



Home Office

AUTHORITY: The Secretary of State for the Home Department

**SCHEDULE 2**  
**STATEMENT OF REQUIREMENTS**  
**VERSION 1.0**

NEXT GENERATION OUTSOURCED VISA SERVICES

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## 1) OVERVIEW OF SERVICES TO BE DELIVERED

### **1.1 Introduction**

UK Visas and Immigration is the overseas arm of the Home Office with visa operations in 130 countries, where illegal activity involving goods and people are identified and work is carried out on policy development and bilateral engagement.

UK Visas and Immigration receives 2.6m visa applications per year from approximately 330 application points globally. These application points are made up of:

- 130 outsourced VACs
- 19 outsourced temporary enrolment locations
- 68 in-house application points located in Foreign And Commonwealth Office buildings
- 137 application points using foreign government facilities (133 Department of Homeland Security offices in the USA; 3 INZ offices in New Zealand; 1 Government Office in Bermuda)

The outsourced VACs currently provide UK Visas and Immigration with the following front end functions: registration; fee handling; biometrics enrolment; document registration; data entry; document delivery to the Decision Making Centre; and, return of the decision bundle to the applicant. Under the new contracts proposed in NGOV, more of the in-house application points noted above will be outsourced.

Around 90 per cent of UK Visas and Immigration staff are based in the six overseas regional directorates: Africa; Americas; Asia Pacific; Euro-Med; South Asia; and the Gulf, Iran and Pakistan.

The Authority's core objectives are to secure the border, control migration, reduce costs and improve customer service. UK Visas and Immigration contribution towards these is as follows:

1. Deliver a first rate visa service:
  - Smaller, more efficient global footprint with wider global reach;
  - Improved customer service - consistent, reliable, accessible; and
  - Increase commercial partners' contribution to cost savings and range of services.

2. Stop illegal and harmful goods and people reaching the UK:
  - Enhanced risk profiling promotes “right first time every time” decision making and a secure border;
  - Well targeted upstream interventions reduce asylum claims by 2015 and contribute to a reduction in illegal goods reaching the UK; and
  - Effective international migration partnerships within host countries and cross-Government working underpin delivery of the Authority’s objectives.

In realising these objectives, the challenge for UK Visas and Immigration is to deliver these aims against a backdrop of:

1. Increasing global travel and numbers;
2. Attracting the “right” profile of visitors to the UK; and,
3. The ability to adjust to a dynamic environment of political and risk scenarios.<sup>1</sup>

This Statement of Requirements (SOR) document has been written with this objective in mind and describes the Authority’s Business Requirements, which shall be fulfilled by the Supplier in providing the Supplier’s Solution. In respect of the Business Requirements set out in this document, the Supplier shall ensure that its Solution:

- meets all the Business Requirements set out in this SOR;
- meets the Terms and Conditions of the Agreement, and;
- meets the requirements of all Schedules to the Agreement.
- meets the requirements of the following documents issued with volume 5 of the Request For Procurement

Doc 1 - HMG Security Policy Framework

Doc 2 - Government Security Classifications    Doc 4 - Data Handling Procedure

Doc 5 - Safeguarding Children

Doc 6 - UKBA Child Safety Policy

Doc 14 - CAESER sustainability Questions

Doc 15 - DSIT Intelligence Management Policy

Doc 16 - Best Practice for Biometric Capture

Doc 17 - Biometric Enrolment (Interface Specification)

Doc 18 - UKBA Photograph Guidance

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<sup>1</sup> The Authority reserves the right to change its objectives and will inform the Supplier accordingly.

Doc 19 - BS10008 Evidential Quality Note

Doc 22 - VAC Opening Frequency

- Doc 26 – Predominant Local Languages Courier Frequency Document

The process for implementing any Changes to documents issued with volume 5 of the Request For Procurement will be through the Change Control Procedure set out in Schedule 10 (Change Control).

## **1.2 Overview of Business Requirements**

Business Requirements apply across all of the Regions. They represent the core elements of the Authority's Visa Application Process and consist of the following subsets of Service Packages. Each Service Package contains a set of requirements that must be fulfilled by the Supplier; these individual elements are depicted with an 'R' pre-fix:

- Service Package 1 (SP1): General Requirements
- Service Package 2 (SP2): Information Services
- Service Package 3 (SP3): Biometric Appointment Management Services
- Service Package 4 (SP4): User Pays Services
- Service Package 5 (SP5): Document Registration Services
- Service Package 6 (SP6): Biometric Collection Services
- Service Package 7 (SP7): Application Streaming Services
- Service Package 8 (SP8): Document Collection and Delivery Services
- Service Package 9 (SP9): Interview Facilitation Services
- Service Package 10 (SP10): Document Collection and Return Services
- Service Package 11 (SP11): Local Requirements

## **1.3 Supporting Schedules**

In the event that there is any conflict between this Schedule 2 (**Statement of Requirements**) and Schedule 3 (**the Supplier's Solution**), this Schedule 2 shall prevail, in accordance with the Terms and Conditions.

## **1.4 Future Requirements**

Future Requirements are Business Requirements which need not be met by the Supplier at the Effective Date, but which may need to be fulfilled in the future, if the Authority requests them (at its sole discretion). The Authority will require flexibility from its commercial partners to respond to the changing environment and Border Security Assessment. These changes will be introduced via the Change Control Procedure as detailed in Schedule 10 (**Change Control**) and the content of the Terms and Conditions of this contract.

The Authority has deemed a number of potential service requirements as Future Requirements. These are requirements for services which the Authority is not in a position to define sufficiently to contract for at present, but nevertheless sees the possibility for the extension of the contract into to provide coverage. These future services include:

- Additional Priority or VIP Service. Operating (either with or without the Authority staff present) one-off biometric clinics at the homes or offices of VIP applicants. This could, for example, be for an individual; an individual and his/her family or entourage; or a group of employees from a blue-chip company.
- A United Kingdom interviewing facility. A United Kingdom located facility that will support the interviewing of applicants at overseas locations.
- Additional Interviews at Visa Application Centres. The Authority may request that the Supplier facilitates Visa Applicants attending the Visa Application Centre for additional interviews.
- Tailored Customer Service/Contact management arrangements. The Authority may look to provide specific tailored services to certain groups of Visa Applicant. For instance, in some locations the Authority may wish to provide a super priority service but only make it accessible to people applying for certain categories and/or with a particular previous travel history.
- VAC sharing with the Irish Naturalisation and Immigration Service Partners
- Passport Pass-back. In specified locations, a Visa Applicant could lodge an application but retain their passport (lodging only a photocopy). Once the Authority has reached a decision, the Visa Applicant will return to the Visa Application Centre and submit their passport for endorsement by the Authority.
- HM Passport Office interviewing requirement.

## 2) BUSINESS REQUIREMENTS

Business Requirements are the requirements to support the Authority's end-to-end Visa Application Process.

### **2.1 Service Package 1 (SP1): General Requirements**

General Requirements are requirements that apply across all Regions and across a range of services that need to be provided to fulfil the Business Requirements and to support the end-to-end Visa Application process. General Requirements relate to important aspects of the management of the Supplier's Solution such as security, facility management and IT infrastructure.

#### 2.1.1 Facility Management

No.	Requirement	Description	The Authority's Obligation
<b>R1-01</b>	Visa Application Centre (VAC)	<p>The Supplier shall provide infrastructure to allow Visa Applicants to register their documents, enrol their biometrics, submit their Visa Applications and, where applicable, attend an interview.</p> <p>In conjunction with the Authority, the Supplier shall determine the most efficient and effective infrastructure to meet Local Requirements i.e. fixed infrastructure or temporary infrastructure, while adhering to Schedule 4 (<b>Security</b>) and Schedule 13 (<b>Facilities</b>).</p> <p>In considering the suitability of the location for a Visa Application Centre, the Supplier shall consider all pertinent factors including:</p> <p>Security risks and measures;</p> <p>Access by public transport;</p> <p>Parking facilities;</p>	<p>The Authority shall provide the Authority's Security Policy And Security Standards at Annex 4-1 to Schedule 4 (<b>Security</b>).</p> <p>The Authority shall approve Visa Application Centre locations in accordance with Schedule 5 (<b>Transition</b>).</p>



		<p>Proximity to local amenities;</p> <p>Suitability for suggested shared facilities; and</p> <p>Annual application volumes, including forecasted annual increases or decreases.</p>	
<b>R1-02</b>	Waiting Area	<p>The Supplier shall, in accordance with Schedule 13 (<b>Facilities</b>), provide a waiting area for Visa Applicants attending the Visa Application Centre for either their Biometric Enrolment or Interview Appointment, which is comfortable, secure and adequate to meet Local Requirements, as set out in SP11.</p>	
<b>R1-03</b>	Access	<p>The Supplier shall ensure that access to the Visa Application Centre and its Facilities is suitable for all Visa Applicants, including those with disabilities or requiring wheelchair access, in accordance with Schedule 13 (<b>Facilities</b>).</p> <p>Where there is a Local Requirement for a secure area in the Visa Application Centre, the Supplier shall ensure that access to that area is restricted to authorised personnel in accordance with Schedule 4 (<b>Security</b>).</p>	
<b>R1-04</b>	Privacy	<p>The Supplier shall, in accordance with Schedule 4 (<b>Security</b>), ensure that where a Visa Applicant is being attended to by Supplier Personnel, other Visa Applicants, or unaffected third parties are:</p> <ul style="list-style-type: none"> <li>• not privy to discussions between Supplier Personnel and the Visa Applicant;</li> </ul>	

		<ul style="list-style-type: none"> <li>unable to read documents that are submitted as part of the Visa Application; and</li> <li>not privy to the information being disclosed as part of the visa interview (see SP9).</li> </ul>	
<b>R1-05</b>	Opening Times	The Supplier shall keep the Visa Application Centre open during the hours set out in the Local Requirements (SP11) and agree with any request by the Authority to change these timings (including during emergency situations).	The Authority shall agree Visa Application Centre Opening Hours.

### 2.1.2 Supplier Service Delivery

No.	Requirement	Description	The Authority's Obligation
<b>R1-06</b>	Consistent and Professional Delivery	The Supplier shall manage and operate all aspects of the Business Requirements so that Business Requirements are delivered in a consistent, professional and ethical manner in compliance with all relevant legislation and in accordance with the Terms and Conditions and with the Service Levels as set out in Schedule 7 ( <b>Service Levels and Service Credits</b> ).	
<b>R1-07</b>	Continuous Improvement	The Supplier shall manage and operate all aspects of the Business Requirements so that an approach to service management is implemented to ensure that the support provided to the Authority by the Supplier is comprehensive and continually improved in accordance with the continuous improvement mechanism in Schedule 20 ( <b>Continuous Improvement</b> ) and that it does not affect any	

		security aspects of the Agreement as set out in Schedule 4 ( <b>Security</b> ).	
<b>R1-08</b>	Delivery of Maximum Value	The Supplier shall ensure that the Supplier's Solution realises the maximum value to the Authority from the Services Requirements in accordance with the Value For Money Mechanism described in Schedule 20 ( <b>Continuous Improvement</b> ).	
<b>R1-09</b>	Effective and Efficient Delivery	<p>The Supplier shall manage and operate all aspects of the Business Requirements so that Services are delivered to the Authority in accordance with Schedule 7 (<b>Service Levels and Service Credits</b>).</p> <p>The Supplier shall explore opportunities to share its Visa Application Centres, Supplier's Personnel and Technical Infrastructure with more than one government when delivering similar Business Requirements, and for it to share Visa Application Centre facilities, personnel, and IT infrastructure with the objective of providing a more efficient Service, that delivers VFM for the Authority.</p> <p>The Supplier shall enable both pre-existing or future Visa Application Centre-share arrangements with Five Country Conference (5CC) Countries (which are USA, Canada, UK, New Zealand, Australia), and Ireland to continue, subject to the successful negotiation of terms between the Supplier and the relevant third party governments.</p> <p>For Visa Application Centre share arrangements the Supplier shall comply with the requirements as set out by the Authority in the Statement of Requirements. Where</p>	<p>The Authority shall approve any proposal to share its Visa Application Centres, Supplier's Personnel and Technical Infrastructure with other suppliers, and for other suppliers to share their own facilities, personnel and IT infrastructure with it.</p> <p>The Authority shall provide list of locations, forecast volumes and services required.</p> <p>The Authority shall provide detail of pre-existing VAC share arrangements including locations of shared Visa Application Centres and details of Five Country Conference (5CC) Countries.</p> <p>The Authority to provide specific exceptions or processes for Vac Share Agreements</p>

		there are specific exceptions or processes to be followed these will be provided by the Authority	
<b>R1-10</b>	Cost Performance	The Supplier shall ensure that costs incurred are managed to deliver the Business Requirements to the Authority in accordance with the provisions of Schedule 6 ( <b>Pricing Payment and Invoicing</b> ).	
<b>R1-11</b>	Charging for User Pays Services	<p>The Supplier shall charge the Visa Applicants for User Pays Services described in Section SP4 in accordance with Schedule 23 (<b>User Pays Services</b>) and/or.</p> <p>The Supplier may not provide any User Pays Services without approval from the Authority.</p>	<p>The Authority shall approve the Supplier's solution for charging for User Pays Services in accordance with Schedule 23 (<b>User Pays Services</b>).</p> <p>The Authority shall provide approvals for User Pays Services in accordance with Schedule 8 (<b>Governance and Contract Management</b>).</p>

### 2.1.3 Quality and Standard of Services

No.	Requirement	Description	The Authority Obligation
<b>R1-12</b>	Audit Access	<p>The Supplier shall comply with the provisions of Schedule 15 (<b>Audit Access</b>).</p> <p>The Supplier shall allow the Authority and/or the National Audit Office (NAO) or 5CC partners to access the VAC assets and asset inventory for audit purposes.</p>	
<b>R1-13</b>	Service Levels	The Supplier shall ensure that the delivery of the Service Requirements complies with the Authority's Service Levels as defined in Schedule 7 ( <b>Service Levels and Service</b>	

		<b>Credits).</b>	
<b>R1-14</b>	Law and Standards	The Supplier shall comply with all the Authority's standards as identified in the Terms and Conditions and the Schedules.	
<b>R1-15</b>		The Supplier shall comply with all applicable legislation in fulfilling these Business Requirements.	
<b>R1-16</b>		<p>The Supplier shall adopt, implement, and maintain, in accordance with Good Industry Practice, quality assurance standards and processes in the provision of the Services that by the Effective Date conform to ISO 9001: 2000 standard or national equivalent and ISO27001 standard or national equivalent.</p> <p>The Supplier shall achieve ISO27001 accreditation within 12 months of the Effective Date, to cover all Services provided to the Authority and shall retain such accreditation for the duration of the Agreement.</p> <p>For the avoidance of doubt, accreditation must be granted by a certified independent 3<sup>rd</sup> party auditor.</p>	
<b>R1-17</b>	Governance	<p>The Supplier shall ensure that its obligations under this Agreement and its relationship with the Authority are managed in accordance with Schedule 8 (<b>Governance and Contract Management</b>).</p> <p>The Supplier shall develop professional and co-operative working relationships with all relevant partners including,</p>	

		without limitation, Foreign & Commonwealth Office (FCO), Home Office (HO), the Authority's Departmental Security Unit (DSU), the Authority's Security and Anti-Corruption Unit (SACU), and other Commercial Partners and local authorities.	
<b>R1-18</b>	Information and Reports	The Supplier shall provide the Authority with reports and information in accordance with Schedule 14 ( <b>Management Systems and Reporting</b> ).	
<b>R1-19</b>		The Supplier shall provide information requested by the National Audit Office, the Authority's Internal Audit Department, and Foreign & Commonwealth's Financial Compliance Units or similar (as applicable).	The Authority shall provide authorisation that the information can be released, as appropriate.
<b>R1-20</b>	Operational Integrity	<p>The Supplier shall at all times ensure the integrity of all aspects of the Visa Application Process as specified in General Requirements (SP1) and Schedule 4 (<b>Security</b>), and report immediately to the Authority any incident or suspicion of an incident that threatens to disrupt, corrupt, or otherwise compromise the Visa Application Process in accordance with Schedule 7 (<b>Service Levels and Service Credits</b>).</p> <p>Upon the reporting of an incident by the Supplier, the Authority may convene a Security Incident Panel in accordance with Schedule 4 (<b>Security</b>) and Schedule 8 (<b>Governance and Contract Management</b>).</p>	Schedule 4 ( <b>Security</b> ) shall include specific security requirements for Temporary Enrolment Locations which includes storage and transportation of Biometric Equipment, and the process for capturing and transmission of Biometrics and documentation.
<b>R1-21</b>	Reputational Damage	The Supplier shall not undertake practices or release any information that may damage the reputation of or otherwise	

		harm the Authority.	
<b>R1-22</b>	<b>Service Consistency</b>	The Supplier shall maintain consistency in service standards across all of the Visa Application Centres in keeping with the Service Requirements and in accordance with Schedule 7 ( <b>Service Levels and Service Credits</b> ).	
<b>R1-23</b>	<b>Respecting Religious / Cultural Sensitivities</b>	The Supplier shall, irrespective of the Region/Country or Service Requirement, deliver the Supplier's Solution and treat Visa Applicants in a way that respects the Visa Applicants' religion or cultural sensitivities (including in relation to Biometric Enrolment the handling of interviewing and the provision of waiting areas).	

#### 2.1.4 Supplier Personnel

<b>No.</b>	<b>Requirement</b>	<b>Description</b>	<b>The Authority Obligation</b>
<b>R1-24</b>	<b>Recruitment</b>	All Supplier Personnel must be Authorised in accordance with Section 6 of Schedule 4 ( <b>Security</b> )	The Authority will approve Supplier Personnel in accordance with Section 6.3 of Schedule 4 ( <b>Security</b> ).
<b>R1-25</b>	<b>Equality</b>	The Supplier shall ensure that, in providing the Services, the Supplier along with its employees, agents, and contractors does not discriminate against any person (including the Visa Applicants) on the grounds of race, nationality, religion or belief, gender, sexual orientation, age, disability or any other ground under UK law and any applicable local legislation in any relevant country.	

<b>R1-26</b>	<b>Professional standards &amp; training</b>	<p>The Supplier Personnel shall act professionally and be adequately trained in customer care, cultural awareness and conduct themselves in a professional, polite, sensitive and orderly manner and shall not bring the Authority into disrepute.</p> <p>The Supplier must ensure that the Supplier Personnel are adequately trained to undertake their duties, including the protection of the Authority Data, Applicant Data and Visa Applicants' Supporting Documentation.</p>	
<b>R1-27</b>	<b>Supplier Personnel Identification</b>	<p>All Supplier Personnel shall possess and display at all times, clear and unambiguous identity cards, with photographs.</p> <p>The Supplier shall, on request, provide the Authority with details of all Supplier Personnel delivering the Service (both current and historical as appropriate).</p>	

#### 2.1.5 Security

<b>No.</b>	<b>Requirement</b>	<b>Description</b>	<b>The Authority Obligation</b>
<b>R1-28</b>	<b>Security and Confidentiality</b>	<p>The Supplier shall comply with all relevant security, data protection, and confidentiality policies and requirements for both the Authority and Her Majesty's Government as set out in Schedule 4 (<b>Security</b>) which specifies the requirements for:</p> <p>(a) the security, integrity and availability of Visa</p>	



		<p>Applicant Data (including Biometric Data as well as photographs and contents of the Visa Application Forms);</p> <p>(b) the security, integrity and availability of travel documents, Supporting Documents and information pertaining to the Visa Application other than Visa Applicant Data (including unauthorised disclosure of the progress of applications or decisions made by the Authority);</p> <p>(c) the safety and security of the Facilities, equipment, and any other Assets used in providing the Services; and</p> <p>(d) the safety and security of the Visa Applicants, Supplier Personnel, and the Authority Personnel who visit or work at the Supplier's Facilities.</p>	
<b>R1-29</b>	<b>Facilities and Equipment</b>	The Supplier's Facilities and the equipment used by the Supplier in fulfilling the Business Requirements shall comply with Schedule 13 ( <b>Facilities</b> ).	

#### 2.1.6 IT Infrastructure

<b>No.</b>	<b>Requirement</b>	<b>Description</b>	<b>The Authority Obligation</b>
<b>R1-30</b>	<b>Payment Mechanism</b>	<p>The Supplier shall provide a mechanism to ensure that Visa Applicants can purchase User Pays Services both online or at a Visa Application Centre, including the provision of:</p> <ul style="list-style-type: none"> <li>• User Pays VACs</li> </ul>	The Authority will approve any offline solutions

		<ul style="list-style-type: none"> <li>• Temporary Enrolment Location Services</li> <li>• Priority Visa Service</li> <li>• Super Priority Visa Service</li> <li>• Premium Lounge</li> <li>• Courier Return Service</li> <li>• Other additional User Pays Services</li> </ul> <p>The Authority in Service Pack 11 indicates the locations where online payment is not currently possible and the Supplier will be required to put forward an appropriate solution for approval by the Authority</p>	
<b>R1-31</b>	System Assurance (test strategy)	The Supplier shall produce and submit to the Authority for approval, a Testing Strategy describing the approach for testing the Services provided by the Supplier.	The Authority shall approve System Assurance.

#### 2.1.7 Business Continuity and Contingency Planning

No.	Requirement	Description	The Authority Obligation
<b>R1-32</b>	Supplier Contingency Plan	The Supplier shall provide a contingency plan as part of the Supplier's Solution detailing the assistance that it will provide to the Authority in respect of the Business Requirements in cases of contingencies or emergencies. To the extent provided to the Supplier by the Authority, the Supplier shall ensure that its own contingency plans are aligned with those of the Authority.	At point of contract award, the Authority will provide local contingency plans.
<b>R1-33</b>	Assistance for the	The Supplier shall assist the Authority in delivering its	

	Authority	Contingency Plans, if such plans and business continuity arrangements are activated.	
<b>R1- 34</b>	Continuity of Service Levels	The Supplier shall provide day-to-day business continuity management for the Business Requirements in order to continue to meet the Requirements set out in this Schedule 2 ( <b>Statement of Requirements</b> ) and to meet the Service Level requirements set out in Schedule 7 ( <b>Service Levels and Service Credits</b> ).	
<b>R1- 35</b>	Continuity of Business Processes	The Supplier shall ensure that all business processes have an appropriate level of continuity provision to ensure that the effects of an unexpected loss of Assets, Supplier Personnel, Facilities or Services are minimised and that the restoration of the relevant items and processes takes place within a timeframe as specified by the Authority in Schedule 21 ( <b>Business Continuity and Disaster Recovery Plans</b> ).	
<b>R1-36</b>	Supplier Business Continuity Plan	<p>The Supplier shall create a Business Continuity Plan which shall:</p> <ul style="list-style-type: none"> <li>(a) be aligned with the Authority's Business Continuity plans where available;</li> <li>(b) ensure Business Continuity through a hierarchy of Business Continuity Plans, starting with the Business Continuity Plan, through a network of Regional, Country, and Visa Application Centre specific plans, and;</li> </ul>	

		(c) be aligned to Local Requirements.	
<b>R1-37</b>	Supplier's Continuity of Service	Subject to the provisions of the Agreement including Schedule 9 ( <b>Exit Management</b> ) and changes agreed by the Parties via Schedule 10 ( <b>Change Control</b> ), the Supplier's Solution as at the Effective Date, shall apply for the whole of the Contract Term.	

2.1.8 Integration

No.	Requirement	Description	The Authority Obligation
<b>R1-38</b>	Integration with other programmes	Subject to agreement between the Supplier and the Authority in accordance with Schedule 10 ( <b>Change Control</b> ), the Supplier shall ensure alignment with other programmes introduced by the Authority which impact on the Service Requirements.	

2.1.9 Sustainability

No.	Requirement	Description	The Authority Obligation
<b>R1-39</b>	Environmental Planning	In accordance with Schedule 16 ( <b>Sustainability</b> ) the Supplier shall develop a Sustainability Plan describing how the Supplier's Solution will minimise environmental impacts.	To agree sustainability targets with Supplier.
<b>R1-40</b>	Resource conservation	The Supplier shall ensure that, in providing the Services, it	

	and recycling	adopts, as far as is commercially practicable, an approach that minimises the generation of waste and maximises recycling of resources as outlined in Schedule 16 ( <b>Sustainability</b> ).	
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## 2.2 Service Package 2 (SP2): Information Services

This Business Requirement relates to the information that the Supplier shall provide to Customers through an online website. The information provided to Customers under this requirement shall be Free To Use.

No.	Requirement	Description	The Authority Obligation
R2-01	Systems	<p>The Supplier shall establish an online website and associated processes and systems for maintaining information and managing contact with Customers.</p> <p>These Services will be provided in accordance with Schedule 7 (<b>Service Levels and Service Credits</b>) and shall include:</p> <ul style="list-style-type: none"> <li>• Information on VAC location (including directions)</li> <li>• Information on VAC opening hours</li> <li>• Information on VAC facilities</li> <li>• Details of complaints procedures, complaints management process; and</li> <li>• Information on User Pays Services.</li> <li>• Information on how to purchase User Pays Services</li> <li>• Information on User Pays Performance</li> <li>• A direct link to the Authority's website</li> <li>• The supplier shall clearly display the following disclaimer on any website, or any publicity material, directly linked to the delivery of the Services</li> </ul> <p><i>[ name of supplier] only performs certain limited services for the UK Secretary of State, and is not an agent with authority to bind or represent the UK Secretary of State. The UK Secretary of State cannot be held liable for</i></p>	

		<i>representations, errors or omissions made by [ name of supplier]”</i>	
<b>R2-02</b>	Complaints Procedure	<p>The Supplier shall develop, maintain, and implement procedures and systems for Visa Applicants to:</p> <ul style="list-style-type: none"> <li>• formally provide feedback; and</li> <li>• raise and seek redress of complaints about the Service provided by the Supplier.</li> </ul> <p>The Supplier shall investigate, respond, and keep record of all complaints, within appropriate timescales, using reasonable endeavours to ensure that the Visa Applicant understands the reply, and escalates, where necessary and if appropriate, to the Authority where complaints or comments require a formal response from the Authority.</p> <p>In accordance with Schedule 14 (<b>Management Systems and Information</b>), the Supplier shall provide to the Authority details of the categories, volume of complaints and root causes of complaints received and resolution.</p>	
<b>R2-03</b>	Language Communication of	The Supplier shall provide information (including information supplied to the Supplier by the Authority) to Visa Applicants in English and the predominant local languages.	The Authority shall specify the predominant local languages that must be provided by the Supplier for each country.
<b>R2-04</b>	Timely Updates	The Supplier shall, from the date the information is updated by the Authority, use such updated information when communicating or providing information to the Customers.	





### **2.3 Service Package 3 (SP3): Biometric Appointment Management Services**

The Business Requirements relating to Biometric Appointment Management Services cover the management of the Authority's e-online Appointment Portal. The Authority will provide the Supplier with access to the Authority's e-online Appointment Portal and the Supplier shall manage the appointments for both Free-to-User and User Pays Visa Application Centres.

No.	Requirement	Description	The Authority's Obligations
<b>R3-01</b>	<b>Infrastructure</b>	The Supplier shall ensure that it can interface with the Authority's e-online Appointment Portal.	The Authority to provide the Supplier with access to its e-online Appointment Portal for relevant Visa Application Centre locations.
<b>R3-02</b>	<b>Appointment Management</b>	<p>The Supplier is required to manage the Authority's e-online Appointment Portal for all Visa Application Centres within the relevant Regions.</p> <p>The management of the Authority's e-online Appointment Portal will include, but is not limited to, the Supplier being responsible for the following:</p> <ul style="list-style-type: none"> <li>• providing sufficient appointment availability to meet projected daily Visa Application volumes at all locations in accordance with Schedule 7 (<b>Service Levels and Service Credits</b>);</li> <li>• providing sufficient appointment availability to meet projected daily Visa Application volumes that require Interviewing or select a User Pay Service in accordance with Schedule 7 (<b>Service Levels and Service Credits</b>);</li> <li>• ensuring that Visa Applicants are prevented from booking appointments on days when either the Visa Application Centre or Decision Making Centre are to</li> </ul>	

		<p>be closed.</p> <ul style="list-style-type: none"><li>• ensuring that the appointments schedule at Temporary Enrolment Locations are at intervals in order to avoid large numbers of Visa Applicants having to be controlled at any one time.</li><li>• contacting Visa Applicants in advance of the VAC appointment date, in the event of any unforeseen circumstances, to inform them of such unforeseen circumstances (which may include but are not limited to previously unscheduled Visa Application Centre closures).</li></ul>	
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## **2.4 Service Package 4 (SP4): User Pays Services**

The Business Requirement relating to User Pays Services covers services outside of the core Visa Application processes that are optional Services for the Visa Applicant. These Services, although always optional to the Visa Applicant, will, in specified Visa Application Centre locations (refer to SP11 – Local Requirements) be a mandatory requirement for the Supplier to provide.

There are two categories of User Pays Services:

- a) Supplier Chargeable Services (SCS). All User Pays Services provided by the Supplier without delivery support from the Authority and for which the Authority receives financial benefit, as set out in Schedule 23 (**User Pays Services**).
- b) Authority Supported Chargeable Services (ASCS). All User Pays Services provided by the Supplier that require resources from the Authority to deliver, and for which the Authority receives financial benefit, as set out in Schedule 23 (**User Pays Services**).

To support the purchasing of User Pay Services, the Supplier shall provide an online payment mechanism to ensure that Visa Applicants can purchase these Services online (refer to R1-30); either during their online application process or online using a terminal within the Visa Application Centre. At a minimum, the Supplier's online payment mechanism must be designed to enable the Visa Applicant to purchase the following Services:

### **Authority Supported Chargeable Services**

- Priority Visa Service
- Super Priority Visa Service

### **Supplier Chargeable Services**

- User Pays VACs Service
- Premium Lounge Service
- Temporary Enrolment Location Services
- Return Courier Service

[For certain locations, as specified in the Local Requirements (SP11) the Visa Applicant can purchase an additional personalised return courier service. These are separate from the normal Application Collection and Delivery Services Packages described in SP8 and SP10]

In addition to the above-listed User Pays Services, all of which will be a mandatory requirement for the Supplier to provide in specific Visa Application Centre locations, the Supplier may, with the prior written consent of the Authority in accordance with the procedures set out in Schedule 23 (**User Pays Services**), offer additional User Pays Services to Visa Applicants in accordance with the terms of the Agreement. Such Services may include:

- photocopying service
- travel insurance service
- printing service
- translation service
- Premium Lounges in locations other than those identified within SP11 (Local Requirements).

The Supplier shall not require a Visa Applicant to purchase any additional User Pays Service i.e. Photocopying or make it difficult for the Visa Applicant to complete the Visa Application process without purchasing additional User Pays Services.

The Authority retains the right to terminate User Pays Services at any time.

The Supplier shall provide non-application specific information about the User Pays Services to potential Visa Applicants. Examples of such information include, but are not limited to:

- information on the User Pays Service process;
- information on User Pays Fees;
- information on Priority Visa and Super Priority Visa Process times and Performance
- information on how to select and pay for the User Pays Service.

For the avoidance of doubt, this does not include a requirement to actively market the User Pays Services. However, if such marketing assistance is required by the Authority, its scope and detail shall be agreed by the Parties in accordance with Schedule 10 (**Change Control**) prior to any such marketing taking place.

The Supplier will provide details of the volumes, gross revenue and profit from any User Pays Service in accordance with Schedule 23 (**User Pays Services**).

No.	Requirement	Description	The Authority's Obligations
<b>R4-01</b>	Priority Visa Service	The Requirement for Priority Visas is an Authority	The Authority shall specify to the Supplier the

		<p>Supported Chargeable Service (ASCS).</p> <p>The Supplier is required to offer the option for a Visa Applicant to purchase a Priority Visa Service online during the Visa Application Process or alternatively online using a terminal at a Visa Application Centre.</p> <p>Priority Visa Service relates to an enhanced service that will be made available to Visa Applicants by the Post as an option that they may choose to select to assist to expedite their Visa Applications. This User Pays Service Package will require Visa Applicants to pay a Priority Visa Fee, in order to get their Visa Application placed at the front of the queue at Post and considered ahead of the Visa Applications of Visa Applicants that have elected not to pay the Priority Visa Fee. Purchasing a Priority Visa service does not imply or guarantee in any way that the Visa Applicant by using the priority service will be successful in their Visa Application. All Visa Applicants must meet the requirements of the UK immigration rules.</p> <p>The Supplier is required to provide an online payment mechanism to enable the Visa Applicant to pay for a Priority Visa Service as per requirement R1-30.</p> <p>The Supplier is required to enable the Authority to clearly identify Priority Visa Applications on receipt at the Decision Making Centre (as per Service Package 7).</p> <p>The Supplier shall process and handle Priority Visa Service in accordance with its obligations set out in Section R4-01.</p> <p>The Supplier shall provide the terms and conditions and/or</p>	<p>Countries where it is mandatory for the Supplier to offer a Priority Visa Service (within SP11).</p> <p>The Authority shall provide the Supplier access to its e-online Application Portal to enable the Supplier to link the Visa Applicant to the Supplier's online payment portal to purchase a Priority Visa Service.</p> <p>A Priority Visa Service application will be placed at the front of the queue ahead of other similar visa applications for processing on arrival at the Authority's Decision Making Centre. The Authority does not guarantee a response time for Visa Applications made via the Priority Visa Service.</p> <p>The Authority shall agree the structure of the Service and the associated pricing mechanism before implementation of a Priority Visa Service in accordance with Schedule 23 (<b>User Pays Services</b>).</p> <p>The Authority shall provide proposed terms and conditions and/or any notices, recommendations or warnings to the Supplier as applicable and the Authority shall agree them with the Supplier prior to using them as part of the Priority Visa Service.</p>
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		any notices, recommendations or warnings that apply in respect of the Priority Visa Service to the Visa Applicants prior to such Visa Applicants signing up and/or paying for the Priority Visa Service. The Supplier shall recommend the Visa Applicants to read such terms and conditions and information and ask them to sign to confirm they understand them. Such terms and conditions and information shall be provided to the Visa Applicants by the Supplier.	
<b>R4-02</b>	Priority Visa – Fee	The Priority Visa Fee to be charged in the relevant Country / Region shall be determined in accordance with Schedule 23 ( <b>User Pays Services</b> ).	
<b>R4-03</b>	Priority Visa Service - Payment Confirmation	<p>The Supplier is required to provide a Confirmation Receipt Notice to the Visa Applicant's email address following purchase of a Priority Visa Service.</p> <p>The Confirmation Receipt should include the amount charged and the time / date when the Priority Visa Service Application was submitted, to enable it to report against the relevant turnaround times by the Post in accordance with the reporting requirements of Schedule 14 (<b>Management Systems and Reporting</b>).</p> <p>The Supplier must ensure that the Visa Applicant provides this receipt during Document Registration Services (refer to SP5 below) as confirmation of payment for a Priority Visa Service.</p>	

<b>R4-05</b>	Priority Visa – Applicant Contact	<p>On receipt of the Priority Visa Service Applications from the Authority, the Supplier shall ensure that Visa Applicants who have paid a Priority Visa Fee are contacted before Visa Applicants that have elected not to pay the Priority Visa Fee and the Supplier shall inform such Visa Applicants that their Priority Visa documents are ready for collection from the Visa Application Centre.</p> <p>Where Visa Applicants have requested a special means of delivery (<i>e.g</i> return courier), the Supplier shall deliver the Priority Visa documentation in accordance with that request.</p>	
<b>R4-06</b>	User Pays VAC Service	<p>The Supplier is required to offer the option for a Visa Applicant to purchase an Appointment at a User Pays VAC.</p> <p>User Pays VACS are an mandatory Supplier Chargeable Service (SCS) that shall be made available to Visa Applicants by the Supplier as an option that a Visa Applicant may choose to select and which will provide additional VACs in locations other than those which are Free To User.</p> <p>A User Pays VAC is a VAC service that operates from a fixed location or a Temporary Enrolment Location and which is funded by the Visa Applicant who pays a fixed fee for the service. It must adhere of Schedule 4 (<b>Security</b>)</p> <p>The Authority shall stipulate within SP11 (Local Requirements) which Visa Application Centres shall be User Pays.</p>	<p>The Authority shall specify to the Supplier the Visa Application Centres which shall be User Pays VACs (within SP11).</p> <p>The Authority shall provide the Supplier access to its e-online Application Portal to enable the Supplier to link the Visa Applicant to its online payment portal to purchase a User Pays Appointment.</p> <p>The Authority shall agree the service and pricing structure before implementation in accordance with Schedule 23 (<b>User Pays Services</b>) and in accordance with Schedule 8 (<b>Governance and Contract Management</b>).</p>

		The Supplier is required to provide an online payment mechanism to enable the Visa Applicant to pay for a User Pays VAC appointment during the Visa Applicants on-line application process as per requirement R1-30.	
<b>R4-07</b>	User Pays VAC - Fee	<p>The User Pays VAC Fee to be charged in the relevant Country / Region shall be determined in accordance with Schedule 23 (<b>User Pays Services</b>).</p> <p>A User Pays VAC Fee will be paid by the Visa Applicant on the Supplier's Website at the time of booking an appointment at the User Pays VAC. However, the Supplier acknowledges that there are certain categories of Visa Applicant who are not required to pay Visa Application Fees under the relevant UK visa fees regulations and, therefore, the Supplier shall not charge the User Pays VAC Fee to such Visa Applicants and, if they are charged in error, the Supplier shall refund the UPV Fee to those Visa Applicants.</p>	
<b>R4-08</b>	User Pays VAC Appointment Payment Confirmation	<p>The Supplier is required to provide a Confirmation Receipt to the Visa Applicant's email address following purchase of a User Pays VAC Appointment.</p> <p>The Confirmation Receipt should include the amount charged and the time / date the User Pays VAC Application was submitted to enable it to report against the relevant turnaround times by the Post in accordance with the reporting requirements of Schedule 14 (<b>Management Systems and Reporting</b>).</p> <p>The Supplier must ensure that the Visa Applicant provides</p>	



		this receipt during Document Registration Service in accordance with Service Package 5 as confirmation of payment for a User Pays VAC Appointment.	
<b>R4-09</b>	<b>Premium Lounge Service</b>	<p>The Supplier is required to offer the option for a Visa Applicant to purchase a Premium Lounge Service online during their application process.</p> <p>The Supplier is required to provide an online payment mechanism to enable the Visa Applicant to pay for a Premium Lounge Service as per requirement R1-30.</p> <p>The Authority shall stipulate within SP11 (Local Requirements) in which Visa Application Centre locations a Premium Lounge Service is required. The Supplier may offer Premium Lounges in additional locations subject to obtaining the prior written consent from the Authority in accordance with Schedule 8 (<b>Governance and Contract Management</b>).</p> <p>A Premium Lounge Service provides the Visa Applicant with an enhanced service within the Visa Application Centre which includes a dedicated member of Supplier Personnel who will guide the Visa Applicant to a separate waiting area and personalises the entire Document Registration and Biometric Collection Process.</p> <p>The Supplier shall ensure that a Premium Lounge Service offered to Visa Applicants provides enhanced speed, efficiency and customer service which is above and beyond that of provided to those Visa Applicants who do not purchase a Premium Lounge Service.</p>	<p>The Authority shall specify to the Supplier the Visa Application Centres where it is mandatory for the Supplier to offer a Premium Lounge Service in accordance with SP11</p> <p>The Authority shall provide the Supplier access to its e-online Application Portal to enable the Supplier to link the Visa Applicant to its online payment portal to purchase a Premium Lounge Service.</p> <p>The Authority shall agree the specification for the Premium Lounge Service and the associated pricing structure before implementation in accordance with Schedule 23 (<b>User Pays Services</b>) and Schedule 8 (<b>Governance and Contract Management</b>).</p>

		<p>A premium lounge service, as a minimum, may include:</p> <ul style="list-style-type: none"> <li>• separate lounge with personalized service by dedicated staff</li> <li>• adequate seating</li> <li>• provision of entertainment <i>e.g.</i> news channel or magazines</li> <li>• refreshments</li> <li>• updates on the status of the Visa application</li> <li>• photocopying service for Applicants documents.</li> </ul>	
<b>R4-10</b>	Premium Lounge- Fee	The Premium Lounge fee to be charged in the relevant Country / Region shall be determined in accordance with Schedule 23 ( <b>User Pays Services</b> ).	
<b>R4-11</b>	Premium Lounge Service Payment Confirmation	<p>The Supplier is required to provide a Confirmation Receipt to the Visa Applicant's e-mail address following purchase of a Premium Lounge Service.</p> <p>The Confirmation receipt which includes the amount charged and the time / date the Priority Lounge Application was submitted to enable it to report against the relevant turnaround times by the Post in accordance with the reporting requirements of Schedule 14 (<b>Management Systems and Reporting</b>).</p> <p>The Supplier must ensure that the Visa Applicant provides this receipt during Document Registration (refer to SP5 below) as confirmation of payment for a Premium Lounge Service.</p>	

<b>R4-12</b>	<b>Super Priority Visa Service</b>	<p>The Requirement for Super Priority Visa Service is an Authority Supported Chargeable Service (ASCS).</p> <p>The Supplier is required to offer the option for a Visa Applicant to purchase a Super Priority Visa Service online during the Visa Application Process or alternatively online using a terminal at a Visa Application Centre.</p> <p>The Super Priority Visa Service relates to an enhanced service that will be made available to Visa Applicants as an option that they may choose to select to assist to expedite their Visa Applications.</p> <p>This Service Package will require Visa Applicants to pay a Super Priority Visa Fee, in order to get their Visa Application considered on a “same day basis” (subject to the terms and conditions of the Authority), ahead of the Visa Applications of Visa Applicants that have elected not to pay the Super Priority Visa Fee. Purchasing a Super Priority Visa service does not imply or guarantee in any way that the Visa Applicant by using the priority service will be successful in their Visa Application. All Visa Applicants must meet the requirements of the UK immigration rules.</p> <p>All Visa Applicants who purchase the Super Priority Visa will also be granted access to the Premium Lounge facility and no additional fee will be payable for access to the Premium Lounge Service. The Supplier shall process and handle Super Priority Visa Service in accordance with its obligations set out in R4-12.</p>	<p>The Authority shall specify to the Supplier the Countries/Location where it is mandatory for the Supplier to offer a Super Priority Visa Service (within SP11).</p> <p>The Authority shall provide the Supplier access to its e-online Application Portal to enable the Supplier to link the Visa Applicant to the Supplier’s online payment portal to purchase a Super Priority Visa Service.</p> <p>A Super Priority Visa Service application will be placed at the front of the queue ahead of other similar visa applications for processing on arrival at the Authority’s Decision Making Centre. The Authority does not guarantee a response time for Visa Applications made via the Super Priority Visa Service.</p> <p>The Authority shall agree the structure of the Service and the associated pricing mechanism before implementation of a Super Priority Visa Service in accordance with Schedule 23 (<b>User Pays Services</b>).</p> <p>The Authority shall provide proposed terms and conditions and/or any notices, recommendations or warnings to the Supplier and the Authority shall agree them with the Supplier prior to using them as part of the Super Priority Visa Service.</p>
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<b>R4-13</b>	Super Priority Visa – Fee	The Super Priority Visa Fee to be charged in the relevant Country / Region shall be determined in accordance with Schedule 23 ( <b>User Pays Services</b> ).	
<b>R4-14</b>	Super Priority Visa - Appointment Capacity	The Supplier is required to ensure enough appointment availability as per Requirement R3-02 to enable the Visa Applicant who has purchased the Super Priority Visa Service to complete their Visa Application and have their Visa documentation transported to the designated Decision Making Centre for arrival at the centre by 12.00pm (midday) on the same day the Applicant has chosen to	

		attend the Visa Application Centre to submit their biometrics.	
<b>R4-15</b>	Super Priority Visa – Courier Service	<p>The Supplier is required to ensure that all Visa Applicants who have purchased a Super Priority Visa Service have their Application and Supporting Documents transported for arrival at the specified Decision Making Centre by 12.00pm (midday) on the same day the applicant has chosen to attend the Visa Application Centre to submit their Biometrics.</p> <p>The Supplier in transporting the Visa Application Supporting Documents must ensure Service Package 8 (Document Collection and Delivery Services) and Service Package 10 (Document Collection and Return Services) of this Statement of Requirements are adhered to.</p> <p>The Supplier must ensure that the provision to collect the Visa Applicants Supporting Documents from the Decision Making Centre is available on the same day to return the documentation back to the Visa Applicant.</p>	<p>The Authority shall specify to the Supplier the Countries/Location where it is mandatory for the Supplier to offer a Super Priority Visa Service (within SP11).</p> <p>The Authority will agree a collection schedule with the Supplier for collection of the Visa Application decision.</p>
<b>R4- 16</b>	Priority Visa Service - Payment Confirmation	<p>The Supplier is required to provide a Confirmation Receipt Notice to the Visa Applicant's email address following purchase of a Super Priority Visa Service.</p> <p>The Confirmation Receipt should include the amount charged and the time / date the Super Priority Visa Service Application was submitted to enable it to report against the relevant turnaround times by the Post in accordance with the reporting requirements of Schedule 14 (<b>Management</b></p>	

		<p><b>Systems and Reporting).</b></p> <p>The Supplier must ensure that the Visa Applicant provides this receipt during Document Registration (refer to SP5 below) as confirmation of payment for a Super Priority Visa Service.</p>	
<b>R4-17</b>	Super Priority Visa – Applicant Contact	<p>On receipt of the Super Priority Visa Service Applications from the Authority, the Supplier shall ensure that Visa Applicants who have paid a Super Priority Visa Fee are contacted before Visa Applicants that have elected not to pay the Super Priority Visa Fee and the Supplier shall inform such Visa Applicants that their Super Priority Visa documents are ready for collection from the Visa Application Centre.</p> <p>Where Visa Applicants have requested a special means of delivery (<i>e.g.</i>, Return courier), the Supplier shall deliver the Super Priority Visa documentation in accordance with that request.</p>	

## **2.5 Service Package 5 (SP5): Document Registration Services**

The Business Requirements relating to the Document Registration Services covers the registration and submission of the Visa Applicants' Supporting Documents by the Supplier before they are forwarded to the Authority.

The Supplier shall receive Supporting Documents from Visa Applicants who have scheduled an appointment at a VAC. The Supplier shall not make any comment to the Visa Applicant other than to identify and bring to the Visa Applicant's notice obvious Core Supporting Documentation omissions. The Supplier shall accept all Supporting Documents from any Visa Applicant who wishes to continue with their Visa Application unless otherwise specified by the Authority.

This Requirement should enable Visa Applicants to:

- ensure that Core Supporting Documents are provided; and
- submit and register Core Supporting Documents.

The Supplier should note that, whilst there is a responsibility to look for any obvious Core Supporting Documentation omissions, it is the Visa Applicants themselves who are ultimately responsible for the content of their Visa Application.

No.	Requirement	Description	The Authority's Obligations
<b>R5-01</b>	<b>Appointments</b>	<p>The Supplier should only accept Supporting Documents from Visa Applicants who have:</p> <ul style="list-style-type: none"> <li>• completed an online application form;</li> <li>• paid the Visa Application Fee online;</li> <li>• provided an Appointment Confirmation Receipt; stating the correct time and date; and</li> <li>• provided a Unique Application Identification Number</li> </ul> <p>The Supplier has the authority to accept Visa Applicants without appointments in exceptional cases (for example, emergency and for compassionate reasons) but consideration should be given to Visa Application Centre</p>	<p>The Authority shall provide the Visa Applicant with the Appointment Confirmation Receipt following the completion of their online application on the Authority's e-online Application Portal.</p> <p>The Authority shall provide the Visa Applicant's Unique Application Identification Number on the Visa Applicant's Appointment Confirmation Receipt.</p>

		<p>capacity before agreeing to such arrangements.</p> <p>The Authority reserves the right to request that the Supplier accepts applications from Visa Applicants without prior appointment.</p>	
<b>R5-02</b>	Unique Application Identifier	<p>The Supplier shall use the Unique Application Identification Number provided by the Authority to ensure all information collected from the Visa Applicant is correctly linked together. This Unique Application Identification Number will be found on the Visa Applicant's Appointment Confirmation Receipt.</p>	<p>The Authority shall provide the Unique Application Identification Number on the Appointment Confirmation Receipt which the Visa Applicant receives after completion and confirmation of their online Visa Application.</p>
<b>R5-03</b>	Check Visa Application Core Supporting Documents	<p>The Supplier shall check the Visa Applicant's Supporting Documents and shall highlight any Core Supporting Documents that are missing to the Visa Applicant prior to accepting the Visa Applicant's Supporting Documents.</p> <p>The Supplier shall give the Visa Applicant the opportunity to provide such Core Supporting Documents the same day, before progressing with the Visa Application, or alternatively to proceed with the Visa Application on the condition that the Visa Applicant signs a confirmation that this omission was highlighted to him/her by the Supplier, or alternatively to choose not to submit the Visa Application at all.</p> <p>In the event that a Visa Applicant cannot provide the required documentation on the same day as their initial appointment, or chooses to not submit their Visa Application, the Visa Applicant will be required to re-</p>	



		schedule or cancel their appointment.	
<b>R5-04</b>	Accept Visa Application and Supporting Documents	<p>The Supplier shall collect as a minimum:</p> <ul style="list-style-type: none"> <li>• the Visa Applicant's Appointment Confirmation Receipt;</li> <li>• the Visa Applicant's passport (or other travel documents where specified by the Authority), which has not expired, has sufficient space for insertion of the vignette and which must be valid for travel;</li> <li>• additional Core Supporting Documents as stipulated by the Authority for the specified visa category;</li> <li>• any other Supporting documents that have been presented by the Visa Applicant (but not media items such as DVDs, video cassettes, USB-type memory sticks).</li> </ul>	
<b>R5-05</b>	Check for User Pays Services	The Supplier is required to capture any Authority Supported Chargeable Services (ASCS) purchased by the Visa Applicant, identifying them to the Authority to ensure the appropriate service delivery.	
<b>R5-06</b>	Check the Visa Applicant's understanding of the Visa Application Process	The Supplier shall check that the Visa Applicant is aware of the subsequent stages in the Visa Application Process, particularly the fact that Supplier Personnel have no involvement or influence in the Visa decision-making process.	
<b>R5-07</b>	Issue of Receipt	The Supplier shall provide a receipt to all Visa Applicants as proof of submission of both Supporting Documents and Biometric Enrolment. Such receipts shall confirm the date	

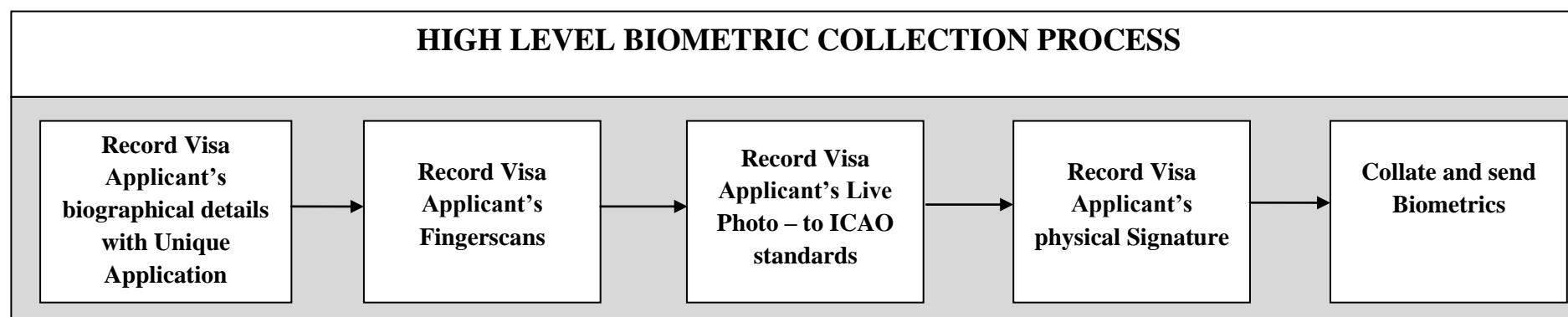
		and time of the Biometric Enrolment, as well as the receipt of Supporting Documents.	
<b>R5-08</b>	Temporary storage	<p>The Supplier shall ensure that any Visa Applicants' Supporting Documents waiting for collection remain secure within the Visa Application Centre.</p> <p>The Supplier shall ensure that all Supporting Documents are handled in accordance with Schedule 4 (<b>Security</b>).</p>	The Authority to provide the Government Security Classifications.

## **2.6 Service Package 6 (SP6): Biometric Collection Services**

The Business Requirements relating to the Biometric Collection Services covers:

- the quality and audit assurance of the Biometric Collection Services;
- the collection of ten (10) plain flat finger scans from Visa Applicants at the point of document registration;
- recording and collection of a live ICAO-compliant photographic image and fingerprints of Visa Applicants at the point of document registration;
- the digital recording and collection of a Visa Applicant's physical signature at the point of document registration;
- secure binding of these Biometric records with the Visa Applicant's Unique Application Identifier Number;
- transfer of these records to the Authority in a way which meets quality, compliance, and encryption and security standards required by the Authority;
- Biometric footage video recording for the Authority's assurance and integrity monitoring purposes;
- ensuring the security and integrity of the Biometric Enrolment process is to standards set by the Authority.

All Biometric data collected and recorded by the Supplier is the property of the United Kingdom Government.



### **2.6.1 Biometric Hardware and Software**

This element of SP6 relates to the collection, storage and installation of the hardware and software to be used in the recording of Biometrics to meet the standard required for Biometric Collection by the Authority.

No.	Requirement	Description	The Authority's Obligations
<b>R6-01</b>	Biometric Equipment – Collection of the equipment by the Supplier	The Supplier shall collect the Biometric Equipment from the location designated by the Authority (for example, a Decision Making Centre) prior to installation.	
<b>R6-02</b>	Biometric Equipment – Storage of the equipment by the Supplier	The Supplier shall provide secure on-site storage of the Biometric Equipment while awaiting installation.	
<b>R6-03</b>	Biometric Equipment –Storage of spare equipment by the Supplier	The Supplier shall provide secure on-site storage of spare Biometric Equipment where such equipment has been provided by the Authority.	
<b>R6-04</b>	Biometric Equipment – Installation	The Supplier shall install the Biometric Equipment provided by the Authority in the Visa Application Centres accordance with Schedule 5 ( <b>Transition</b> ).	The Authority shall provide 'plug and play' Biometric equipment that will be installed in the Visa Application Centres.
<b>R6-05</b>	Biometric Equipment – Testing on installation	The Supplier shall support the testing of all Biometric Equipment and shall provide appropriate IT support services during the installation/testing phase in accordance with Schedule 5 ( <b>Transition</b> ).	

### 2.6.2 Biometric System Configuration and Usage

This element of SP6 relates to the Biometric Equipment configuration and usage.

No.	Requirement	Description	The Authority's Obligations
<b>R6-06</b>	Use of Biometric Equipment	Unless otherwise agreed in writing by the Authority, the Supplier shall use the Biometric Equipment provided by the Authority exclusively for recording fingerprints, signatures and photos of the Visa Applicants wishing to apply for entry to the United Kingdom, and for related data entry.	The Authority shall: <ul style="list-style-type: none"> <li>• provide the Biometric Equipment needed for the recording of Biometrics, including scanning, photographic and signature capture equipment; and</li> <li>• provide guidance on how to install and integrate the equipment at the Supplier's sites.</li> </ul>
<b>R6-07</b>	Biometric Equipment– Appropriate Operation of Equipment	The Supplier shall follow the Security instructions and Standard Operating Procedures provided by the Authority relating to the operation of the Biometric Equipment including daily routine cleaning and maintenance, and normal use.	The Authority shall provide security instructions and Standard Operating Procedures for the Biometric Equipment.
<b>R6-08</b>	Biometric Equipment – Use of Biometric Data	The Supplier shall not use Biometrics Data in any way other than that which is authorised under the Agreement, or that which the Authority may stipulate from time to time.	
<b>R6-09</b>	Biometric Equipment – Interfacing with the Authority	The Supplier shall not attempt to interface with the Authority systems without prior consent of the Authority.	The Authority shall provide an Interface Control Document.
<b>R6-10</b>	Biometric Equipment –Number of Biometric Equipment workstations at locations	The Supplier shall base its volumetric assumptions and cost model on the assumptions that Biometric Enrolment (excluding interview activity) takes no longer than 5 minutes per Visa Applicant. This timeframe is measured from the moment when one Visa Applicant's passport is scanned, to	The Authority shall provide volumetric to support the Supplier's modelling.

		<p>the moment when the subsequent Visa Applicant's passport is scanned.</p> <p>The Supplier should take into account its own proposed processes and any local variations that may affect the Biometric Enrolment times identified above, such as queue management, internal tracking updates, counter layout and any other factors affecting throughput.</p>	
<b>R6-11</b>	Biometric Equipment– Staff Training	The Supplier shall be responsible for the training of Users ('Biometric Operators') in the Biometric Enrolment process, ensuring that they do so following the Authority's Best Practice Guidance and Training Material and ensuring on-going operational training support thereafter.	The Authority shall provide Best Practice Biometric Capture Guidance and Training Material.
<b>R6-12</b>	Biometric Equipment – User IDs	The Supplier shall ensure that each individual Biometrics Operator has a unique User ID only identifiable with them.	
<b>R6-13</b>	Biometric Equipment – Access	The Supplier shall ensure that User IDs and access to the Biometrics System are controlled and comply with the Authority's Standard Operating Procedures.	The Authority shall supply the Standard Operating Procedures.
<b>R6-14</b>	Biometric Equipment – User Accounts	The Supplier shall undertake the management of User Accounts on the Biometric Equipment.	
<b>R6-15</b>	Biometric Equipment – Trained and Vetted Staff	The Supplier shall ensure that only Supplier Personnel who are trained and vetted in accordance with Schedule 4 ( <b>Security</b> ) are permitted to undertake Biometric Enrolments.	
<b>R6-16</b>	Biometric Equipment	The Supplier shall ensure that Biometric Enrolment Data Sets	

	– transmission of Enrolment Data Sets	are successfully transmitted to the Authority in accordance with Schedule 7 ( <b>Service Levels and Service Credits</b> ).	
<b>R6-17</b>	Biometric Equipment – delayed transmission of Enrolments	The Biometric System software will enable the Biometrics Operator to see if there are outstanding Biometric Enrolment records awaiting transmission to the Authority. If this backlog is not cleared by close of operations, the Supplier shall follow the instructions provided by the Authority regarding how to deal with such Biometric Enrolment records that have failed to transmit.	The Authority shall provide details of any alternative process for the delivery/transmission of the Biometric Enrolment Data Sets in case of failure of transmission.
<b>R6-18</b>	Biometric Equipment – connectivity, bandwidth and availability	The Supplier shall provide connectivity from the Biometric Equipment to the Internet, with sufficient levels of bandwidth and availability to meet the Authority's requirements.  The supplier will provide an RJ-45 Ethernet socket for each set of Biometric Equipment	The Authority shall provide full specification of required network configuration as defined in the Interface Control Document.
<b>R6-19</b>	Biometric Equipment– connectivity	The Supplier shall ensure that the connection from the Biometric Equipment to the Internet is available at least throughout the Supplier Working Hours.	
<b>R6-20</b>	Biometric Equipment – Issue Resolution	The Supplier shall collaborate with the Authority or its representatives in the resolution of issues - taking such steps as may be required to restore normal operation, including but not limited to, the installation of replacement Biometric Equipment provided by the Authority.	The Authority shall designate a point of contact for day-to-day operational collaboration purposes.  The Authority shall agree a spares policy with the Supplier.
<b>R6-21</b>	Biometric Equipment – Contingency Process	The Supplier shall follow the contingency process for failures in the network, hardware, software, or power, as agreed with the Authority as part of Contingency Planning (refer to R1-33	The Authority shall agree Contingency Plans with the Supplier as set out in R1-33 to R1-38

		to R1-38)	
<b>R6-22</b>	Biometric Equipment – Authority Liaison	The Supplier shall provide a mechanism for liaison with the Authority or its representatives for all matters relating to the Biometric Equipment ( <i>e.g.</i> Biometric Equipment failure). The Supplier should assume that this route will be used to communicate planned outages, emergency issues and other matters requiring the Supplier's attention.	The Authority shall designate a point of contact for day-to-day operational liaison purposes.
<b>R6-23</b>	Biometric Equipment – Supplier Point of Contact	The Supplier shall identify and maintain at least one point of contact, available during the Supplier's Working Hours, as a single point of contact that will be responsible to perform basic troubleshooting such as: <ul style="list-style-type: none"> <li>a) rebooting the Biometrics system;</li> <li>b) connecting/disconnecting cables;</li> <li>c) cleaning of the fingerprint scanner plate;</li> <li>d) cleaning of photographic equipment;</li> <li>e) liaising with the Authority as necessary; and</li> <li>f) maintain kit, keeping it clean and in good working order.</li> </ul>	The Authority shall designate a point of contact for day-to-day operational liaison purposes.
<b>R6-24</b>	Biometric Equipment – Faulty Equipment Return	The Supplier shall ensure any faulty Biometric Equipment is returned to the Authority's designated Decision Making Centre or to any other location specified by the Authority.	The Authority shall be responsible for replacing broken Biometric Equipment and providing support and maintenance in accordance with Standard Operating Instructions.



<b>R6-25</b>	Biometric Enrolment Environment – Power Supply	<p>The Supplier shall provide power supply within the Biometric Enrolment environment for the Biometric Equipment provided by the Authority.</p> <p>Power will be required for each station for up to 4 units each running 100 – 240 volt AC and requiring no more than 400 watts.</p>	
<b>R6-26</b>	Biometric Enrolment Environment – Biometric Equipment	<p>The Supplier shall ensure that the Biometric Equipment is installed at a suitable height, or is adjustable, to allow for Biometric Enrolment for disabled applicants, including those in wheelchairs and children, and in accordance with Schedule 13 (<b>Facilities</b>).</p> <p>The Supplier will ensure the enrolment environment is maintained at an appropriate temperature 10 – 35 Celsius and the operating humidity is 10 – 80% and non-condensing.</p>	

### 2.6.3 Visa Applicant Identification

This element of SP6 relates to the identification of Visa Applicants who meet the requirements for Biometric collection.

No.	Requirement	Description	The Authority's Obligations
<b>R6-27</b>	Biometric Equipment – biometrics and complete applications	The Supplier shall ensure that Biometrics are only collected from Visa Applicants who have completed an online-application and paid the Visa Fee. The Visa Applicant will demonstrate this using their Appointment Confirmation Receipt.	

<b>R6-28</b>	Biometric Enrolment Process – Applicant present	The Supplier shall require the Visa Applicant to be present at the Visa Application Centre in order for Biometric Enrolment to take place.	
<b>R6-29</b>	Biometric Enrolment Process –Identity Assurance	The Supplier shall check and confirm the identity of the Visa Applicant against their passport/travel document image while they are physically present, prior to collecting their Biometrics.	The Authority will provide confirmation of Visa Applicants who are Exempt from Biometric Enrolment or who by Exception may not be required to provide Biometric Enrolment.
<b>R6-30</b>	Biometric Enrolment Process – Exemptions	The Supplier shall collect Biometrics from all Visa Applicants with the exception of those who are exempt or have a condition that permanently prevents them from providing Biometrics.	

#### 2.6.4 Collection of Visa Applicant’s Biographical data collection

This section of SP6 relates to the process to be followed by the Supplier to record the Visa Applicant’s biographical details.

No.	Requirement	Description	The Authority’s Obligations
<b>R6-31</b>	Biometric Enrolment Process –Unique Application Identifier	The Supplier shall, prior to collecting the Biometrics of a Visa Applicant, input into the Biometric System the Visa Applicant’s Unique Application Identifier Number.	The Authority shall provide Biometric Best Practice Biometric Capture and Training Material.  The Authority shall provide the Interface Control Document detailing the required metadata.
<b>R6-32</b>	Biometric Enrolment Process – Biographic Data	The Supplier shall, prior to collecting the Biometrics of a Visa Applicant, input into the Biometric System only the Biographic Data as it is shown in the Visa Applicant’s	The Authority shall provide Biometric Best Practice Biometric Capture and Training Material.  The Authority shall provide the Interface Control

		passport/travel document, namely: a) Family name b) Other names c) Passport/travel document number d) Date of Birth e) Sex f) Nationality	Document detailing the required metadata.
<b>R6-33</b>	Biometric Enrolment Process – Visa Application Case Type	The Supplier shall, prior to collecting the Biometrics of a Visa Applicant, input into the Biometric System the Visa Application Case Type of the Visa Application being submitted to the Authority by the Visa Applicant.	The Authority shall provide Biometric Best Practice Biometric Capture and Training Material.  The Authority shall provide the Interface Control Document detailing the required metadata.

#### 2.6.5 Collection of Visa Applicant's Finger scans

This element of SP6 relates to the process to be followed by the supplier to record the Visa Applicant's finger scans.

No.	Requirement	Description	The Authority's Obligations
<b>R6-34</b>	Biometric Collection Process – Best Practice	The Supplier shall ensure that Biometric Samples are recorded to meet the Authority's Immigration and Asylum Biometric System Standards where these apply and in a manner where both the recording equipment and process do not negatively affect the quality inherently available from the subject's Biometric Sample.	The Authority shall provide Best Practice for Biometric Collection Guidance and Training Material.

<b>R6-35</b>	Biometric Collection Process – three slaps	The Supplier shall record ten (10) flat finger scans from each Visa Applicant – four (4) fingers on one hand, four (4) on the other and then two (2) thumb scans. The Biometric Equipment will prompt the Biometric Operator and indicate when a set of prints for each hand and the thumbs has been successfully recorded.	The Authority shall provide Best Practice for Biometric Capture Guidance and Training Material.
<b>R6-36</b>	Biometric Collection process - verification	The Supplier shall collect a sub-set of Biometrics finger scans of selected digits only for verification purposes to allow verification of the Visa Applicant's identity should the Visa Applicant be called to interview by the Authority.	The Authority shall provide Best Practice for Biometric Capture Guidance and Training Material.
<b>R6-37</b>	Biometric Collection Process – Missing digits	The Supplier shall, if the Visa Applicant is missing any fingers ('digits'), ensure this fact is recorded by the Biometrics Operator within the Biometric System.	The Authority shall provide Best Practice for Biometric Capture Guidance and Training Material.
<b>R6-38</b>	Biometric Collection Process – Missing digits and supervisorial authority	The Supplier shall ensure that, where there are fewer than five of the middle eight (excluding little fingers) fingers/thumbs being captured, only an authorised Visa Application Centre supervisor can input an override password to allow the collection of the finger scans to be completed by the Biometric Operator.	The Authority shall provide Best Practice for Biometric Capture Guidance and Training Material.
<b>R6-39</b>	Biometric Collection Process – Missing Digits informing the Authority	The Supplier shall ensure that where a collection has taken place of fewer than five of the middle eight digits (excluding little fingers), the Authority is informed.	The Authority, along with the Supplier, shall agree the manner in which the Authority is informed.

### 2.6.6 Collection of the Visa Applicant's live ICAO compliant photograph

This section of SP6 relates to the process to be followed by the Supplier to record the Visa Applicant's photograph.

No.	Requirement	Description	The Authority's Obligations
<b>R6-40</b>	Biometric Enrolment Environment – enabling ICAO compliant photos	The Supplier shall ensure that the Biometric Enrolment environment enables the capture of facial photo images conforming to International Civil Aviation Organisation Document ICAO 9303 Standards for Machine Readable Travel Documents & Products (ISBN 92-9194-471-8) unless the nature of the original image makes compliance impossible.	
<b>R6-41</b>	Biometric Enrolment Environment – enabling compliant photos	The Supplier shall ensure that it captures digital facial images in full compliance with the Authority's photo guidance which is available on the Authority's website at <a href="http://www.ukba.homeoffice.gov.uk/sitecontent/applicationforms/flr/photoguidance0409.pdf">http://www.ukba.homeoffice.gov.uk/sitecontent/applicationforms/flr/photoguidance0409.pdf</a>	

### 2.6.7 Collection of Visa Applicant's signature

This section of SP6 relates to the process to be followed by the Supplier to record the Visa Applicant's signature

No.	Requirement	Description	The Authority's Obligations
<b>R6-42</b>	Recording of Signature	The Supplier shall ensure that signatures are captured for all Visa Applicants.	

<b>R6-43</b>	Signature capture standards	The Supplier shall ensure the Biometric Equipment confirms that the signature image has passed the quality thresholds.	The Authority will provide the Best Practice for Biometric Capture Guidance.
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#### 2.6.8 Collate and Send

This section of SP6 relates to the process to be followed by the Supplier to collate and send the Biometric Data to the Authority

No.	Requirement	Description	The Authority's Obligations
<b>R6-44</b>	Collate	The Supplier shall ensure that all Biometric Data (biographical data, 10 finger-scans, facial images and signature) is collated and attached to the correct Visa Application using the Unique ID Reference Number and sent electronically to the Authority.	
<b>R6-45</b>	Biometrics Send	<p>The Supplier shall ensure that the connection from the Biometric Equipment to the Internet is available at least throughout the VAC Opening Hours and that Biometrics collect that day are sent to the Authority. If Biometrics collected that day cannot be sent the designated Decision Making Centre must be informed.</p> <p>When using Mobile Biometric Equipment the Supplier must ensure that a connection is made at the first available opportunity after Biometrics have been collected if it is not possible to connect during the collection process.</p>	The Authority to provide Decision Making Centre contact details.

#### 2.6.9 Video Recording

This element of SP6 relates to the Video Recording of the Biometric Enrolment Process.

No.	Requirement	Description	The Authority's Obligations
<b>R6-46</b>	Video Recording	The Supplier shall, for each collection of Biometrics, capture and present to the Authority's systems the Video Recording (VR) as defined in the Interface Control Document (ICD).	The Authority shall provide and agree with the Supplier the Interface Control Document.
<b>R6-47</b>	Video Recording	The Supplier shall, for each Biometric Enrolment, capture and present to the Authority's systems the Biometric Enrolment Identifier as defined in the Interface Control Document (ICD).	
<b>R6-48</b>	Video Recording	The Supplier shall, for each Biometric Enrolment, capture and present to the Authority's systems the location of the collection as defined in the Interface Control Document (ICD).	
<b>R6-49</b>	Video Recording	The Supplier shall, for each Biometric Enrolment, capture and present to the Authority's systems the date and time of the collection as defined in the Interface Control Document (ICD).	
<b>R6-50</b>	Video Recording	The Supplier shall, for each Biometric Enrolment, calculate and present to the Authority's systems a Hash Value for integrity checking and an identifier for association of Video Recordings with the Biometric Enrolment Data Set, as defined in the Interface Control Document (ICD).	
<b>R6-51</b>	Video Recording	The Supplier shall ensure that the Video Recordings for each	

		Biometric Enrolment are captured and sent to the Authority bundled together as defined in the Interface Control Document (ICD).	
<b>R6-52</b>	Video Recording	<p>The Supplier shall ensure that the Video Recording of the Biometric Enrolment session is a continuous colour video recording that includes the entire session from:</p> <ul style="list-style-type: none"> <li>the data entry of the Unique Application Identification number, through to</li> <li>the capture of the Visa Applicant's finger scans, live facial photo and signature, and ending with</li> <li>the submission of the Biometrics by the Biometric Operator</li> </ul>	
<b>R6-53</b>	Video Recording	The Supplier shall ensure that the Video Recording clearly identifies the Visa Applicant having their Biometrics collected, showing the Visa Applicant's upper body, including their face, hands, the scanner platen and signature pad.	
<b>R6-54</b>	Video Recording	The Supplier shall ensure that the Video Recording enables the Biometric Operator to be clearly identified.	
<b>R6-55</b>	Video Recording	The Supplier shall ensure that the Video Recording clearly identifies any other persons who may be present during a collection ( <i>e.g.</i> parents/guardians with a child applicant).	
<b>R6-56</b>	Video Recording	The Supplier shall ensure that the Video Recording is of Evidential Quality (BS10008), capable of identifying unlawful acts that might take place during the entire	



		Biometric Enrolment process.	
<b>R6-57</b>	Video Recording	The Supplier shall provide Video Recordings of not less than 6 frames per second and 320 line resolution.	
<b>R6-58</b>	Video Recording	The Supplier shall ensure that the Video Recording displays, as a minimum and without obscuring the main focus of the video, the date, time and location of the Biometric Enrolment.	
<b>R6-59</b>	Video Recording	The Supplier shall ensure that the Video Recording file naming convention includes the pre-existing Unique Application Identification Number and metadata that allows the Authority to relate the video file to the Biometric Enrolment Data Set, date, time and location of the collection, in accordance with the Interface Control Document (ICD).	
<b>R6-60</b>	Video Recording	The Supplier shall ensure that it is possible to identify the Biometric Enrolment event from the Video Recording file name.	
<b>R6-61</b>	Video Recording	The Supplier shall ensure that the Video Recording file codec format is royalty-free and supported by the Authority's current system, in accordance with the Interface Control Document (ICD).	
<b>R6-62</b>	Video Recording	The Supplier shall ensure that the Video Recording file codec format used compresses the file into the smallest physical size possible, without compromising other requirements.	

<b>R6-63</b>	Video Recording	The Supplier shall ensure that the Video Recording file is stored and transmitted/ transferred as electronic data with a minimum protective marking of PROTECT/IL2, as long as the Video Recording file is stored and transmitted independently of the Biometric Enrolment Data Set.	
<b>R6-64</b>	Video Recording	The Supplier shall ensure that the Video Recording files are provided to the Authority in accordance with the time period set out in Schedule 7 ( <b>Service Levels and Service Credits</b> ), or on request of the Authority if required sooner. The Authority expects the video recordings to be available to the Decision Making Centre at the time of delivery of the Visa Applications for those Biometric Enrolments.	<p>The Authority will agree with the Supplier the delivery method. A direct electronic link is preferred, although removable media may be the interim solution until Authority infrastructure can accept direct transmission. Any change would be managed via CCN</p> <p>The Authority will specify the location to which the Video Recordings must be sent.</p>
<b>R6- 65</b>	Video Recording	The Supplier shall keep a copy of each Biometric Enrolment Video Recording, retain the Video Recordings for 28 calendar days and subsequently destroy such footage in a manner specified by the Authority.	<p>The Authority shall specify the manner in which Biometric Enrolment Video Recordings should be destroyed.</p> <p>The Authority shall provide UK Government security standards for the secure storage of the Biometric Enrolment Video Recordings.</p>
<b>R6-66</b>	Video Recording	The Supplier shall ensure that the Video Recording files are secured against accidental or intentional modification or destruction at the location where the recording is made.	
<b>R6-67</b>	Video Recording	The Supplier shall apply a secure cryptographic hash function to the Video Recording file so that accidental or intentional change to the video recording file can be detected.	

<b>R6-68</b>	Video Recording	The Supplier shall transmit/supply the secure cryptographic hash value of the Video Recording file to the Authority.	
<b>R6-69</b>	Video Recording	The Supplier shall suspend Biometric Enrolment if the Video Recording solution becomes inoperable or upon the occurrence of any other event that may reasonably be considered to impact the privacy, security or integrity of the Biometric Enrolment process or the transmission of the Biometric Data to the Authority.	The Authority and Supplier will agree Contingency Plans and procedures.

## 2.7 Service Package 7 (SP7): Application Streaming Services

The Business Requirement relating to Application Streaming Services covers the sorting of the Visa Applicant's Supporting Documents into simple categories prior to the collection and the delivery to the Decision Making Centre or Document Handling Centre. This requirement assists the Decision Making Centre in process efficiency after receipt of the Visa Applicant's Supporting Documents.

No.	Requirement	Description	The Authority's Obligations
<b>R7-01</b>	Application Sorting	With the exception of Visa Applicants who have taken the option to send their Supporting Documents themselves (refer to SP8), the Supplier shall sort all Visa Applicants' Supporting Documents and label them according to types identified by the Authority.	The Authority shall specify how Visa Applicants' Supporting Documents should be grouped and sorted.
<b>R7-02</b>	Application Identification	The Supplier shall clearly label each Visa Applicant's Supporting Documents as belonging to a particular group.  This labelling system should be visually clear ( <i>e.g.</i> by the use of colour) and be agreed in advance with the Authority.	
<b>R7-03</b>	Delivery	The grouped Visa Applications required under R7-01 above shall be delivered by the Supplier to the Decision Making centre or Document Handling Centre under SP8 below.  In the case where a Visa Applicant has taken the option to deliver their Supporting Documents personally the Supplier is not required to sort or label that Visa Applicant's Supporting Documents.	
<b>R7-04</b>	Temporary Category	The Supplier shall, if unable to determine which group a particular Visa Applicant's Supporting Documents belongs to, put the relevant Visa Applicant's Supporting Documents	

		in a designated “temporary” category for such cases. However, the Supplier shall not use this “temporary” category without giving due consideration and attention to the rules provided by the Authority.	
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## 2.8 Service Package 8 (SP8): Document Collection and Delivery Services

The Requirements relating to Document Collection and Delivery Services cover the delivery of Visa Applicants' Supporting Documents to the Authority's Decision Making Centre or Document Handling Centre. When the Visa Applicant submits their Supporting Documents, these need to be delivered to the designated Decision Making Centre or Document Handling Centre for processing. This has to be done at a specific frequency at specific times and in a manner that enables identification and tracking for each Visa Applicant.

The Supplier should recognise that the routes will change over the Contract Term due to the Authority's Rationalisation Programme. The Authority currently has 54 Decision Making Centres. By the end of 2015, this may reduce substantially. The Supplier therefore needs to ensure flexibility of the delivery network to support changes to the routing of Visa Applications as required by the Authority.

Where there is an agreed operating model or where the the Visa Applicant chooses to send their Supporting Documents direct to the designated Decision Making Centre or Document Handling Centre using a courier company of their own choice, neither the Authority nor the Supplier are responsible for the cost of shipment, the security of it, nor the time it takes for the Visa Applicant's Supporting Documents to reach the Decision Making Centre or Document Handling Centre.

No.	Requirement	Description	The Authority's Obligations
<b>R8-01</b>	<b>Delivery Payment (Free to User)</b>	<p>The Supplier shall cover the cost of the delivery of the Visa Applicant's Supporting Documents to the Decision Making Centre or the Document Handling Centre where specified by the Authority.</p> <p>The cost of this delivery method will be covered in Schedule 6 (<b>Pricing Payment and Invoicing</b>).</p>	The Authority shall provide a list of Visa Application Centre locations where delivery costs of the Visa Application Supporting Documents will be Free-To-User.
<b>R8-02</b>	<b>Delivery Payment (User Pays)</b>	<p>The Supplier shall charge within the User Pays VAC fee for delivery of the Visa Applicants Supporting Documents to a Decision Making Centre or Document Handling Centre when:</p> <p>a. the Visa Applicant has registered an appointment at a</p>	<p>The Authority shall agree the scope of the User Pays structure and the associated pricing structure before implementation of a User Pays Courier Service.</p> <p>The Authority shall provide the delivery addresses of the designated Decision Making Centre or the</p>

		<p>User Pays Visa Application Centre; and/or</p> <p>b. regional Local Requirements mandate that a Visa Application Centre location offers User Pays delivery courier service only as outlined in section SP11.</p> <p>The Supplier is required to provide an online payment mechanism (set out in R1-30) to enable the Visa Applicant to pay for the delivery of their Supporting Documents to the Decision Making Centre or Document Handling Centre.</p>	Document Handling Centre for each Visa Application Centre location.
<b>R8-03</b>	Packaging	The Supplier shall ensure Visa Applicants' Supporting Documents to be delivered to a Decision Making Centre or Document Handling Centre are packaged in a manner that ensures that the Visa Applicant's Supporting Documents are physically placed together in a tamper-evident envelope with a safe and strong mechanism that makes any attempt to open or physically tamper with the contents readily evident.	<p>The Authority shall verify with the Supplier that proper security measures are in place.</p> <p>In the Authority's Visa Application Centres, the Authority will follow the same packaging requirements as indicated.</p>
<b>R8-04</b>	Package Access	The Supplier shall ensure that access to Packages is restricted to only Authorised Supplier Personnel with a role in Package receipt or delivery, and only when Supplier Personnel require access to perform their work roles.	
<b>R8-05</b>	Supply of Packaging Material	The Supplier shall provide all necessary tamper-evident return packaging material to the Decision Making Centre or Document Handling Centre to ensure that the Decision Making Centre or Document Handling Centre can package up the Visa Applicant's Supporting Documents for Collection and Return Services as detailed in SP10.	

<b>R8-06</b>	Return Address and Airway Bill	Where a Visa Applicant's Supporting Documents are to be returned directly to the Visa Applicant the Supplier shall also include a completed return airway bill with correct return address along with secure tamper-evident packaging.	
<b>R8-07</b>	Collection	<p>The Supplier shall arrange for collection of Visa Applicant's Supporting Documents at both the Supplier's Visa Application Centres and the Authority's Visa Section.</p> <p>The Supplier shall collect all Visa Applicant's Supporting Documents in accordance with a timetable agreed with the Authority.</p>	<p>The Authority shall provide the Supplier with a collection schedule.</p> <p>Within the Authority's Visa Section the Authority shall ensure the documents are packaged as per R8-03.</p>
<b>R8-08</b>	Tracking and Monitoring	<p>The Supplier shall record and maintain up to date information on the location and status of each Package from their collection at the Visa Application Centres and the Authority's Visa Section through to delivery at the Decision Making Centre or Document Handling Centre, as applicable.</p> <p>The Supplier shall use the Unique Application Identification Number provided by the Authority to the Visa Applicant as the sole number for registration and tracking of that Visa Applicant's Supporting Documents.</p> <p>The Supplier shall provide a methodology that allows the Authority to reconcile delivery of the Visa Applicants' Supporting Documents upon each delivery.</p> <p>The Supplier shall provide the Authority upon request any information it requires on the location, status and expected</p>	<p>The Authority's staff at the Decision Making Centre or Document Handling Centre shall confirm receipt of the Visa Applicants' Supporting Documents delivered by the Supplier</p> <p>The Authority to provide the Unique Application Identification Number (refer to SP5).</p>



		<p>delivery times of the Visa Applicant's Supporting Documents.</p> <p>The Supplier shall provide Management Information in accordance with Schedule 14 (<b>Management Systems and Reporting</b>), that shall be delivered electronically in a format that is easy to access, distribute and read containing such areas as accuracy of delivery, traceability, timely delivery and speed of response to lost and damaged Packages.</p> <p>The Supplier shall respond to the Authority's requests for information concerning deliveries (other than tracking) as soon as possible and within 24 hours of the request being submitted.</p> <p>The Supplier shall ensure that Packages remain secure in transit.</p>	
<b>R8-09</b>	Delivery	<p>The Supplier shall deliver all Visa Applicant's Supporting Documents to the designated Decision Making Centre or Document Handling Centre in accordance with a schedule agreed in advance with the Authority.</p> <p>The Supplier shall deliver all Visa Applicant's Supporting Documents in accordance with all applicable legislation, including, but not limited to, legislation that governs the transfer of Visa Application Documents across national borders.</p>	The Authority shall provide the Supplier with delivery schedule.
<b>R8-10</b>	Lost Packages	The Supplier shall inform the Authority of any details for missing Visa Applicant's Supporting Documents that it cannot account for and has confirmed as missing whilst under	The Authority shall be responsible for Visa Applicants' Supporting Documents whilst they are on the Authority's premises.

		<p>the Supplier's responsibility.</p> <p>The Supplier shall be responsible for Visa Applicant's Supporting Documents while they are in transit (save where Visa Applicants have exercised their option to use an alternative courier company of their own choice) or at Supplier Facilities and treat them as confidential and valuable.</p> <p>The Supplier shall inform the Authority as soon as possible and within the same Working Day of the Supplier's discovery of any loss in accordance with Schedule 7 (<b>Service Levels and Service Credits</b>).</p> <p>The Supplier shall provide the Authority with a written report concerning each event when one or more Packages cannot be accounted for by the Supplier. The Supplier shall ensure that such a report shall include:</p> <ul style="list-style-type: none"> <li>• the Supplier's track and trace number(s) concerned, <i>i.e.</i> the Authority's Unique Application Identification Number),</li> <li>• the date and time the event occurred (if known),</li> <li>• the date and time the event was discovered,</li> <li>• the contents of the Package,</li> <li>• a threat assessment,</li> <li>• the nature, cause and remedial actions concerning the event,</li> <li>• the steps being taken to recover the missing Package, and</li> <li>• measures taken to prevent this from reoccurring.</li> </ul> <p>This report shall be provided as soon as possible and within</p>	
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		<p>24 hours of the Supplier notifying the Authority of the loss.</p> <p>The Supplier is responsible for Customer communications and management relative to lost Packages.</p>	
<b>R8-11</b>	Lost Packages Procedures	The Supplier shall have a methodology to identify lost Packages quickly and appropriate procedures to locate the lost Package(s).	
<b>R8-12</b>	Lost and Damaged Packages - Service Credits	<p>In the event of a lost Package, or of documents damaged beyond use whilst they are in the possession of the Supplier's Personnel, including their Subcontractors, the Supplier shall provide compensation to the Visa Applicant at a level to be agreed.</p> <p>In addition to other remedies available to the Authority under the Terms and Conditions, Service Credits will apply in accordance with Schedule 7 (<b>Service Levels and Service Credits</b>).</p> <p>The Supplier is responsible for liaising with the Customer on compensation claims and for seeing claims through to conclusion.</p>	
<b>R8-13</b>	Damaged Packages	<p>The Supplier shall notify the Authority when the Packages and their contents have been damaged whilst they are the responsibility of the Supplier.</p> <p>The Supplier shall notify the Authority as soon as possible and within the same day as the event occurring.</p> <p>The Supplier is responsible for Customer communications</p>	

		and management relating to damaged Packages.	
<b>R8-14</b>	Security Breaches	<p>The Supplier shall report any security breach relating to Packages to the Authority within 24 hours of the event occurring.</p> <p>On the Authority's instruction, the Supplier shall provide a written report concerning the actions, and timescales proposed to reduce the likelihood of a recurrence of a similar security breach.</p>	

## 2.9 Service Package 9 (SP 9): Interview Facilitation Services

This Business Requirement relates to Interview Facilitation Services for selected Countries covering the provision of scheduling Visa Applicants interviews on behalf of the Authority and providing the Facilities to enable the Authority to interview Visa Applicants.

The Authority may conduct the Interview remotely from the Decision Making Centre (Authority Facility overseas or onshore) to the VAC via a Video Conference Facility. The Authority also reserves the right to request that an applicant attends an Authority facility so that a face to face interview can take place between the Authority and the Visa Applicant.

The Local Requirements section (SP 11) will list the minimum requirement for Interview Facilitation Services required from 2014. The Supplier should note that the Authority may vary the locations and volumes of Interviews held during the course of the Contract Term in accordance with the Terms and Conditions of this contract.

No.	Requirement	Description	The Authority's Obligations
R9-01	Video Conference - equipment	<p>The Supplier, upon receiving the Video Conference Equipment from the Authority, will be responsible for the maintenance of the equipment.</p> <p>In the event that the Video Conference Equipment requires replacing or new sets are required at additional locations specified by the Authority, or where the Supplier requires additional sets at a location with existing video conference facilities, then the Supplier shall purchase the replacement and/or additional equipment itself. Any such equipment shall meet all of the specifications provided by the Authority.</p> <p>The Supplier will also provide the bandwidth and reliable connectivity to support the Video Conference capability. In specific locations the Authority may request a designated secure line.</p>	<p>The Authority shall:</p> <ul style="list-style-type: none"> <li>• provide the Supplier a designated number of sets of Video Conference Equipment detailed in the “interviewing - transferring assets” document provided by the Authority and the specification needed for remote interviewing in a secure fashion to protect Visa Applicant Data.</li> <li>• will supply the Software licences.</li> <li>• provide a list of specified locations with the Request For Procurement (RFP) where this service package is required (as indicated in SP11, Local Requirements)</li> <li>• Provide an updated list of locations</li> </ul>

			<p>where this service package is required, identifying additional locations added by the Authority following the issue of the RFP. Service Package 11, Local Requirements shall be updated accordingly. The updated list and any subsequent changes to the locations where this service package is required shall be agreed via the Change Control Procedure in accordance with Schedule 10 (Change Control).</p> <ul style="list-style-type: none"> <li>• provide 2013/14 volumes to allow the Supplier to assess bandwidth requirements</li> <li>• provide the Supplier with Decision Making Centre contact details.</li> </ul>
<b>R9-02</b>	<b>Use of Video Conference Equipment</b>	Unless otherwise agreed in writing by the Authority, the Supplier shall use the Video Conference Equipment provided by the Authority and any additional or replacement equipment purchased by the Supplier in accordance with R9-01 above, exclusively for remote interviewing of the Visa Applicants wishing to apply for entry to the United Kingdom,	The Authority shall provide guidance / Standard Operating Procedures for the Video Conference Equipment
<b>R9-03</b>	<b>Video Conference Equipment – Interfacing with the Authority</b>	The Supplier shall not attempt to interface with the Authority systems without prior consent of the Authority.	
<b>R9-04</b>	<b>Video Conference – Contingency</b>	The Supplier shall provide a Contingency plan as part of the Supplier's Solution as per section 2.1.7 (R1-32 – R1 -36) of this	

		<p>Statement of Requirements.</p> <p>The Supplier shall ensure that all business processes have an appropriate level of continuity provision to ensure that the effects of an unexpected loss of Assets, Supplier Personnel, Facilities or Services are minimised and that the restoration of the relevant items processes takes place within a timeframe as specified by the Authority.</p>	
<b>R9-05</b>	<b>Video Conference – Supplier Point of Contact</b>	<p>The Supplier shall provide an IT support function capability and shall identify at least one point of contact, to liaise with the Authority or another third party supplier helpdesk on behalf of the Authority as a single point of contact during the Authority's working hours. The supplier will be responsible for performing troubleshooting tasks, within a timeframe to be specified by the Authority, such as:</p> <ul style="list-style-type: none"> <li>a) rebooting the Video Conference equipment;</li> <li>b) connecting/disconnecting cables;</li> <li>c) cleaning of the lenses &amp; Video Conference Equipment;</li> <li>d) maintaining equipment, keeping it clean and in good working order;</li> <li>e) fixing connectivity issues; and</li> <li>f) fixing software issues and maintaining the software.</li> </ul>	The Authority shall provide the timeframes for Suppliers to perform the troubleshooting tasks.
<b>R9-06</b>	<b>Interview Facilities</b>	<p>The Supplier shall (in accordance with schedule 4 (<b>Security</b>) and Schedule 13 (<b>Facilities</b>) provide an area with adequate privacy and appropriate lighting for interviews to take place within the Visa Application Centre</p> <p>The interview area will contain the appropriate screen desk or</p>	

		seating.	
<b>R9-07</b>	<b>Interview Scheduling/Appointments</b>	<p>The Supplier is required to manage the Authority's Interview scheduling for all relevant Visa Applicants at the specified locations.</p> <p>The management of the scheduling and appointment system will include, but is not limited to, the Supplier being responsible for the following:</p> <ul style="list-style-type: none"> <li>• providing sufficient appointment availability to meet projected daily Interview volumes at all relevant locations in accordance with Schedule 7 (Service Levels and Service Credits);</li> <li>• ensuring that Visa Applicants are prevented from booking appointments on days when either the Visa Application Centre or Decision Making Centre (Overseas and UK) are to be closed.</li> <li>• contacting Visa Applicants in advance of the Interview appointment date, in the event of any unforeseen circumstances which will impact upon the appointment date or time, to inform them of such unforeseen circumstances (which may include but are not limited to previously unscheduled Visa Application Centre closures).</li> </ul>	<p>The Authority shall provide, securely and at the agreed frequency, a list informing the Supplier of:</p> <ul style="list-style-type: none"> <li>a) Visa Applicants (category or location) that will be interviewed immediately after Biometric Enrolment</li> <li>b) Visa Applicants (category or location) that require interviewing at subsequent date following Biometric Enrolment</li> <li>c) Visa Applicants (category or location) that require either an extended interview following Biometric Enrolment or a further interview date</li> </ul> <p>The Authority will provide estimated volumetric for duration and appointment type per appropriate location to enable the Supplier to develop its solution.</p>
<b>R9-08</b>	<b>Interview attendance</b>	<p>The Supplier shall only accept Visa Applications from Visa Applicants who have arrived at the correct time and on the correct date for their interview and whose identity has been confirmed through:</p> <ul style="list-style-type: none"> <li>• verification against passport photograph or</li> <li>• the verification of their Biometrics (see Requirement R6-36);</li> </ul>	<p>The Authority will agree the verification process to be used with the Supplier.</p>



		<p>or</p> <ul style="list-style-type: none"> <li>by an agreed process <i>e.g.</i> voice recognition</li> </ul> <p>For Visa Applicants who require an interview following the submission of their biometrics the Supplier must ensure that the same Visa Applicant is directed to the appropriate Interview area.</p> <p>Following the Interview, the Visa Applicant will be required to leave the Visa Application Centre.</p>	
<b>R9-09</b>	<b>Appointment Attendance</b>	<p>The Supplier shall confirm the Visa Applicant's attendance and schedule to the Authority.</p> <p>The Supplier shall refer back to the Authority in instances where arranging an interview cannot be undertaken due to compassionate or compelling circumstances preventing attendance.</p>	Only the Authority has the discretion to consider any compassionate circumstances before determining what action it will undertake.
<b>R9-10</b>	<b>Visa Applicants declining to attend Interviews</b>	The Supplier shall inform the Authority as soon as it is practical if a Visa Applicant declines to attend an interview.	
<b>R9-11</b>	<b>Video Conference Link</b>	<p>The Supplier shall contact the Authority in advance of the interview to establish a Functional Connection for the Video Conference link as specified by the Authority</p> <p>The Supplier following the interview may be required to close the Video Conference link. The Video Conference link should only be closed when indicated by the Authority</p>	<p>The Authority shall:</p> <ol style="list-style-type: none"> <li>provide the Supplier with Decision Making Centre contact details; and</li> <li>provide Standard Operating Procedures</li> </ol> <p>The Authority shall be responsible for recording interviews in Decision Making Centre.</p> <p>The Authority shall be responsible for storage of recorded interviews.</p>



### **2.10 Service Package 10 (SP10): Document Collection and Return Services**

The Requirements relating to Document Collection and Return Services cover the process of collecting Visa Applicants' Supporting Documents from the Decision Making Centre or Document Handling Centre and redistributing them to Visa Applicants in a secure and timely manner either to the point of submission (Visa Application Centre) or directly to an address specified by the Visa Applicant at the time of first making their Visa Application or Document Registration. Document Collection and Return may happen at various times within the Visa Application Process including, but not limited to:

- Visa issue;
- Visa refusal; and
- Withdrawal of application.

When any of the above activities occur, the Authority will make contact with the Visa Applicant to inform them that their Supporting Documents will be returned to them as agreed at the time of the Visa Application submission indicating that it has been dispatched.

No.	Requirement	Description	The Authority's Obligations
<b>R10-01</b>	Returned Documents to Visa Application Centre (Free-to-user)	<p>For Visa Applicants who require their documents to be returned to the Visa Application Centre where their Visa Application was submitted (which is not chargeable), the cost of this will be covered in Schedule 6 (<b>Pricing, Payment and Invoicing</b>). Visa Applicants who choose this method of delivery will be required to collect their Supporting Documents at the Visa Application Centre.</p> <p>The Supplier will then notify the Visa Applicant that their documents are ready for collection at the Visa Application Centre.</p> <p>The Supplier shall ensure that the correct method of shipment is identified for all Supporting Documents and routed accordingly.</p>	

<b>R10-02</b>	Return Payment (User Pays)	<p>The Supplier shall charge the Visa Applicant directly for return of their Supporting Documents when :</p> <ul style="list-style-type: none"> <li>a) the Visa Applicant has selected for their Supporting Documents to be returned directly to the Applicant's preferred address (User Pays - refer to SP4);</li> <li>b) the Visa Applicant has registered an appointment at a User Pays Visa Application Centre - see SP4; or</li> <li>c) regional Local Requirements mandate that a Visa Application Centre location offers User Pays return courier Service only – see SP11</li> </ul> <p>The Supplier is required to provide an online payment mechanism to enable the Visa Applicant to purchase a return courier Service – as set out in Section R1-30.</p>	<p>The Authority shall stipulate mandated User Pays return courier Visa Application Centre locations in the Local Requirements section set out in SP11.</p> <p>The Authority shall agree the form of the courier Service and the associated pricing structure before implementation of the User Pays Service.</p>
<b>R10-03</b>	Packaging	<p>The Supplier shall ensure that Visa Applicants' Supporting Documents to be delivered to Visa Application Centres or directly to the Visa Applicant are packaged in a manner that ensures that the Supporting Documents are physically placed together in a tamper-evident envelope with a safe and strong mechanism that makes any attempt to open or physically tamper with the contents readily evident.</p>	<p>The Authority shall verify with the Supplier that proper security measures are in place.</p> <p>In the Authority's Visa Application Centres, the Authority will follow the same packaging requirements as indicated.</p>
<b>R10-04</b>	Package Access	<p>The Supplier shall ensure that access to packages is restricted to only Authorised Supplier Personnel with a role in package receipt or delivery, and only when such Supplier Personnel require access to perform their work roles.</p>	

<b>R10-05</b>	Supply of Packaging Materials	The Supplier shall provide all necessary tamper-evident return packaging material to Decision Making Centres or Document Handling Centres to ensure that the Decision Making Centre or Document Handling Centre can package up the Visa Applicant's Supporting Documents for the Document Collection and Return Services.	
<b>R10-06</b>	Return Address and Airway Bill	Where a Visa Applicant's Supporting Documents are to be returned directly to the Visa Applicant, the Supplier shall also include a completed return airway bill with the correct return address, along with secure tamper-evident packaging.	
<b>R10-07</b>	Collection of Documents	<p>The Supplier shall collect the Visa Applicant's Supporting Documents from the Decision Making Centre or Document Handling Centre to be returned to the designated Visa Application Centre, or directly to the Visa Applicant, depending on which method the Visa Applicant selected at the time of making this Visa Application.</p> <p>The Supplier shall collect all Visa Applicants' Supporting Documents to a timetable agreed with the Authority.</p> <p>The Supplier shall ensure that the Visa Applicant's Supporting Documents are transported securely using tamper proof evident envelopes.</p>	<p>The Authority shall provide a collection schedule to the Supplier.</p> <p>The Authority shall provide the documents to be returned using the packaging materials provided by the Supplier to the designated Visa Application Centre or Visa Applicants.</p>
<b>R10-08</b>	Tracking and Monitoring	The Supplier shall record and maintain up to date information on the location and status of each package, from its collection at the Decision Making Centre or	

		<p>Document Handling Centre through to delivery either at the Visa Application Centre or to the Visa Applicant's address, using the method that was agreed with the Visa Applicant at the time of making the Visa Application</p> <p>The Supplier shall provide the Authority upon request any information it requires on the location, status and expected delivery times of the Visa Applicant's Supporting Documents.</p>	
<b>R10-09</b>	Confirmation from Visa Applicant	<p>In the case where the Visa Applicant's Supporting Documents are routed directly to the Visa Applicant the Supplier shall ensure that the receipt of those documents is confirmed and that management information is provided to ensure all documents are accounted for. In the case where the Visa Applicant's Supporting Documents are routed to the Visa Application Centre, the Supplier shall request that the Visa Applicant provides the receipt given to them at the time of the Visa Application before handing over the Supporting Documents.</p>	<p>The Authority shall contact the Visa Applicant to confirm that Supporting Documents have been dispatched.</p> <p>In the case where the Applicants' Supporting Documents are routed to one of the Authority's Visa Sections, the Authority is responsible for ensuring that the Visa Applicant's Supporting Documents are returned to the correct Visa Applicant.</p>
<b>R10-10</b>	Reconciliation	<p>The Supplier shall provide statistical reports that detail Visa Applicant's Supporting Documents handled and the delivery outcome by destination. These reports shall be provided for each delivery Service and collection Service.</p>	
<b>R10-11</b>	Storage for unclaimed documents	<p>For Visa Applicant's Supporting Documents that are returned to the Visa Application Centre, the Supplier shall store such Visa Applicants' Supporting Documents which are unclaimed for a period of one (1) month unless otherwise agreed with the Decision Making Centre.</p>	

		<p>Storage of Supporting Documents shall be in accordance with Schedule 4 (<b>Security</b>). At the end of this period, such documents shall be returned to the designated Decision Making Centre.</p> <p>The Supplier shall provide a secure and controlled storage area for storing Visa Applicants' Supporting Documents, which shall be detailed in the Supplier's Security Plan in accordance with Schedule 4 (<b>Security</b>).</p>	
<b>R10-12</b>	Lost Packages	<p>The Supplier shall inform the Authority of any details of missing Supporting Documents for which it cannot account and which are confirmed as missing whilst they are in the Supplier's control.</p> <p>The Supplier shall be responsible for Visa Applicants' Supporting Documents while they are in transit or at the Suppliers Facilities and treat them as confidential and valuable.</p> <p>The Supplier shall inform the Authority as soon as possible and in any case within one Working Day of the Supplier's discovery of any loss in accordance with Schedule 7 (<b>Service Levels and Service Credits</b>).</p> <p>The Supplier is responsible for Customer communications and management relative to lost Packages.</p>	The Authority shall be responsible for the Visa Applicant's Supporting Documents while they are at The Authority Facilities.
<b>R10-13</b>	Lost Packages Procedures	The Supplier shall have a methodology to identify lost Packages and appropriate procedures to locate the lost Packages.	

<b>R10-14</b>	Lost and Damaged Packages Compensation	<p>In the event of a lost Package, or of documents damaged, whilst in the responsibility of the Supplier, Service Credits shall be applied in accordance with Schedule 7 (<b>Service Levels and Service Credits</b>).</p> <p>The Supplier is responsible for liaison with the Visa Applicant on compensation claims and is responsible for seeing such claims through to conclusion.</p> <p>The Indemnity Clause within the Terms and Conditions shall apply.</p>	
<b>R10-15</b>	Damaged Packages	<p>The Supplier shall notify the Authority when the Packages and their contents have been damaged whilst the responsibility of the Supplier.</p> <p>The Authority shall be notified as soon as possible and within the same day as the event occurring in accordance with Schedule 7 (<b>Service Levels and Service Credits</b>).</p> <p>The Supplier is responsible for customer communications and management relating to damaged Packages.</p>	
<b>R10-16</b>	Security Breaches	<p>The Supplier shall report any security breach relating to Packages to the Authority within 24 hours , or by close of the Working Day on which the event being discovered, whichever is the earlier in accordance with Schedule 7 (<b>Service Levels and Service Credits</b>).</p> <p>The Supplier shall provide a written report concerning the actions proposed to reduce the likelihood of recurrence of security breaches. The Authority reserves the right to call</p>	



		a meeting of the Security Incident Panel in accordance with Schedule 4 ( <b>Security</b> )	
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## **2.11 Service Package 11 (SP11): Local Requirements**

The information contained in this section is intended to assist the Supplier in designing a solution that fulfils the Authority's requirements set out in the preceding sections and the contract schedules. The Supplier is expected to undertake its own due diligence to understand market conditions applying its experience and understanding of operating conditions in designing a solution. Some of these factors are brought to the Supplier's attention in Part A.

### **PART A Operational Environment**

**Geographic Reach Of Service** – Many potential Visa Applicants are physically remote from existing Visa Application Posts, and applicants may travel large distances to access a Visa Application Centre or the Authorities Visa Section. The Supplier will need to consider the Authority's existing operational arrangements as well as opportunities to support the development of the operation, when designing its solution for the delivery of the services indicated in previous sections of this Statement of Requirements.

**Application Volumes** – The Supplier will need to consider the application volumes with particular reference to their estate strategy and staffing levels to match level of applications forecasted.

**Country Infrastructure** – The Supplier will need to consider the infrastructure of the countries that are contained within each NGOV lot. The Supplier's Solution will need to demonstrate an understanding of key aspects such as the political and economic climate, the threat of terrorism and crime and the risk of natural disasters. These factors will impact upon the Supplier's Solution and will need to be considered within robust Business Continuity Plans which cater for such eventualities

**Security and Corruption** – The Authority is concerned to protect the security of staff, contractors and Visa Applicants. The Supplier shall provide measures to ensure each Visa Application Centre is secure and safe for both the Visa Applicants, and Supplier and the Authority personnel along with maintaining the integrity of the end-to-end Visa Application Process.

**Data Protection** – In supporting the Authority's end-to-end process and the integrity of the Visa Applicants' data, the Supplier will need to consider such factors as data encryption, bandwidth and connectivity.

**Local Law and Customs** - The Supplier should respect local traditions, customs, laws and religion at all times and is aware of the impact of its actions. Sensitivity to these factors will need to be demonstrated as they may have a significant impact on the Supplier's Solution. For example: the need for segregation of sexes in certain cultures.

The Supplier is encouraged to visit the Foreign and Commonwealth Office website [www.gov.uk/fco](http://www.gov.uk/fco) for general country information.

The Supplier is also encouraged to visit the UK Trade and Investment Website <http://www.ukti.gov.uk/home.html> which provides specific business information for overseas operations providing information on such areas as: Bribery and Corruption, Intellectual Property, Human Rights, Cyber Security, Organised Crime and Protective Security.

**PART B (Annex) identifies Services Requirements that are specific to each of the Regions.**

*Provided separately*