

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

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## 1. INTRODUCTION

- 1.1 Her Majesty's Passport Office (HMPO) require a Service and Support Contract for eighteen (18) MS6000 MK2 Digital Microfilm Scanners that are out of warranty from the 30<sup>th</sup> March 2015 and an additional service provision for eighty (80) MS350/MS350II scanners that are listed in the attached annexe named **Annexe A – List of Scanners which can be found at the bottom of this document.**

## 2. PURPOSE

- 2.1 HMPO has identified the need to procure a service/support contract for various equipment as detailed below and the attached appendices. The service/support contract is required due to the equipment now being out of warranty and the need maintain the equipment in good working order.

## 3. BACKGROUND TO THE AUTHORITY

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

## 4. SCOPE OF REQUIREMENT

- 4.1 HMPO require a three (3) year service/support contract for the MS6000 MK2 Microfilm Scanners, which includes:
- 4.1.1 Servicing twice yearly (to include inspecting, cleaning and lubricating of the Roll film Carrier (15M).
  - 4.1.2 The timing of the servicing is to be agreed with HMPO (anticipated to last no more than 1 day - based on approx. 30mins per scanner).
    - 4.1.2.1 Two (2) weeks' notice is required by HMPO to agree a suitable date.
  - 4.1.3 5 days engineer support per year to fix any issues that arise.
    - 4.1.3.1 HMPO will contact the supplier and arrange for a call off for this support as and when the issues arise.
    - 4.1.3.2 If any additional engineer support days are required during the contract. HMPO will contact the supplier and arrange for a call off for this support when required.
      - (a) This should be invoiced and paid on an ad-hoc basis.
  - 4.1.4 Training for 6 on-site infrastructure staff – covering basic maintenance:
    - 4.1.4.1 Topics to include:
      - (a) An overview of the mechanics behind how the scanners work.
      - (b) How to change the pick-up roller.

- (c) Explanation of possible issues that could be encountered including any common issues.
    - 4.1.4.2 The training is required to take place within two (2) months of the start of the contract.
    - 4.1.5 All costs for on-site days should include Travel & Subsistence (T&S) and be exclusive of VAT.
  - 4.2 The support service required will need to be provided on the Authority's premises during business hours (09:00 to 17:00hrs), Monday to Friday. The support service will not be required on Weekends or Bank Holidays.
    - 4.2.1 Support Service Required:
      - 4.2.1.1 Service Desk is to be available by phone/email within the following timescales:
        - 4.2.1.2 Phone/email – Business Hours (09:00 to 17:00hrs).
          - (a) The response time expected is the same working day.
        - 4.2.1.3 The Engineer's expected standard support response time is 24 hours.
        - 4.2.1.4 If the Engineer's response times are envisaged to be outside of the standard support, HMPO will need to be notified and agree to the revised response time via a phone call, which is to be confirmed by following up with an email.
        - 4.2.1.5 A single point of contact is required and a detailed escalation procedure.
      - 4.2.2 Details for the eighteen (18) MS6000 MK2 Digital Microfilm Scanners can be found in the attached appendix, **Annexe A – List of Scanners which can be found at the bottom of this document.**
        - 4.2.2.1 All of the listed scanners have been altered to work with specific Cosmo Graphis software.
        - 4.2.2.2 Experience with imaging software used on these type of scanners is required.
  - 4.3 The Authority also requires a three (3) year service/support contract for their MS350/MS350II scanners, which includes:
    - 4.3.1 Servicing twice yearly – timing of the servicing to be agreed with HMPO (anticipated to last no more than 4 days - based on approx. 30mins per scanner).
      - 4.3.1.1 Two (2) weeks' notice is required by HMPO to agree a suitable date.
    - 4.3.2 5 days engineer support per year to fix any issues that arise.
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- 4.3.2.1 The HMPO will contact the supplier and arrange for a call off for this support as and when the issues arise.
  - 4.3.2.2 If any additional engineer support days are required during the contract. HMPO will contact the supplier and arrange for a call off for this support when required.
    - (a) This should be invoiced and paid on an ad-hoc basis.
  - 4.3.3 Parts required for fixes on-site will be agreed by both parties and invoiced for separately.
  - 4.3.4 All costs for on-site days should include Travel & Subsistence (T&S) and be exclusive of VAT.
  - 4.3.5 Details for the eighty (80) MS350/MS350II Scanners can be found in the attached Appendix, **Annexe A – List of Scanners**.
    - 4.3.5.1 All of the listed scanners have been altered to work with specific Cosmo Graphis software.
    - 4.3.5.2 Experience with imaging software used on these type of scanners is required.
- 4.4 The winning supplier will be required to provide costs against a list of key parts as part of the price evaluation.
  - 4.4.1 The inclusion of a part within the list should not be deemed as an indication of future orders and HMPO offers no guarantee to the quantity or value of any call-off contracts from this procurement.
  - 4.4.2 The list of Key Parts can be found in the attached **Annexe B – List of Key Parts which can be found at the bottom of this document**.
  - 4.4.3 It is required that the replacement parts listed at Annexe B – List of Key Parts will be fixed for the term of the contract.
- 5. SERVICE LEVELS AND PERFORMANCE**
- 5.1 The support service required is to be provided on HMPOs premises during business hours (09:00 to 17:00hrs) Monday to Friday.
  - 5.1.1 The level of service required is detailed in section 4.2. This will be measured by the authority by:
    - 5.1.1.1 Adherence to the terms and conditions of the support agreement as defined in section 4.2.
    - 5.1.1.2 Maintain phone/email support during hours 09:00 to 17:00hrs Monday – Friday
    - 5.1.1.3 A single point of contact & escalation procedure being provided and attendance at annual review meetings.

- 5.2 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.

- 5.2.1 This report should detail the following information:

- 5.2.1.1 Number of call outs – with a breakdown of the issue/fix
- 5.2.1.2 Parts required
- 5.2.1.3 Services undertaken

## **6. LOCATION**

- 6.1 The location of the Services will be carried out at:-

**Smedley Hydro**  
**Trafalgar Road**  
**Birkdale**  
**Southport**  
**PR8 2HH**

**Contact:**

**Email:** [HOTSouthportServiceOperations@hmpo.gsi.gov.uk](mailto:HOTSouthportServiceOperations@hmpo.gsi.gov.uk)

**Telephone:** 01704 553402

**Contact Name:** Moira Stratton

## **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. PROJECT TIMETABLE**

- 8.1 The Key Milestones for this contract are listed below:

- 8.1.1 Servicing (Bi-annual) of MS6000 MK2 Digital Microfilm Scanners.
- 8.1.2 5 days Engineer Call Outs for MS6000 MK2 Digital Microfilm Scanners.
- 8.1.3 Training package for 6 Infrastructure staff.
- 8.1.4 Servicing (Bi-annual) of MS350/MS350II Scanners.
- 8.1.5 5 days Engineer Call Outs for MS350/MS350II Scanners.

- 8.2 Payment will be made on successful completion of the milestones.

- 8.2.1 As the servicing is on a bi-annual basis the payment will be made after successful completion of each service.

## 9. ADDITIONAL REQUIREMENTS

- 9.1 Ordering will be by way of Home Office Purchase Order.
- 9.2 Purchase Order Numbers will be listed on all invoices.
- 9.3 Payment will be made upon receipt of an invoice quoting a valid Purchase Order Number.
- 9.4 All invoices are to be sent to:
- Shared Services Connected Limited  
HO Accounts Payable  
PO Box 5015  
Newport  
Gwent  
NP20 9BB
- 9.5 Prices must be inclusive of expenses and exclusive of VAT.

## 10. ANNEXE'S

### 10.1 Annexe A – List of Scanners

#### **MS6000 MK2 Digital Microfilm Scanners**

Serial Number	Model
25021129	MS6000 MK2 Microfilm Scanner
25021128	MS6000 MK2 Microfilm Scanner
25021127	MS6000 MK2 Microfilm Scanner
25021126	MS6000 MK2 Microfilm Scanner
25021125	MS6000 MK2 Microfilm Scanner
25021124	MS6000 MK2 Microfilm Scanner
25021123	MS6000 MK2 Microfilm Scanner
25021122	MS6000 MK2 Microfilm Scanner
25021121	MS6000 MK2 Microfilm Scanner
25021120	MS6000 MK2 Microfilm Scanner
25021119	MS6000 MK2 Microfilm Scanner
25021118	MS6000 MK2 Microfilm Scanner
25021117	MS6000 MK2 Microfilm Scanner
25021116	MS6000 MK2 Microfilm Scanner
25021115	MS6000 MK2 Microfilm Scanner
25021114	MS6000 MK2 Microfilm Scanner
25021078	MS6000 MK2 Microfilm Scanner
25021077	MS6000 MK2 Microfilm Scanner

#### **MS350/MS350II Scanners**



**SO16690 Provision of Scanner Support Services**  
**Appendix B – Statement of Requirements**

Serial Number	Make	Model
DZ400483	Canon	MS350II
DZ400506	Canon	MS350II
DZ400486	Canon	MS350II
DZ400467	Canon	MS350II
DZ400468	Canon	MS350II
DZ400481	Canon	MS350II
DZ400482	Canon	MS350II
DZ400484	Canon	MS350II
DZ400489	Canon	MS350II
DZ400479	Canon	MS350II
DZ400566	Canon	MS350II
DZ400560	Canon	MS350II
DZ400575	Canon	MS350II
DZ500574	Canon	MS350II
DZ400567	Canon	MS350II
DZ400573	Canon	MS350II
DZ400580	Canon	MS350II
DZ400565	Canon	MS350II
DZ400569	Canon	MS350II
DZ400576	Canon	MS350II
DZ400578	Canon	MS350II
DZ400577	Canon	MS350II
CX400593	Canon	MS350
AC401721	Canon	MS500
CX400022	Canon	MS350
CX400024	Canon	MS350
CX400076	Canon	MS350
CX400077	Canon	MS350
CX400078	Canon	MS350
CX400177	Canon	MS350
CX400183	Canon	MS350
CX400193	Canon	MS350
CX400187	Canon	MS350
CX400185	Canon	MS350
CX400186	Canon	MS350
CX400184	Canon	MS350
CX400188	Canon	MS350
CX400189	Canon	MS350
CX400182	Canon	MS350
CX400229	Canon	MS350
CX400295	Canon	MS350
CX400288	Canon	MS350



CX400283	Canon	MS350
CX400356	Canon	MS350
CX400349	Canon	MS350
CX400418	Canon	MS350
CX400280	Canon	MS350
CX400281	Canon	MS350
CX400280	Canon	MS350
CX400292	Canon	MS350
CX400239	Canon	MS350
CX400294	Canon	MS350
CX400296	Canon	MS350
CX400299	Canon	MS350
CX400310	Canon	MS350
CX400241	Canon	MS350
CX400340	Canon	MS350
CX400416	Canon	MS350
CX400317	Canon	MS350
CX400308	Canon	MS350
CX400304	Canon	MS350
CX400293	Canon	MS350
CX400296	Canon	MS350
CX400308	Canon	MS350
CX400340	Canon	MS350
CX400345	Canon	MS350
CX400354	Canon	MS350
CX400289	Canon	MS350
CX400292	Canon	MS350
CX400416	Canon	MS350
CX400318	Canon	MS350
CX400580	Canon	MS350
CX400581	Canon	MS350
CX400582	Canon	MS350
CX400584	Canon	MS350
CX400594	Canon	MS350
CX400290	Canon	MS350
AC400181	Canon	MS500
CX400181	Canon	MS350
AC401163	Canon	MS500

## 10.2 Annexe B – List of Key Parts

### Key Parts to cost





Canon part no.	Part	Please supply cost for each individual part
FK2-0149-000	Photo Interrupter	1
HB1-3000-050	Release Button, left	1
MA1-8854-000	Guide Upper	1
MA1-8855-000	Guide lower	1
MA1-9003-000	Support Rod	1
MA1-9029-000	Gear Sep Roller	1
MA1-9030-000	Roller Sep Rubber	1
MA1-9405-000	Knob	1
MA1-9082-000	Plate Adj Friction	1
MA1-9087-000	Friction Disc	1
MA1-9918-000	Seperation Claw	1
MA1-9920-000	Pulley, Gear	1
MA2-4580-000	Plate	1
MA2-6177-000	Sensor Holder	1
MF1-2040-000	Glass Plate Pressure	1
MF1-2041-020	Glass Plate Upper	1
MG1-1122-040	Friction Ass'y	1
MG1-1254-040	Seperation Assy	1
MG1-2588-000	Keyboard PCB Assy	1
MG1-3798-000	Fan (won't fit old units)	1
MH2-5280-020	Cable Flex printed	1
MH2-5281-020	Cable flex	1
MH7-1112-020	Fan DC (p/supply)	1
MS1-2121-000	Tension Spring	1
MYA-1007-000	Lampsocket	1
MYA-7009-000	4x6 upper glass Ass'y	1
MYA-7020-000	4x7 Upper Glass Ass'y	1
RF5-4120-000	Separation pad Ass'y	1
WG8-5210-000	Photo Interrupter	1
XF9-0232-000	Take up Belt	1
XF9-0252-000	Take up Belt	1
XF9-0290-000	Timing belt	1
XF9-0382-000	Take up Belt	1
XG2-3006-255	Bearing	1
CFP01	Carrier felt pad	1