

APPENDIX B
SERVICE DESCRIPTION

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1. INTRODUCTION

- 1.1 The Home Office (HO) UK Visas and Immigration (UKVI) require an X-Ray Scanner to ensure all incoming items entering the Buildings are scanned to ensure they are safe to be delivered.

2. PURPOSE

- 2.1 The current X-Ray Scanner in Sheffield is 14 years old and the supplier has advised it is reaching the end of its life span and if there was a major break down some parts would no longer be available. This scanner needs to be replaced for business continuity purposes.

3. BACKGROUND TO THE AUTHORITY

- 3.1 The UKVI in Sheffield deals with immigration and visas. The Messenger Service completes safety checks every morning on all incoming post before distribution to case working teams.
- 3.2 Due to the nature of the business the organisation it is essential that all incoming items are safety checked immediately after entering the building, therefore an X-Ray Scanner is required

4. SCOPE OF REQUIREMENT

- 4.1 The UKVI require one (1) x X-Ray Airport Scanner, with the following essential specifications:
- 4.1.1 Machine Width: only 732mm (28.8")
 - 4.1.2 Machine overall length: 2,228mm with a long conveyor (87.7")
 - 4.1.3 Tunnel aperture: 516mm x 330mm
 - 4.1.4 Penetration: A class leading 32mm of steel
 - 4.1.5 Resolution: A class leading image quality resolution.
- 4.2 The UKVI require a three (3) year service/maintenance contract for the X-Ray Scanner, which includes:
- 4.2.1 A quarterly (3 months) servicing package including: inspecting, cleaning and lubricating of the Conveyor.
 - 4.2.1.1 Servicing to commence from Year two (2) if the scanner supplied has 12 months warranty with parts & labour included.
 - 4.2.2 The timing of the servicing is to be agreed with UKVI (anticipated to last no more than 1 day).
 - 4.2.2.1 Two (2) weeks' notice is required by UKVI to agree a suitable date.
 - 4.2.3 The UKVI will contact the supplier when a failure occurs, the required call out response times are detailed below:
 - 4.2.3.1 An engineer is required to be on site within five (5) hours from customer notification of issue, if raised before 12pm. If call out raised after 12pm engineer to attend prior to 12pm next day.

- (a) All engineer attendance will be inside core working hours of 9 till 5.
 - 4.2.3.2 Machine downtime should not exceed 72 hours (3 working days).
 - 4.2.3.3 Parts required for fixes on-site will be agreed by both parties and itemised on the invoice.
 - 4.2.3.4 All costs for on-site days should include Travel & Subsistence (T&S) and be exclusive of VAT.
- 4.3 Training for 14 on-site infrastructure staff – covering basic maintenance:
 - 4.3.1 Topics to include:
 - 4.3.1.1 An overview of the mechanics behind how the scanners work.
 - 4.3.1.2 Explanation of possible issues that could be encountered including any common issues.
 - 4.3.2 The training is required to take place within two (2) months of the start of the contract.
- 4.4 Removal / Disposal of existing scanner at no extra cost as per The Waste Electric and Electronic Equipment (WEEE) Regulations 2013, Category 9 Monitoring & Control Instruments, details below:
 - 4.4.1 Make: Rapiscan
 - 4.4.2 Model: 520
- 5. SERVICE LEVELS AND PERFORMANCE**
 - 5.1 The Authority will measure the quality of the Supplier's delivery by:
 - 5.1.1 Successful delivery of the scanner.
 - 5.1.2 Quarterly Service Completed
 - 5.1.2.1 A detailed report of the service will be required on successful completion.
 - 5.1.3 The Authority will require management information on a quarterly basis at no additional cost, detailing all the activity that has been provided by the supplier.
 - 5.1.3.1 This report should detail the following information:
 - (a) Servicing completion times
 - (b) Number of call outs – with a breakdown of the issue/fix
 - (c) Details of Repairs undertaken including which parts replaced

(d) Call out response times

6. LOCATION

6.1 The locations of the Services will be carried out at:

Vulcan House
6 Millsands
Sheffield
S3 8NU

6.2 The Contact details will be disclosed at the point of award.

6.3 The delivery date is requires as soon as possible but before the 13th May 2016.

7. SECURITY REQUIREMENTS

7.1 The Supplier's staff will be required to present photographic ID upon arrival at the above location.

7.2 The Supplier's staff will be escorted at all times whilst on the customer's premises.

8. ADDITIONAL INFORMATION

8.1 Ordering will be by way of Home Office Purchase Order.

8.2 Purchase Order Numbers will be listed on all invoices.

8.3 Payment will be made upon receipt of an invoice quoting a valid Purchase Order Number.

8.4 All invoices are to be sent to:

Shared Services Connected Limited
HO Accounts Payable
PO Box 5015
Newport
Gwent
NP20 9BB

8.5 Prices must be inclusive of expenses and exclusive of VAT.