



Home Office

Appendix B – Service Description

Provision of Specialist IT Equipment - Rental Service

Home Office

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SERVICE DESCRIPTION

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1. PURPOSE

- 1.1. Home Office Analysis & Insight – Information and Publication Team are looking to invite offers for the Provision of Rental of Specialist IT Equipment.
- 1.1.1. Home Office Analysis & Insight – Information and Publication Team require a rental contract that will include hardware, software, an internet connection and support for the full contract duration.

2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1. The Home Office is a ministerial department of the Government of the United Kingdom responsible for immigration, security and law and order.
- 2.2. Home Office Analysis & Insight (the Authority) works to ensure that Home Office policy and operational delivery are properly supported by effective evidence, analysis, science and technology. Home Office Analysis & Insight covers the whole range of social, physical and life sciences, including statistics and economics, to inform and improve policy development, implementation and operational effectiveness.
- 2.3. Home Office Analysis & Insight Information and Publication Team produces a range of documents for publication on the Government Website (GOV.UK). These documents require specialist preparation including design work, image processing, etc

3. SCOPE OF REQUIREMENT

- 3.1. The contract is required to be in place for a period of 1 year commencing on the 01st July 2019 and ending on the 30th June 2020. The Contract will include an option to extend for a period up to 2 years.
- 3.2. The contract will include the rental of all the below hardware and software packages;

Equipment	Quantity	Location	
Hardware			
Apple MacBook Pro (With Mac OS X Operating System)	4	Home Office Analysis & Insight 14 th floor (Long corridor) Lunar House 40 Wellesley Road Croydon Surrey CR9 2BY	
Apple Cinema Display	3		
Epson Workforce Printer	1		
Apple Wireless Keyboard	4		
Apple Magic Mice	4		
Thunderbolt to Ethernet Adapters	3		
Mini Port to DVI Adapters	3		
USB 4 Port Hubs	3		
Desktop External Hard Drive	2		
Apple Super Drive	1		
Software			
Adobe Creative Cloud	3 Users		
Microsoft Office 365	3 Users		
VMware Fusion	1 User		

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- 3.3. Hardware and software is required to be provided to Home Office Analysis & Insight – Information and Publication Team on the contract commencement date on the contract commencement date.
 - 3.3.1. The Supplier will visit Home Office Analysis & Insight – Information and Publication Team’s site as detailed in Section 11 – Location, on the contract commencement date to set up the hardware.
 - 3.3.2. All software will be preloaded onto the appropriate hardware before the Supplier visits Home Office Analysis & Insight – Information and Publication Team’s site on the contract commencement date.
- 3.4. Home Office Analysis & Insight – Information and Publication Team will need to be provided with full administrator rights to the hardware and software during the contract duration.
- 3.5. If a unit has a hardware fault that has not been caused by the user then it will be swapped out and either a permanent replacement will be provided, or a temporary replacement will be provided until a repair can be completed, for which there will be no charge.
- 3.6. If a unit is damaged by the user it will be swapped out and either a permanent replacement will be provided, or a temporary replacement will be provided until a repair can be completed, which will be charged to Home Office Analysis & Insight – Information and Publication Team either for the repair cost or replacement cost.
 - 3.6.1. The Home Office Analysis & Insight – Information and Publication Team will notify and make the Supplier aware if a unit has been damaged by the user.
 - 3.6.2. All replacements and repairs will be classified into one of the below priority levels in section 3.13 and will meet the target response and resolution times.
- 3.7. Home Office Analysis & Insight – Information and Publication Team require the Supplier to be able to provide additional hardware and software as and when required.
 - 3.7.1. Home Office Analysis & Insight – Information and Publication Team will place an order as or when additional hardware and software is required.
 - 3.7.2. Additional hardware and software will not be covered in the cost of the contract and a separate order will be raised for additional hardware and software packages.
- 3.8. On expiry of the contract, the hardware and software will be removed from Home Office Analysis & Insight – Information and Publication Team.
 - 3.8.1. If Home Office Analysis & Insight – Information and Publication Team wish to extend the contract for a further year, then Home Office Analysis & Insight – Information and Publication Team will continue to use the equipment and the contract will continue to run.
 - 3.8.2. After the initial 1-year period the hardware will be assessed, and it will be determined if hardware needs to be updated by the Supplier for the extension period.
 - 3.8.2.1. The Supplier will notify Home Office Analysis & Insight – Information and Publication Team if there are to be any changes to cost before any equipment is updated.
- 3.9. Before hardware and software is returned to the Supplier the Home Office Analysis & Insight – Information and Publication Team will transfer all their material to new equipment/hard drive so that the Home Office Analysis & Insight – Information and Publication Team will be able to continue to access their material.
- 3.10. All material remaining on the hardware and software belonging to the Home Office Analysis & Insight – Information and Publication Team will be removed so that all material is permanently destroyed.
- 3.11. Internet/Data Plan
 - 3.11.1. An internet (broadband) connection is also required as part of this requirement to be in place for the full contract duration.
 - 3.11.1.1. The internet connection will need to be accessible at the address detailed in section 11 – Location and will need to meet the below as a minimum;
 - 3.11.1.1.1. Downloads: Unlimited
 - 3.11.1.1.2. Speed: 11MB Speed
 - 3.11.1.1.3. Router (At present a Draytek Router is used).

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3.11.1.1.4. Line: (ADSL Line at present).

3.11.1.2. The supplier shall be willing to liaise with the Home Office's telephony supplier to ensure that the internet connection is satisfactorily established and maintained.

3.12. The contract will offer support throughout the entire contract duration.

3.12.1. Support during the entire contract term must include a minimum of;

3.12.1.1. Telephone Support - 8am to 6pm, Monday to Fridays, excluding public holidays.

3.12.1.2. Internet Support (Via Email) - 8am to 6pm, Monday to Fridays, excluding public holidays.

3.12.1.3. Call outs (if issue cannot be resolved by phone or e-mail) - 8am to 6pm, Monday to Fridays, excluding public holidays. Supplier to attend a call out within 4 hours of the issue being raised.

3.13. The contract will meet the following priority levels as a minimum;

3.13.1. Level 1 Major Issue (Business Critical - software unusable)

3.13.1.1. Target response time: 2 hours

3.13.1.2. Target resolution time: 12 hours

3.13.2. Level 2 Serious issue (Significant disruption to business)

3.13.2.1. Target response time: 4 hours

3.13.2.2. Target resolution time: 48 hours

3.13.3. Level 3 (minor issue)

3.13.3.1. Target response time 6 hours

3.13.3.2. Target resolution Time 7 days

3.14. Home Office Analysis & Insight – Information and Publication Team may require the Supplier to reallocate the hardware, software and internet connection to a different location once in the initial first year of the contract.

3.14.1. Home Office Analysis & Insight – Information and Publication Team will notify the Supplier if reallocation of the hardware, software and internet connection is required.

3.14.2. The reallocation of hardware, software and internet will not be covered in the cost of the contract and a separate order will be raised if reallocation is required.

4. KEY MILESTONES

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

Milestone	Description	Timeframe
1	Delivery of Hardware, software and internet connection. Commencement of Support	On Contract Commencement

5. CONTINUOUS IMPROVEMENT

5.1. 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.

6. PRICE

6.1. Prices are to be submitted via email to the nominated Commercial representative contact.

7. SERVICE LEVELS AND PERFORMANCE

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

7.1.1. The ability to achieve the required key milestone of delivery of Hardware and Software on the contract commencement date (1st July 2019).

7.1.2. The ability to provide telephone and internet (via email) support to Home Office Analysis & Insight – Information and Publication Team between the hours of 8am to 6pm, Monday to Fridays, excluding public holidays as a minimum.

7.1.3. The ability to attend call outs within 4 hours of an issue being raised, 8am to 6pm, Monday to Fridays, excluding public holidays.

7.1.4. The ability to achieve the response and resolutions times as defined in the priority levels above, section 3.13.

8. SECURITY REQUIREMENTS

8.1. If the Supplier is required to visit the Home Office Service Location at any time during the duration of the contract they will be escorted for the duration of their visit.

9. PAYMENT

9.1. The Supplier should ensure all invoices are sent to:

9.1.1. Home Office Shared Service Centre HO Box 5015 Newport, Gwent NP20 9BB

Tel: 08450 100125 Fax: 01633 581514 Email: post-room-rescan@homeoffice.gsi.gov.uk

9.2. A purchase order will be raised for the 1-year contract value and is required to be invoiced by the Supplier on a quarterly basis.

10. ADDITIONAL INFORMATION

10.1. Evaluation of the contractor's Experian Credit Search will be carried out by Home Office Finance and any risk will be identified and referred to the Procurement Lead.

10.2. If there is any risk to the delivery of this contract being identified through this exercise Home Office reserves the right to remove any bidder from this Procurement process.

11. LOCATION

11.1. The location of the Services will be carried out at;

Home Office Analysis & Insight
14th floor (Long corridor)
Lunar House
40 Wellesley Road
Croydon
Surrey CR9 2BY

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