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## 1. PURPOSE

- 1.1 The General Registry Office require electronic access to GRO Indexes for the purpose of processing applications for birth, death, civil partnerships and marriage certificates.

## 2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 The GRO became part of Her Majesty's Passport Office on 1<sup>st</sup> April 2008.
- 2.2 Her Majesty's Passport Office delivers the following services:
- 2.2.1 Provides passport services for British nationals residing in the UK and, in association with the Foreign and Commonwealth Office, to those residing overseas.
- 2.2.2 It administers civil registration in England and Wales.

## 3. BACKGROUND TO REQUIREMENT

- 3.1 1.3 million Applications for certificates are produced per annum. Therefore, the GRO require access to online indexes of Births, Deaths and Marriages to enable the processing of certificate applications from the public.
- 3.2 The GRO have access to the hard copy data but due to the time constraints of accessing the hardcopy data the GRO are looking for a license to allow them to access the digitalised data remotely.

## 4. SCOPE OF THE REQUIREMENT

- 4.1 The GRO are inviting bids from suppliers who have digitalised the GRO Birth and Death Indexes 1837 – 2006 and GRO Marriage Indexes 1837 – 2005.
- 4.2 The contract is required to be in place for a 1 year period commencing on the 30<sup>th</sup> July 2016 with the option to extend for a further 1 year period.
- 4.3 GRO are inviting suppliers to bid to provide a license for corporate access allowing multiple users across GRO via desk top pc's with internet access between the hours of;
- 4.3.1 07:00 – 22:00 Monday to Friday (inclusive of Bank Holidays).
- 4.3.2 08:00 – 17:00 Saturday.
- 4.3.3 08:00 – 17:00 Sunday.
- 4.4 GRO may require corporate access allowing multiple users at other HMPO sites if required. Access to the following records would be required;
- 4.4.1 GRO Birth and Death Indexes 1837 – 2006.
- 4.4.2 GRO Marriage Indexes 1837 – 2005.
- 4.5 GRO are inviting suppliers to bid for an appropriate licence that would allow approximately 60,000 searches per month with access being made available to approximately 50 concurrent users.



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- 4.6 GRO require there to be flexible mechanism in place to react to both increases and decreases in usage. Therefore, pricing is requested on a per search basis.
- 4.6.1 Pricing is requested for each of the following range of searches per month:
- a) Up to 40,000 searches
  - b) 40,001-50,000 searches
  - c) 50,001-60,000 searches
  - d) 60,001 – 70,000 searches
  - e) 70,000 plus searches
- 4.6.2 Potential Providers should note that search volumes used in the Pricing evaluation are for evaluation purposes only and there is no commitment to these volumes.
- 4.6.3 The price evaluation of this requirement will be based on the following mechanism:
- a) Annual search charges calculated as follows:
    - i. 50 users
    - ii. 3 months at up to 40,000 searches
    - iii. 3 months at 50,000 searches
    - iv. 3 months at 60,000 searches
    - v. 3 months at 70,000 searches
  - b) And the annual service charge cost (if applicable)
- 4.7 Suppliers must detail the minimum requirements for access to their solution and any other constraints (for example, whether temporary files need to be downloaded, cookies need to be retained, browser requires additional plug ins or add ons, etc).
- 4.8 Suppliers please note, HMPO currently use Windows 7 with internet explorer 8 browser across its desktop environment. Please detail any issues that the current desktop build may cause
- 4.9 Suppliers should detail any bandwidth requirements or estimates for searches and image display with expected response times.
- 4.10 Suppliers should propose a solution that ensures access can be restricted to certain IP addresses. Where shared login details are proposed, please detail any issues or constraints that may be experienced.
- 4.11 The successful solution will be subject to functional and non-functional testing before final acceptance.



## 5. AUTHORITY'S RESPONSIBILITIES

- 5.1 Timely payment via an authorised purchase order following award of contract

## 6. REPORTING

- 6.1 During the period of the contract it is expected that the successful supplier will supply the following information through an online portal and/or reports:

### 6.1.1 Monthly

- Number of searches made per month
- User Access Reports (To see who is using the service and when)

### 6.1.2 Quarterly

- Number of searches made per month
- User Access Reports (To see who is using the service and when).

## 7. VOLUMES

- 7.1 Approximately up to 60,000 per month

## 8. CONTINUOUS IMPROVEMENT

- 8.1 Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

## 9. PRICE

- 9.1 Prices are to be submitted via the e-Sourcing Suite by completing and attaching the Appendix E excluding VAT.

## 10. SERVICE LEVELS AND PERFORMANCE

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

- 10.1.1 Access to the electronic index should be available between the following hours;

10.1.1.1 Monday – Friday 07:00 – 22:00 (inclusive of Bank Holidays)

10.1.1.2 Saturday 08:00 – 17:00

10.1.1.3 Sunday 08:00 – 17:00

- 10.2 The Authority would require 5 working days notification of any technical upgrades

- 10.3 The Authority would require 5 working days notification of any maintenance windows



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10.4 The Authority requires a flexible mechanism in place to react to both increases and decreases in usage.

10.5 During the period of the contract it is expected that the successful supplier will supply the following information through an online portal and/or reports:

10.5.1 **Monthly**

- Number of searches made per month
- User Access Reports (To see who is using the service and when)

10.5.2 **Quarterly**

- Number of searches made per month
- User Access Reports (To see who is using the service and when.)

**11. PAYMENT**

11.1 In order to achieve complete automation of the Procure to pay process, payment can only be made for services rendered, interim payments will not be considered.

11.2 Suppliers should take this into consideration when outlining their costs and payment terms.

11.3 Payment will be made upon successful delivery of the services required.

11.4 Each invoice MUST state a valid purchase order number as issued by the Contracting Authority.

11.5 Each invoice should list an elemental breakdown of services supplied.

11.6 Payment will be made 30 days following receipt of a correctly submitted invoice.

11.7 It is expected that the winning bidder will provide e-invoicing where invoices anticipated per month are greater than 10. The winning bidder will also be required to provide an

11.8 Electronic catalogue to support e-invoicing/regular requirements where applicable.

11.9 All electronic invoices should be sent directly to the accounts payables team at: Post-room re-scan@homeoffice.gsi.gov.uk

11.10 All paper based invoices should be submitted for the attention of Accounts Payable at the following address(s):

11.10.1 Home Office Shared Service Centre

PO Box 5015

Newport

Gwent



NP20 9BB

Tel: 01633 581644

E: post-room re-scan@homeoffice.gsi.gov.uk

9.11 Payment can only be made following satisfactory delivery of pre-agreed certified Products and deliverables.

9.12 Before payment can be considered, each invoice must include a detailed elemental Breakdown of work completed and the associated costs.

**12. ADDITIONAL INFORMATION**

12.1 Suppliers must provide a point of contact for problem resolution.

**13. LOCATION**

13.1 The location of the Services will be carried out at the

General Register Office,  
Smedley Hydro,  
Trafalgar Road,  
Birkdale,  
Southport,  
PR8 2HH