

**SO17181 - Placing of Public Notices
Appendix B – Statement of Requirements**

**APPENDIX B
STATEMENT OF REQUIREMENTS**

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1. INTRODUCTION

- 1.1 Within Her Majesty's Passport Office exists an arms-length body, namely the General Register Office (the "GRO") which oversees civil registration in England and Wales. GRO maintains the national archive of all births, marriages and deaths dating back to 1837 and supplies copies of birth, marriage, civil partnership certificates and death certificates.
- 1.2 The Registrar General is appointed, by the Queen to act as the head of the GRO and it is his responsibility to make the regulations that govern the registration processes.

2. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 2.1 The Marriage Act 1949, Section 42 (2) and 41(5)(c) requires the Registrar General to ensure that a public notice is placed in a newspaper regarding a change, usage or disuse of a church.
- 2.2 The public notice must be circulated in the county where the building is situated and in the London Gazette. This could be any county within England and Wales.

3. SCOPE OF REQUIREMENT

- 3.1 The GRO require a service to source the most suitable newspapers and arrange for these notices to be placed in the appropriate publication.
- 3.2 Wording of the notices will be provided by the GRO.
- 3.3 The format of the notice will be the responsibility of the supplier
- 3.4 An example notice is outlined at section 10.
- 3.5 The Authority reserves the right to direct any media buying through the government media buying framework RM1051

4. THE REQUIRMENT

- 4.1 The stages of publishing any notice are expected to be as follows:
 - 4.1.1 The Authority will decide the wording for a notice and send to the supplier
 - 4.1.2 The supplier will provide a list of publication options and prices
 - 4.1.3 The Authority will chose their preferred publication option
 - 4.1.4 The supplier will format appropriately
 - 4.1.5 The Authority will approve any formatting and wording before publishing.
 - 4.1.6 The supplier will place the notice with the decided publication(s)
 - 4.1.7 The supplier will invoice for their work

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- 4.2 The supplier will be required to format the notice and make all necessary arrangements for the posting of notices in the appropriate publications including the London Gazette as per 2.2.
- 4.3 The supplier will submit publishing options and the costs to GRO, on a notice by notice basis, for approval before placing the notice.
- 4.3.1 It will be the responsibility of the supplier to ensure that the costs involved in the publication of a notice are transparent, accurate and competitive.
- 4.4 The supplier will be required to provide a dedicated email address to which requests from GRO to place a notice can be sent.
- 4.5 The supplier should allocate a named dedicated account manager to work with GRO to ensure the smooth delivery of all publication requirements.
- 5. VOLUMES**
- 5.1 This is variable depending on business need but is approximately around one hundred and twenty (120) notices per year.
- 5.1.1 The Authority reserves the right to place (or not place) any number of notices during the duration of the contract. The publication of 120 notices is historically accurate and used as a guide for this tender.
- 6. SERVICE LEVELS AND PERFORMANCE**
- 6.1 The supplier will be required to provide a response confirming receipt of the request and outlining who will be responsible for its processing, including contact details within 24 hours of the request being received from the GRO.
- 6.2 Notice options inclusive of costs and publication deadlines should be provided within 3 working days of submission as a minimum.
- 6.3 The supplier will be required to provide GRO with a copy of the final, published notice, within 2 working days of publication.
- 6.4 Supplier Performance will be subject to a review with the Supplier Performance Team and GRO Operations. – after 6 months of the commencement date to ensure that the requirements of 5.1, 5.2 and 5.3 are being met.
- 6.4.1 The supplier should provide reports upon ad hoc requests from GRO outlining their performance against points 5.1, 5.2 and 5.3.
- 7. CONTINUOUS IMPROVEMENT**
- 7.1 The supplier will be expected to continually improve the way in which the services are being delivered. Suggestions for improvement from both the Potential Provider and the Authority will be discussed in review meetings.
- 7.1.1 Suggested changes to the way in which services are delivered must be brought to the Authority's attention and agreed prior to being implemented.

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8. STAFF AND CUSTOMER SERVICE

- 8.1 The Authority requires the supplier to provide sufficient level of resource throughout the duration of the contract in order to consistently deliver a quality service to the Authority.

9. INVOICING AND PAYMENTS

- 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.
- 9.2 Each invoice must be submitted monthly and state a valid purchase order number.
- 9.3 Each invoice should list an elemental breakdown of notices placed, reflecting both the notice placement cost and the management fee charged as separate amounts.
- 9.4 Payment will be made 30 days following receipt of a correctly submitted invoice.
- 9.5 All invoices should be submitted electronically for the attention of Accounts Payable at the following e-mail address:
- 9.5.1 Post-room-rescan@homeoffice.gsi.gov.uk
- 9.5.2 01633 581644

10. EXAMPLE NOTICE

MARRIAGE ACT 1949

Marriages in Naval, Military and Air Force Chapels

Notice is hereby given that, on the application of the Secretary of State for Defence, pursuant to Section 70 of the Marriage Act 1949, Registration of Christ Church situated at RAF Charlton in the Registration District of Buckinghamshire for the solemnization of marriages otherwise than according to the rites of the Church of England has been cancelled.

Mike Smith
for Registrar General

11. PRICING

- 11.1 Potential Bidders should outline the percentage management fee to be applied to all notices placed.

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- 11.2 Potential Bidders are required to utilise the example notice above to outline an example costing method clearly stating the notice cost and management fee as a separate cost to identify a total cost.
- 11.3 Costs for providing publishing the example notice above should be outlined in the Appendix E Price Matrix provided in the ITT documentation. The rate card should also be completed.