**APPENDIX B**

**SERVICE DESCRIPTION**

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# INTRODUCTION

## The Home Office (Including UKVI & HM Passport Service) require a catalogue of small office machines products.

# PURPOSE

## The purpose of this procurement is to establish a catalogue of common small office machines for purchase by Home Office staff. The Home Office will award this contract to a single winning Supplier for a period of 3 years.

# background to the authority

## The Home Office is a central department of the UK Government with responsibility for a number of areas including Policing and Immigration.

# Background to requirement/OVERVIEW of requirement

## The Home Office requires a catalogue of small office machines for upload to the I-Procurement online catalogue. The aim is to reduce the time and cost associated with the purchase of common office machinery. The Crown Commercial Service has been employed to run this sourcing event on behalf of the Home Office. This sourcing exercise will be run under the CCS Purchase of services T&C’s (Appendix C).

# scope of requirement

## The winning Supplier must be able to provide a machine which satisfies each of the requirements as set out in Appendix F.

## The wining supplier must agree to work with Crown Commercial Service to maintain the catalogue for the full 3 year term of the contract.

## Where applicable; compatibility with both PC & Mac operating systems shall be required.

## The winning Supplier will be required to provide a free manufacturer’s warranty of at least 12 months in length for each product from the date of purchase.

## The winning Supplier will be expected to deliver the full order in a period of no more than 3 weeks (15 business days) of the Purchase Order date. Where delivery cannot be made with the agreed time frame the customer shall be informed to expect a delay within 1 working day of the Supplier becoming aware.

## In instances where faulty goods are supplied the winning Supplier will be required to accept returns of those goods. The winning Supplier shall be required to provide either a like for like or equivalent replacement, or a full refund at no additional cost to the Home Office.

## The winning Supplier will be required to provide delivery of each order under this contract to the stated Home Office site at no additional cost.

## The winning Supplier will be required to provide fixed prices for 12 month periods with a review after each 12 month period.

# service levels and performance

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

### Monitoring the availability of products ordered via the catalogue as set out in Clause 5.4.

### Monitoring the Supplier’s attainment of delivery targets set out in Clause 5.4. SLA – 98% delivery within agreed time frame.

### Monitoring the volume of products returned to the Supplier due to the product being faulty or damaged. Clause 5.5 refers. SLA – 99% of products are free of damage

# Additional Requirements

## Payment for goods purchased will be made by way of a Purchase Order. The successful Supplier will also be required to forward an invoice to the Home Office Shared Services Centre, HO Box 5015, Newport, NP20 9BB for payment.

## Prices should be inclusive of expenses and exclusive of VAT.

## A dedicated point of contact should be provided to support the delivery of this contract. Appropriate contingency plans should be in place to cover absence and/or staff movement at the supplier.

## Management information (MI) will be made available by the winning supplier upon request from the Authority or Crown Commercial Service.

# Location

## The catalogue of goods and prices available under this agreement will be uploaded to the Home Office online procurement platform. Upon an order being placed the item is to be distributed to the address specified on the Purchase Order.

# Securiy Requirements

## Delivery Drivers will be required to have photographic ID.

# Payment Process

## Payment for goods purchased will be made by way of a purchase order. The successful Supplier will also be required to forward an invoice to the Home Office Shared Services Centre, HO Box 5015, Newport, NP20 9BB for payment.