



Crown
Commercial
Service

Digital Outcomes and Specialists 5 (RM1043.7)

Framework Schedule 6 (Order Form)

C23226 Biometric Self Service Kiosk Pilot

Version 2

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Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules)

Order Form

Call-Off Reference: C23226

Call-Off Title: Biometric Self Service Kiosk Pilot

Call-Off Contract Description: The Home Office will be running a minimum of a three-month unsupervised self-service kiosk trial in the UK. The self-service kiosks must securely enrol face and fingerprint biometrics and biographics from real customers, and bind them to the customer, without staff assistance or supervision.

The Buyer: Home Office

Buyer Address: 2 Marsham Street, London, SW1P 4DF

The Supplier: Fujitsu Services Limited

Supplier Address: Fujitsu Services Limited, Lovelace Road, Bracknell, RG12 8SN, United Kingdom

Registration Number: 096056

DUNS Number: 210154381

Call-Off Value: £500,000

Call-Off Commencement: 19th December 2022

Call-Off Duration: Nine (9) months

Extension: This Call-Off may be extended by two (2) instances of up to three (3) months

Applicable Framework Contract

This Order Form is for the provision of the Call-Off Deliverables and dated 19/12/2022

It's issued under the Framework Contract with the reference number RM1043.7 for the provision of Digital Outcomes and Specialists Deliverables.

The Parties intend that this Call-Off Contract will not, except for the first Statement of Work, which shall be executed at the same time that the Call-Off Contract is executed, oblige the Buyer to buy or the Supplier to supply Deliverables.

The Parties agree that when a Buyer seeks further Deliverables from the Supplier under the Call-Off Contract, the Buyer and Supplier will agree and execute a further Statement of Work (in the form of the template set out in Annex 1 to this Framework Schedule 6 (Order Form Template, Statement of Work Template and Call-Off Schedules).

Upon the execution of each Statement of Work it shall become incorporated into the Buyer and Supplier's Call-Off Contract.

Call-Off Lot

Lot 1 Digital Outcomes

Call-Off Incorporated Terms

The following documents are incorporated into this Call-Off Contract. Where numbers are missing we are not using those schedules. If the documents conflict, the following order of precedence applies:

- 1 This Order Form including the Call-Off Special Terms and Call-Off Special Schedules.
- 2 Joint Schedule 1 (Definitions) RM1043.7

The following Schedules in equal order of precedence:

- Joint Schedules for RM1043.7
 - Joint Schedule 2 (Variation Form)
 - Joint Schedule 3 (Insurance Requirements)
 - Joint Schedule 4 (Commercially Sensitive Information)
 - Joint Schedule 5 (Corporate Social Responsibility)
 - Joint Schedule 10 (Rectification Plan)
 - Joint Schedule 11 (Processing Data)

- Call-Off Schedules for RM1043.7
 - Call-Off Schedule 4 (Call-Off Tender)
 - Call-Off Schedule 5 (Pricing Details and Expenses Policy)
 - Call-Off Schedule 9 (Security)
 - Call-Off Schedule 13 (Implementation Plan and Testing)
 - Call-Off Schedule 15 (Call-Off Contract Management)
 - Call-Off Schedule 20 (Call-Off Specification)
 - Call-Off Schedule 26 (Cyber Essentials Scheme)

3 CCS Core Terms (version 3.0.9)

Call-Off Special Terms

The following Special Terms are incorporated into this Call-Off Contract:

[REDACTED]

- [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- [REDACTED]
[REDACTED]
[REDACTED]
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- [REDACTED]
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- [REDACTED]
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[REDACTED]

- [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
[REDACTED]

[REDACTED]

- [REDACTED]

No other Supplier terms are part of the Call-Off Contract. That includes any terms written on

the back of, added to this Order Form, or presented at the time of delivery.

Call-Off Deliverables

The table in Appendix 1 provides the high-level deliverables for phase 1 of the project. The target delivery date for each deliverable shall be agreed by the Parties as part of deliverable #1. The target delivery date for deliverable #1 is fourteen (14) calendar days after the Start Date.

Buyer's Standards

From the Start Date of this Call-Off Contract, the Supplier shall comply with the relevant (and current as of the Call-Off Start Date) Standards referred to in Framework Schedule 1 (Specification). The Buyer requires the Supplier to comply with the following additional Standards for this Call-Off Contract:

All work will be undertaken by suitably qualified and sufficiently skilled resources, who will operate in accordance with the standard of good professional practice.

All Supplier Staff will hold verifiable security clearance prior to commencing work delivering the Services, as required by this Call-Off Contract.

- The technical standards required for this Call-Off Contract are Home Office Digital Strategy: <https://www.gov.uk/government/publications/home-office-digital-strategy/home-office-digital-strategy>

- Home Office Technology Strategy: <https://www.gov.uk/government/publications/home-office-technology-strategy/home-office-technology-strategy>

- Government Service Design Manual: <https://www.gov.uk/service-manual/browse>

- HMG Security Policy Framework: <https://www.gov.uk/government/publications/security-policy-framework>

- NCSC Policies and Guidance: <https://www.ncsc.gov.uk/section/advice-guidance/all-topics>

- IPT Application Development Methodology Overview

- Home Office Technology Principles and Standards –Enterprise Architecture

- IPT Test Strategy

The Supplier must ensure that it understands these standards required and all services are delivered in adherence to these at all times.

Cyber Essentials Scheme

The Buyer requires the Supplier, in accordance with Call-Off Schedule 26 (Cyber Essentials Scheme) to provide a Cyber Essentials Plus Certificate prior to commencing the provision of any Deliverables under this Call-Off Contract.

Maximum Liability

The Supplier's total aggregate liability in each Contract Year for this Call Off Contract is no more than the greater of £1 million or 125% of the Estimated Yearly Charges.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is £500,000.

Call-Off Charges

The charging mechanism is Fixed Price split into three elements.

Description	Charge (GBP £)
Phase 1. Fixed price for the design, development and installation of the kiosk solution which will undergo a pre-pilot period of testing to determine a go/no-go decision for the live pilot to proceed. This phase will also include the resource time and effort to complete the decommission activities at the end of the live pilot.	
Phase 2. A monthly fixed price for each kiosk & associated network connectivity used on location for the live pilot.	
Phase 2. A monthly fixed price for the kiosk & associated network connectivity used by the PAD tester.	

The Supplier will issue an invoice for 50% of the fixed price charge for phase 1 upon signature of this Order Form and associated SOW001. The Supplier will then issue an invoice for the remaining 50% of the fixed price charge for phase 1 upon completion of deliverable #5 of phase 1. The Supplier will issue invoices monthly in arrears for the phase 2 fixed price charges.

This Fixed Price Call-Off Charge provides the Buyer with the below Supplier effort:

Resource Type and Total Effort (Working Hours)	Phase 1	Testing	Phase 2	Total
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Hardware Specifications

Four (4) V1 EES Kiosks will be supplied to the Buyer under a temporary basis. The kiosk product holds CE (Europe) certification. All kiosks will remain the property of the Supplier's Key Sub-Contractor and will be returned to the Supplier's Key Sub-Contractor at the end of the pilot.

The table below provides the network equipment that the Supplier will supply to the Buyer.

Item	Quantity
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Kiosk Locations

For the live pilot, two (2) kiosks will be located in a Home Office building in Croydon, England, one (1) kiosk will be located in a Home Office building in Solihull, England and one (1) kiosk will be located at a Presentation Attack Detection testing facility in a University of Kent building in Kent, England.

If the locations listed above change at any point before or during the live pilot, then the Parties agree that the Supplier will perform an impact assessment of the change in location. The Parties shall then agree the appropriate action, which may include Change Control.

Reimbursable Expenses

None

Payment Method

The Supplier shall adhere to the MBTP Acceptance Certificate Process and must only submit invoices once the corresponding Acceptance Certificate has been fully approved on JIRA. The Buyer will pay the Supplier within thirty days of receipt of a valid invoice by BACS.

Buyer's Invoice Address

Home Office

Shared Service Centre HO Box 5015, Newport, Gwent, NP20 9BB United Kingdom

[Redacted]

[Redacted]

Buyer's Authorised Representative

[Redacted]

[Redacted]

Buyer's Environmental Policy

Supplier to adhere to legislative requirements and best practice

Buyer's Security Policy

10 Steps to Cyber Security - NCSC.GOV.UK

Buyer's Data Protection Representative

Office of the DPO, Home Office, 2 Marsham Street, SW1P 4DF

[Redacted]

Supplier's Authorised Representative

[REDACTED]

[REDACTED]

[REDACTED]

Supplier's Data Protection Representative

[REDACTED]

[REDACTED]

[REDACTED]

Progress Report Frequency

Suppliers will report regularly on the progress as agreed as part of the individual Statements of Work. The reporting frequency is subject to change dependent upon progress and the future requirements.

Progress Meeting Frequency

Suppliers will be required to meet regularly, at least fortnightly, on the progress as agreed as part of the individual Statements of Work. The meeting frequency is subject to change dependent upon progress and the future requirements.

Key Staff

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Key Subcontractor(s)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Commercially Sensitive Information

Order Form for C23226 Biometric Self Service Kiosk Pilot, including:

- the Call Off Special Terms
- Call Off Charges
- Buyer Responsibilities
- Supplier Response
- Key Staff and Key Subcontractors
- Supplier Signatories.

Balanced Scorecard

The Supplier and Buyer shall agree a process as soon as reasonably possible after the Start Date for monitoring and reporting on the key performance indicator(s) that are contained within the Balanced Scorecard.

KPI Targets

Following notification from the Buyer, and acknowledgment from the Supplier, the Supplier

will act in line with the below timelines for software and hardware issues during the working hours.

KPI Reference	KPI	KPI Target
KPI001	Kiosk software issues that can be resolved remotely	Supplier to resolve next Working Day following acknowledgment of notification from the Buyer.
KPI002	Kiosk hardware issues or software issues that require the need to go to site (for kiosk locations within a 100-mile radius of London Gatwick Airport, restricted to UK mainland)	Supplier to resolve next Working Day following acknowledgement of notification from the Buyer.
KPI003	Kiosk hardware issues or software issues that require the need to go to site (for kiosk locations over a 100-mile radius of London Gatwick Airport, restricted to UK mainland)	Supplier to resolve in two (2) Working Days following acknowledgment of notification from the Buyer.

Resolution is defined as restoration of the service either by a temporary or permanent fix.

The process for notification and acknowledgment of software and hardware issues will be agreed between the Buyer and the Supplier before the go/no-go decision at the end of phase 1.

Additional Insurances

Not applicable

Guarantee

Not applicable

Social Value Commitment

The Supplier agrees, in providing the Deliverables and performing its obligations under the Call-Off Contract, that it will comply with the social value commitments in Call-Off Schedule 4 (Call-Off Tender).

Statement of Works

During the Call-Off Contract Period, the Buyer and Supplier may agree and execute completed Statement of Works. Upon execution of a Statement of Work the provisions detailed therein shall be incorporated into the Call-Off Contract to which this Order Form relates.

Buyer Responsibilities

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

- [illegible]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Supplier Assumptions:

The Supplier Assumptions listed below will be validated by the Parties during project mobilisation as part of phase 1. If any assumption is proved incorrect, the Supplier will perform an impact assessment to confirm the course of action required to address the impact of the incorrect assumption. The Parties shall then agree the appropriate action, which may include Change Control.

- [REDACTED]
- [REDACTED]
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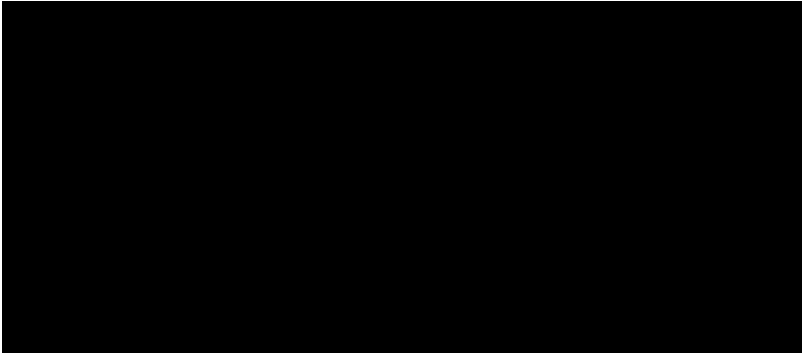
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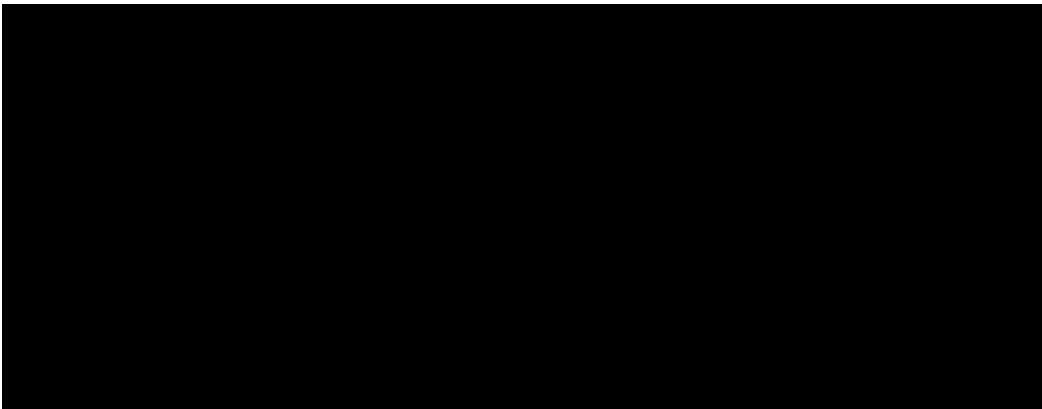
[REDACTED]

[REDACTED]

For and on behalf of the Supplier:



For and on behalf of the Buyer:



Appendix 1

Context of the requirement
<p>The Home Office will be running a minimum of a three-month unsupervised self-service kiosk pilot in the UK. The self-service kiosks must securely enrol face and fingerprint biometrics and biographics from real customers, and bind them to the customer, without staff assistance or supervision.</p> <p>The Home Office's ambition is that all visitors and migrants will provide their biometric facial images and fingerprints under a single global immigration system ahead of travel to the UK, utilising remote self-enrolment for those who are not required to apply for a visa as part of an ecosystem of enrolment options. To assess the maturity of industry capabilities, the Home Office ran Biometrics Self-Enrolment Feasibility Trials from 29th November to 22nd December 2021.</p> <p>This pilot will be the next stage of testing for self-service kiosks to understand how they perform in the operational setting when there is no staff supervision. In the future, the Home Office envisages that self-service kiosks will be one of the enrolment options available as part of an ecosystem of options.</p> <p>Self-service kiosks are a relatively mature solution. However, the Home Office needs to test how they perform in a live setting when there is no staff supervision and where an applicant may have limited experience of biometric enrolment. Before a full live service can be considered, the self-service kiosks must prove they can reliably verify ePassports and enrol high quality face and fingerprint biometrics and biographics, bind the individual to their face and fingerprint biometrics and operate effective presentation attack detection. The self-service kiosk must do this for all potential customers, while delivering a simple user experience, and the kiosks should be able to operate in an unsupervised environment.</p> <p>The users will be real Home Office customers applying for immigration products in the UK. A diverse range of customers will be selected to take part in the pilot from the Office for National Statistics categories of age, sex and ethnicity, this will include those with disabilities.</p> <p>The Supplier will be required to provide four self-service kiosks for the pilot.</p> <p>Three will be hosted in Home Office biometric enrolment locations, where members of the public will enrol on their biometrics and biographics. Another one will be hosted in a Presentation Attack Detection testing facility.</p> <p>Before the trial begins, there will be a testing phase, followed by a go/no-go decision point.</p> <p>Phase 1. The supplier will begin to work with the Home Office team during a development and discovery phase. This will include any design and manufacturing timeline and the installation of the Kiosks in the operational sites and the PAD facility. This also includes some testing and validation of the solution by Home Office Biometrics. This phase will end in a go/no-go decision. It is our ambition that this phase be concluded in 3 months and will not last longer than 6 months.</p> <p>Phase 2. The live operational term will be three months and is contingent on a Go decision. The kiosks will be used and need to be maintained during this time. Throughout the pilot the Home Office will be conducting analysis into the performance of the self-service kiosk solution. This is likely to extend beyond the lifecycle of the pilot and the supplier may be required to engage during this period. There is potential that the pilot will be extended beyond this period. The Home Office will engage the supplier at the earliest opportunity if this becomes the intention.</p>

The purpose of this Deliverable Summary is to confirm the key requirements up to the point of installation, testing and making the go / no-go decision to progress to the live pilot.

Scope of work to be completed

The Supplier will begin to work with the Home Office team during a development and discovery phase. This will include any design and manufacturing timeline and the installation of the Kiosks in the operational sites and the PAD facility. This also includes some initial testing and validation of the solution by Home Office Biometrics. This phase will end in a go/no-go decision. It is the Buyer's ambition that this phase be concluded in 3 months.

The Supplier will adopt an agile delivery methodology for the provision of the Deliverables throughout the Contract Period. This will include regular meetings with the Buyer to discuss and agree any iterative changes.

The definition of 'iterative changes' will be agreed by the Supplier and Buyer as part of deliverable #1.

The table below provides the high-level deliverables for phase 1 of the project. The target delivery date for each deliverable shall be agreed by the Parties under deliverable #1.

High-level Deliverables			
#	Description of work to be carried out	Target Delivery Date	Acceptance criteria
1.	Discovery to finalise product and delivery schedule	Fourteen (14) calendar days after the Start Date	<ul style="list-style-type: none"> Elaborate on the solution. Finalise technical details with the Project Team. Produce a detailed plan to include sprints, testing, implementation, risks, issues and dependencies.
2.	Implementation Plan	To be confirmed under Deliverable #1	<ul style="list-style-type: none"> Document all phases of the project plan detailing activities and timelines up to the point of installation and testing.
3.	Product delivery	To be confirmed under Deliverable #1	<ul style="list-style-type: none"> Build a fully operational kiosk against the requirements Provide data extract examples.
4.	Test Support	To be confirmed under Deliverable #1	<ul style="list-style-type: none"> Delivery of one kiosk to Home Office designated site for PAD testing Provision of support during Home Office testing Delivery of defect releases Adjustment of thresholds and configuration.

C23226 Biometric Self Service Kiosk Pilot

			<ul style="list-style-type: none"> • Agreement that product is ready for release.
5.	Delivery of kiosks at Home Office location	30 April 2023	<ul style="list-style-type: none"> • Delivery of three operational kiosks to locations as specified in this Order Form for the pilot (phase 2). • Kiosks to be installed and made ready for operation. • Provision of training for local Buyer first line support staff.

Appendix 2

The below table provides a summary of the Buyer's business requirements. If the Buyer changes their requirements during delivery, then the Parties agree that the Supplier will perform an impact assessment to confirm the course of action required to address the change in requirements. The Parties shall then agree the appropriate action, which may include Change Control.

HLR(s)	Theme	Feature	Priority (MSCW)	Description
100.010.00	Kiosk	Usability	Must	The solution shall be able to handle any applicant where the biometrics can be enrolled under existing circumstances, except for disabled individuals who will require assistance as in current process.
100.020.00	Kiosk	Service efficiency	Should	The solution shall successfully capture 98% of enrolments where the biometrics can be enrolled under existing circumstances.
100.030.00	Kiosk	usability	Must	The solution shall identify if the applicant is under five years of age.
100.040.00	Kiosk	usability	Should	The solution shall capture the face only of applicants under the age of five
100.050.00	Kiosk	usability	Must	An applicant shall be allowed to seek help with their enrolment from a family member or acquaintance without the said person featuring in captured biometrics
100.060.00	Kiosk	Compliance	Must	The solution (kiosk, technology, process) shall discreetly capture personal data from the applicant and ensure minimal exposure of any personal data to the third person/public while using the kiosk
100.070.00	Kiosk	workflow	Must	The applicant shall scan the existing UKVI barcode to initiate an enrolment session. The Authority shall provide the definition and an example of this barcode.
100.080.00	Kiosk	workflow	Must	The solution shall allow manual UAN input from the applicant to initiate enrolment as and when scanning the barcode fails
100.090.00	Kiosk	workflow	Must	The solution shall read the UAN from the barcode.
100.100.00	Kiosk	Solution	Must	The solution shall record the enrolment against the UAN individually.
100.110.00	Kiosk	Analysis	Must	The solution shall record each activity of a session with a timestamp and applicant id (UAN) in a log.
100.120.00	Kiosk	Usability	Must	The applicant shall be able to restart the enrolment anywhere throughout the process.
100.130.00	Kiosk	Analysis	Must	The solution shall log any deleted sessions because of a reset.
100.140.00	Kiosk	Usability	Must	The applicant shall explicitly submit the enrolment.
100.150.00	Kiosk	Usability	Must	The solution shall provide a workflow that scans the barcode, captures the travel document, takes a photograph, and captures fingerprints
100.160.00	Kiosk	Compliance	Must	The solution should time out the session after agreed duration due to no activity

100.170.00	Kiosk	Usability	Must	The solution shall warn the applicant when a session is about to time out.
100.180.00	Kiosk	Usability	Must	The solution shall allow an applicant to continue with a session to prevent time out.
100.190.00	Kiosk	Usability	Must	The solution shall display back the applicant's face image after capture.
100.200.00	Kiosk	usability	Must	The solution shall provide a confirmation of successful enrolment i.e., transaction ID
100.210.00	Kiosk	usability	Should	The solution shall ensure 98% of applicants can successfully self-enrol within 2.5 mins.
100.220.00	Kiosk	compliance	Must	The solution shall delete any biometrics data of an abandoned or timeout session but keep the events logs.
100.230.00	Kiosk	compliance	Must	Captured biometrics shall be in line with the Authority's best practice guidelines as laid out in document S002.
100.240.00	Kiosk	usability	Must	The solution shall provide the applicant with visual instructions for each step of the enrolment process.
100.250.00	Kiosk	usability	Must	The kiosk instructions shall be available in plain simple English.
100.260.00	Kiosk	usability	Should	The kiosk shall allow an applicant to change the language of instruction.
100.270.00	Kiosk	usability	Should	The kiosk shall allow up to five languages as defined by the Authority.
100.280.00	Kiosk	identification	Must	The kiosk shall read & validate the data from the travel document chip.
100.290.00	Kiosk	compliance	Must	The kiosk shall discreetly perform Passive Authentication (PA) on the travel document against the provided Authority's Master List to ensure validity.
100.300.00	Kiosk	Analysis	Must	The kiosk shall record the outcome of Passive Authentication (PA) check (success, fail, error or exception).
100.310.00	Kiosk	Analysis	Should	The solution solution shall ensure 97.5% Passive Authentication (PA) pass rate
100.320.00	Kiosk	enrolment	Must	The solution shall capture facial image
100.330.00	Kiosk	compliance	Must	The solution shall provide a facial image for the enrolment that complies with ICAO standards
100.340.00	Kiosk	compliance	Must	The solution shall provide a facial image for the enrolment that complies with HOB Standards as laid out in S001.
100.350.00	Kiosk	enrolment	Must	The solution shall verify that the travel document chip and photo match one another, as well as the applicant's live-captured image matches with the travel document chip and photo.
100.360.00	Kiosk	Analysis	Must	The solution shall record the outcome of face verifications
100.370.00	Kiosk	Analysis	Should	The solution shall record the number of attempts to achieve a face match.
100.380.00	Kiosk	compliance	Must	The solution shall discreetly perform presentation attack checks whilst capturing the face image.
100.420.00	Kiosk	enrolment	Must	The solution shall capture fingerprints of the applicant

100.430.00	Kiosk	compliance	Must	The solution shall capture fingerprints images that comply with HOB Standards as laid out in S001.
100.440.00	Kiosk	enrolment	Must	The solution shall capture an applicant's fingerprints using the 4-4-2 method.
100.450.00	Kiosk	compliance	Should	The solution shall allow the applicant to mark any finger positions as damaged or amputated.
100.460.00	Kiosk	compliance	Must	The solution shall assess the quality of the captured fingerprints using NFIQ2 and provide feedback to the applicant.
100.470.00	Kiosk	usability	Must	If the NFIQ2 score of any finger is less than 20%, The solution shall ask the applicant to recapture.
100.480.00	Kiosk	usability	Must	If after a configurable number of attempts it has not been possible to capture all fingers with a 20% quality score, the solution shall allow the enrolment to continue and accept the best quality capture.
100.490.00	Kiosk	usability	Must	The solution shall capture at least 80% of fingerprints that have an NFIQ2 score of 50% or above.
100.500.00	Kiosk	Analysis	Should	The solution shall record the number of attempts to capture a set of fingerprints.
100.510.00	Kiosk	compliance	Must	The solution shall store and capture data according to the Authority's security standards. Reference documents: Annex 1, Call Off Schedule 26 , Call Off Schedule 9
100.515.00	Kiosk	Analysis	Must	The solution provider shall provide data according to the data format to be defined by the Authority. Reference documents: Annex 1, Call Off Schedule 26 , Call Off Schedule 9
100.520.00	Kiosk	compliance	Must	The solution provider must fully comply with data protection legislation
100.525.00	Kiosk	compliance	Must	The solution provider shall use the secure data transfer mechanism provided by the Authority. Reference documents: Annex 1, Call Off Schedule 26 , Call Off Schedule 9
100.530.00	Kiosk	compliance	Must	The solution provider shall destroy all the captured data at the end of the pilot and provide a data destruction certificate. The certificate shall be a CPA assured disk erasure produce such as https://www.ncsc.gov.uk/products/blancco-drive-eraser-6
100.540.00	Kiosk	compliance	Must	The supplier shall delete all relevant data upon the Authority's request
100.550.00	Kiosk	compliance	Must	The supplier shall provide assurance of the solution's security credentials (ideally a CHECK config review to assure malware, access, and exfiltration-prevention controls). Reference documents: Annex 1, Call Off Schedule 26 , Call Off Schedule 9
100.560.00	Kiosk	usability	Must	The supplier shall ensure all the requirements are met before going live with the Pilot.
100.570.00	Kiosk	usability	Must	The kiosk overall dimensions should be agreed by the Authority and must not exceed the following dimensions: 1.23m in depth, 3m length 2.1m height.

100.580.00	Kiosk	usability	Must	The supplier shall install four kiosks in South East England and Midlands for minimum initial term of three months.
100.590.00	Kiosk	enrolment	Must	The kiosk provider shall provide wireless network connectivity
100.610.00	Kiosk	usability	Must	The solution provider shall install and patch software and hardware during a period of the time pre-agreed with the Authority.
100.620.00	Kiosk	Analysis	Must	The solution provider shall be able to configure threshold and configuration settings for the solution
100.630.00	Kiosk	Analysis	Must	The solution provider shall change thresholds and configuration settings at point agreed with the Authority.
100.640.00	Kiosk	usability	Must	The solution provider shall ensure maintenance of the biometric devices to comply with the enrolment quality specified by the authority
100.645.00	Kiosk	usability	Must	The solution provider is responsible for the upkeep the maintenance and manage security of the solution Reference documents: Annex 1, Call Off Schedule 26 , Call Off Schedule 9
100.650.00	Kiosk	usability	Must	The solution provider is responsible for the upkeep the solution according to the relevant H&S regulations
100.670.00	Kiosk	usability	Must	The solution process shall be user friendly and accessible to all applicants regardless of applicant's technical know-how
100.680.00	Kiosk	usability	Must	The solution shall provide adequate level of privacy for an applicant to be comfortable while enrolling their biometric and biographic details
100.690.00	Kiosk	compliance	Should	The live solution shall have a mechanism in place to ensure face, fingerprint and travel document data including chip are of the same applicant and all are linked with the UAN provided by the applicant.
100.700.00	Kiosk	compliance	Should	The live solution shall have demonstrable confidence indicators to ensure that face and fingerprints are bound together along with the travel document to the same one applicant.
100.710.00	Kiosk	compliance	Should	The solution shall record the video footage of the enrolment session
100.720.00	Kiosk	Analysis	Must	The solution shall capture all failed enrolment including initiation attempts with the unique transaction ID
100.730.00	Kiosk	Compliance	Must	The solution must ensure to adhere to the Authority's equality policy as laid out in in the Equality and Diversity pages on GOV.UK https://www.gov.uk/government/organisations/home-office/about/equality-and-diversity
120.010.00	PAD Testing	Analysis	Must	The solution shall record the outcome of the face PAD assessment as an auxiliary data set from the enrolment.
120.020.00	PAD Testing	Analysis	Must	The supplier shall use PAD to achieve detection of genuine faces presented with an error rate of less than 5% (BPCER) at commencement of the Pilot

120.025.00	PAD Testing	Analysis	Should	The supplier shall use PAD to work towards achieving detection of genuine faces presented with an error rate of less than 1% (BPCER) during the Pilot.
120.060.00	PAD Testing	Analysis	Must	The supplier shall use PAD to work towards achieving detection of Level A fraudulent faces presented with an acceptable error rate of a 0% (APCER) during the Pilot.
120.070.00	PAD Testing	Analysis	Must	The supplier shall use PAD to work towards achieving detection of Level B fraudulent faces presented with an acceptable error rate of a 0% (APCER) during the Pilot.
120.080.00	PAD Testing	Analysis	Must	The supplier shall use PAD to work towards achieving detection of Level C fraudulent faces presented with an acceptable error rate of less than 5% (APCER) during the Pilot.
120.055.00	PAD Testing	Analysis	Should	The supplier shall use PAD to achieve detection of genuine fingerprints presented with an error rate of less than 5% (BPCER) at commencement of the Pilot.
120.057.00	PAD Testing	Analysis	Could	The supplier shall use PAD to work towards achieving detection of genuine fingerprints presented with a 1% error rate (BPCER) during the Pilot.
120.030.00	PAD Testing	Analysis	Should	The supplier shall use PAD to work towards achieving detection of level A fraudulent fingerprints presented with an acceptable error rate of a 0% (APCER) during the Pilot.
120.040.00	PAD Testing	Analysis	Should	The supplier shall use PAD to effectively defend against level B fraudulent fingerprints presented to the device (APCER).
120.050.00	PAD Testing	Analysis	Should	The supplier shall use PAD to effectively defend against level C fraudulent fingerprints presented to the device (APCER).
120.090.00	PAD Testing	Test	Must	Face PAD testing shall comply with the BS ISO/IEC 30107 standards
120.100.00	PAD Testing	Test	Must	Fingerprint PAD solution shall comply with BS ISO/IEC 30107 standards
120.120.00	PAD Testing	Analysis	Must	The solution shall record the PAD decision (presentation attack detected/not detected)
120.130.00	PAD Testing	Analysis	Should	The solution shall record the PAD decision score
120.140.00	PAD Testing	Analysis	Must	The PAD solution provider shall provide data according to the data format to be defined by the Authority.
120.150.00	PAD Testing	Test	Must	The solution shall identify if there is tampering with the chip within the travel document
120.160.00	PAD Testing	Test	Must	The solution shall identify if there is tampering with photo within the travel document
120.170.00	PAD Testing	Test	Should	The solution shall identify if there is tampering with the security features within the travel document
120.180.00	PAD Testing	Test	Must	The solution provider shall discreetly perform Passive Authentication (PA) on travel document

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				according to standards to be defined by the Authority.
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Annex 1 (Template Statement of Work)

1 Statement of Works (SOW) Details

Upon execution, this SOW forms part of the Call-Off Contract (reference below).

The Parties will execute a SOW for each set of Buyer Deliverables required. Any ad-hoc Deliverables requirements are to be treated as individual requirements in their own right and the Parties should execute a separate SOW in respect of each, or alternatively agree a Variation to an existing SOW.

All SOWs must fall within the Specification and provisions of the Call-Off Contract.

The details set out within this SOW apply only in relation to the Deliverables detailed herein and will not apply to any other SOWs executed or to be executed under this Call-Off Contract, unless otherwise agreed by the Parties in writing.

Date of SOW:

SOW Title:

SOW Reference:

Call-Off Contract Reference: C23226

Buyer:

Supplier:

SOW Start Date:

SOW End Date:

Duration of SOW:

Key Personnel (Buyer):

Key Personnel (Supplier):

Subcontractors:

2 Call-Off Contract Specification – Deliverables Context

SOW Deliverables Background:

Delivery phase(s):

Overview of Requirement:

Buyer Requirements:

Milestones:

Delivery Plan:

Dependencies:

Supplier Resource Plan:

Security Applicable to SOW:

The Supplier confirms that all Supplier Staff working on Buyer Sites and on Buyer Systems and Deliverables, have completed Supplier Staff Vetting in accordance with Paragraph 6 (Security of Supplier Staff) of Part B – Annex 1 (Baseline Security Requirements) of Call-Off Schedule 9 (Security).

Cyber Essentials Scheme:

The Buyer requires the Supplier to have and maintain a **[Cyber Essentials Certificate][OR Cyber Essentials Plus Certificate]** for the work undertaken under this SOW, in accordance with Call-Off Schedule 26 (Cyber Essentials Scheme).

SOW Standards:

[Insert] any specific Standards applicable to this SOW (check Annex 3 of Framework Schedule 6 (Order Form Template, SOW Template and Call-Off Schedules))

Performance Management:

[Insert] details of Material KPIs that have a material impact on Contract performance]

Material KPIs	Target	Measured by

[Insert] Service Levels and/or KPIs – See Call-Off Schedule 14 (Service Levels and Balanced Scorecard]

Additional Requirements:

Annex 1 – Where Annex 1 of Joint Schedule 11 (Processing Data) in the Call-Off Contract does not accurately reflect the data Processor / Controller arrangements applicable to this Statement of Work, the Parties shall comply with the revised Annex 1 attached to this Statement of Work.

Key Supplier Staff:

Key Role	Key Staff	Contract Details	Employment / Engagement Route (incl. inside/outside IR35)

[**Indicate:** whether there is any requirement to issue a Status Determination Statement]

SOW Reporting Requirements:

Suppliers will be required to report regularly on the progress as agreed as part of the individual Statements of Work. The reporting frequency is subject to change dependent upon progress and the future requirements as each phase is worked through in accordance with the original project plan.

3 Charges

Call Off Contract Charges:

The applicable charging method(s) for this SOW is:

- Fixed Price

The estimated maximum value of this SOW (irrespective of the selected charging method) is £

Rate Cards Applicable:

Reimbursable Expenses:

4 Signatures and Approvals

Agreement of this SOW

BY SIGNING this Statement of Work, the Parties agree that it shall be incorporated into Appendix 1 of the Order Form and incorporated into the Call-Off Contract and be legally binding on the Parties:

For and on behalf of the Supplier

Name:

Title:

Date:

Signature:

For and on behalf of the Buyer

Name:

Title:

Date:

Signature:

Annex 1

Data Processing

Prior to the execution of this Statement of Work, the Parties shall review Annex 1 of Joint Schedule 11 (Processing Data) and if the contents of Annex 1 does not adequately cover the Processor / Controller arrangements covered by this Statement of Work, Annex 1 shall be amended as set out below and the following table shall apply to the Processing activities undertaken under this Statement of Work only:

Description	Details
Identity of Controller for each Category of Personal Data	<p>The Relevant Authority is Controller and the Supplier is Processor</p> <p>The Parties acknowledge that in accordance with paragraph 2 to paragraph 15 and for the purposes of the Data Protection Legislation, the Relevant Authority (Home Office) is the Controller and the Supplier is the Processor of the following Personal Data:</p> <ul style="list-style-type: none"> • The scope of Personal Data for which the purposes and means of the Processing by the Supplier is the collection of self-enrolment biometric data with some limited associated biographic fields. <p>The Supplier is Controller and the Relevant Authority is Processor</p> <p>The Parties acknowledge that for the purposes of the Data Protection Legislation, the Supplier is the Controller and the Relevant Authority is the Processor in accordance with paragraph 2 to paragraph 15 of the following Personal Data:</p> <p>No Personal Data is return from the Relevant Authority and the Supplier.</p> <p>The Parties are Joint Controllers</p> <p>The Parties acknowledge that they are Joint Controllers for the purposes of the Data Protection Legislation in respect of:</p> <ul style="list-style-type: none"> • The transfer of self-enrolment data and associated biographics data Personal Data is determined by both Parties together <p>The Parties are Independent Controllers of Personal Data</p> <p>The Parties acknowledge that they are Independent Controllers for the purposes of the Data Protection Legislation in respect of:</p> <ul style="list-style-type: none"> • Business contact details of Supplier Personnel for which the Supplier is the Controller, • Business contact details of any directors, officers, employees, agents, consultants and contractors of Relevant Authority (excluding the Supplier Personnel) engaged in the performance of the Relevant Authority's duties under the Contract) for which the Relevant Authority is the Controller, • The Supplier does not independently control aby of the data.

Duration of the Processing	The duration of the processing is a minimum of three months from the start of the pilot. The earliest start date is in January 2023. Depending on the outcome of the pilot. The kiosk may be made available for up to twelve months from the start of the pilot.
Nature and purposes of the Processing	<p>The nature of the Processing is to collect biometrics data with an existing process and interface. In addition, transaction data will be collected to assist in the analysis and suitability of the trial. The data for analysis is timestamp and values returned from security assessment algorithms. The algorithms include the validity of a travel document, the validity of face image captured, the validity and fingerprint images captured and the validity of the biometric matching a person's identity.</p> <p>The purpose of the Processing is to collect self-enrolment data from applicants visiting a Home Office site so as to assess the suitability and capability of a self-enrolment kiosk for general deployment. The insight gained during the pilot will feed back into the pilot to improve the kiosk.</p> <p>The data is collected and stored on a supplier kiosk. The supplier will upload the data [REDACTED]. The supplier will delete the data from the kiosk when confirmation has been received from the Home Office.</p> <p>The data will be downloaded [REDACTED] by the Relevant Authority. The Relevant Authority will then load the biometric data into IABS using a standard batch interface. Transaction data will be loaded to POISE (the internal Home Office network).</p>
Type of Personal Data	<p>Biometric data– face and fingerprints.</p> <p>Biographic data associated with the biometric data – name, nationality, passport number, age</p>
Categories of Data Subject	Customers who come to Home Office to enrol biometrics. Those customers who do self-enrolment will on a voluntary basis. Customer volunteers will be targeted to meet a representative broad range of demographic profiles suitable for pilot analysis.
Plan for return and destruction of the data once the Processing is complete UNLESS requirement under Union or Member State law to preserve that type of data	<p>After the Relevant Authority load the self-enrolment biometric data in [REDACTED] the biometric data will be stored there and separately identifiable for the regular enrolments. It will be stored only for as long as is needed to determine the outcome of the trial.</p> <p>Transactional data is anonymous. It is not possible to identify individuals directly from the data. It will be stored on POISE and be available to evidence the outcome of the trial.</p> <p>Data of individual customers can be identified and deleted on request. Biometric data will be deleted twelve months from the completion of the trial.</p> <p>Data [REDACTED] will be deleted on a regular basis after it has been confirmed the data has been successfully transferred and stored in Home Office systems.</p> <p>There are no plans to delete transactional data.</p>

