of the Authority's new service failing to go live with effect from 11th September 2016.
- 6.2 The overall solution will be subject to an IT Health Check for Accreditation purposes. However, configuration and management of routers / other equipment owned by the Authority, is outside the scope of this contract.

7. LOCATION

- 7.1 The location of the Services will be carried out at Vulcan House detailed at 2.1, above.

8. SECURITY REQUIREMENTS

- 8.1 Access to the communications rooms in Vulcan House is controlled. All access by the Supplier's operatives for the purpose of installation and any on-going maintenance will require that:

- Named supplier personal have completed Home Office SC clearance and are issued with an appropriate access pass.

Or

- They are accompanied by Home Office staff. Such staff are available as required.

9. PAYMENT AND INVOICING

- 9.1 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.
 - 9.2 It is the Authority's preference to make payment on a quarterly basis.
 - 9.3 All invoices should be submitted for the attention of Accounts Payable at the following address(s):
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Home Office Shared Service Centre
PO Box 5015
Newport
Gwent
NP20 9BB
Tel: 01633 581644
E: ap-hold-resolution@homeoffice.gsi.gov.uk