



CONTENTS

1.	PURPOSE.....	2
2.	BACKGROUND TO THE CONTRACTING AUTHORITY.....	2
3.	BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT	2
4.	DEFINITIONS.....	2
5.	SCOPE OF REQUIREMENT.....	2
6.	THE REQUIREMENT	2
7.	KEY MILESTONES	3
8.	AUTHORITY'S RESPONSIBILITIES.....	3
9.	REPORTING	3
10.	VOLUMES.....	3
11.	CONTINUOUS IMPROVEMENT	3
12.	SUSTAINABILITY	3
13.	QUALITY.....	3
14.	PRICE	3
15.	STAFF AND CUSTOMER SERVICE.....	4
16.	SERVICE LEVELS AND PERFORMANCE	4
17.	SECURITY REQUIREMENTS.....	4
18.	INTELLECTUAL PROPERTY RIGHTS (IPR)	4
19.	PAYMENT.....	4
20.	ADDITIONAL INFORMATION	5
21.	LOCATION.....	5



1. PURPOSE

- 1.1 Home Office Border Force require the supply of micro and mini Jiggler key sets to assist in the opening of unaccompanied baggage and locked items in furtherance of the detection of prohibited and restricted goods.
- 1.2 The Home Office Border Force will be hereafter referred to as the Authority.

2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 The Authority is the Home Office and its representative is the Operational Equipment Team. It is a national team based in Border Force National Operations & Command Centre Directorate and tasked with co-ordinating and managing the requirement for and delivery against the provision of equipment at the national level.

3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 Border Force is a professional law enforcement command within the Authority. It is responsible for securing the UK border and controlling immigration at ports and airports across the UK.
- 3.2 The Authority has identified a need to select and deploy suitable micro and mini Jiggler key sets to assist in the opening of unaccompanied baggage and locked items in furtherance of the detection of prohibited and restricted goods.
- 3.3 The purpose of this Statement of Requirement is to provide a description of the Goods that the Potential Provider shall be required to deliver to the Authority under the Jiggler key set contract.
- 3.4 The Authority is looking to put in place a call off contract. The contract is to run for three (3) years with the option of a further one (1) year extension available to the Authority.

4. DEFINITIONS

- 4.1 Not Applicable

5. SCOPE OF REQUIREMENT

- 5.1 This contract comprises of one (1) lot. The Potential Provider will be required to fulfil all the requirements as described in this document. The Potential Provider shall provide (supply and deliver) to ports and airports across the UK both micro and mini versions of Jiggler key sets.
- 5.2 There is potential to deliver to upwards of 20 sites. The Authority will make the Potential Provider aware upon ordering which site requires the goods. The Authority will require transparency on the carriage charges for mainland delivery in the UK and a separate charge for Northern Ireland. This will be detailed in the Appendix E pricing schedule.

6. THE REQUIREMENT

- 6.1 In order to meet the needs of the contract the Potential Provider is required to provide (supply and deliver) to ports and airports across the UK both micro and mini versions of Jiggler key sets. The former (sometimes also referred to as mini key sets) must be capable of opening a range of standard baggage locks. The latter (sometimes also referred to as medium key sets) must be capable of opening a range of padlocks and similar securing devices.

OFFICIAL



6.2 The Authority reserves the right to call for samples for verification purposes prior to the award of any contract.

7. KEY MILESTONES

7.1 The Potential Provider should note the following project milestones that the Authority will measure the quality of delivery against:

Milestone	Description	Timeframe
1	An ability to supply and deliver the required Goods	Within 30 days of Contract Award

8. AUTHORITY’S RESPONSIBILITIES

8.1 Not Applicable

9. REPORTING

9.1 Not Applicable

10. VOLUMES

10.1 The Authority expects to purchase approximately 420 micro and 30 mini Jiggler key sets in each of the next three (3) years. Average quantities per order are likely to be in the region of 20 for the micro units and 6 for the mini versions.

11. CONTINUOUS IMPROVEMENT

11.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

11.2 The Supplier should present new ways of working to the Authority during ad hoc Contract review meetings.

11.3 Changes to the way in which the Services are to be delivered must be brought to the Authority’s attention and agreed prior to any changes being implemented.

12. SUSTAINABILITY

12.1 Not used

13. QUALITY

13.1 The Authority requires the Potential Provider to provide a sufficient level of resource throughout the duration of the provision of Jiggler key sets contract in order to consistently deliver a quality service to all Parties.

13.2 Potential Provider’s staff assigned to the provision of Jiggler key sets contract shall have the relevant qualifications and experience to deliver the Contract.

14. PRICE

14.1 The Potential Provider is to provide the Authority with a unit price for both the micro and mini versions of their products along with any discounts available in the event of bulk orders being placed of over 10 and 30 units. Any packing and delivery charges to UK (including Northern Ireland) addresses are to be shown separately.



14.2 Prices are to be submitted via the e-Sourcing Suite on Appendix E excluding VAT.

15. STAFF AND CUSTOMER SERVICE

15.1 The Potential Provider shall ensure that staff understand the Authority’s vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

16. SERVICE LEVELS AND PERFORMANCE

16.1 The Authority will measure the quality of the Supplier’s delivery by:

KPI/SLA	Service Area	KPI/SLA description	Target
1	Delivery Timescales	Orders for 1-10 items supplied and delivered within 5 working days of order issue	95%
2	Delivery Timescales	Orders for 11-30 items supplied and delivered within 10 working days of order issue	95%
3	Delivery Timescales	Orders for 31+ items supplied and delivered within 15 working days of order issue	95%

17. SECURITY REQUIREMENTS

17.1 Not Applicable

18. INTELLECTUAL PROPERTY RIGHTS (IPR)

18.1 Not Applicable

19. PAYMENT

19.1 The Authority operates a mandatory policy whereby official Purchase Orders are issued in respect of all purchases made by the Authority. This ensures that every invoice received can be matched to the corresponding Goods received.

19.2 Purchase Orders will be issued from the Authority’s electronic ordering system.

19.3 Any orders that are received by means other than those described above are not authorised or sanctioned by the Authority and shall not be processed by the Potential Provider.

19.4 The Potential Provider shall ensure that the relevant Purchase Order number is shown on all ensuing invoices and other ancillary documentation, such as delivery notes or order acknowledgements.

19.5 Payment will be made within thirty (30) days of receipt and agreement of invoices for goods supplied to the satisfaction of the Authority.



- 19.6 Failure to comply with the above requirement may result in invoices being returned to the Potential Provider or Goods not being accepted by the Authority.
- 19.7 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.
- 19.8 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

20. ADDITIONAL INFORMATION

20.1 Invoices shall include –

- The Authority's Purchase Order number
- The building name and full address of delivery
- Details of Goods provided
- Full cost breakdown
- VAT registration number

20.2 The Successful provider will submit original invoices to –

WL Phoenix-HO5015 FLO
Home Office Shared Services
HO Box 5015
Newport
Gwent
NP20 9BB

20.3 The Potential Provider must be qualified and members of the Master Locksmith Association.

21. LOCATION

21.1 There is potential to deliver to upwards of 20 sites. All current suppliers provide standard delivery charges in UK - possibly adjusted by value and possible separate charge for Northern Ireland.