

APPENDIX B
SERVICE DESCRIPTION

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1. INTRODUCTION

- 1.1. Her Majesty's Passport Office (HM Passport Office / HMPO) is the sole issuer of UK passports and is responsible for civil registration services through the General Register Office.
- 1.2. HM Passport Office provides passports for British citizens and passport verification services, issuing passports to citizens of the United Kingdom on behalf of the Crown and is more recognisable as the official government service to British Citizens at home and abroad.

2. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 2.1. Since 2006 Passport Readers have been installed in all 7 passport offices namely: Glasgow, Belfast, Durham, Liverpool, Peterborough, Newport and London.
- 2.2. Technology has evolved and the open market now has the provision of an App that can read chip-enabled passports. HM Passport Office wishes to utilise this as part of the review of the current service provision. HM Passport Office does not wish to be constrained by the existing capability and are looking for an innovative solution to their requirements.
- 2.3. HM Passport Office would favour a solution based on tablet devices and publicly available applications (Apps) that utilise Near Field Communication (NFC) - for example a UK Passport Reader App and an NFC Passport Reader App. However, similarly innovative variant solutions will also be considered.

3. SCOPE OF REQUIREMENT

- 3.1. HM Passport Office requires provision of the following items and service to equip its 7 major offices with a chip-enabled passport reading service for an initial period of 3 years.
- 3.2. As indicated above the requirement is for the supply/maintenance and repair of Tablet devices with suitable Apps already uploaded and usable for the purposes of this requirement only.
- 3.3. The provision of a secure solution (possibly similar to Kensington Locks) will be required to ensure the Tablet remain in-situ within the public areas, fixed to the walls for the avoidance of theft.

4. SUPPLY

- 4.1. The table below indicates the number tablets required in each of the 7 locations. The tablets must come with the Apps indicated pre-installed:

Location	No. of Tablets required	Size of Tablet
Belfast HM Passport Office	1	10inch
Durham HM Passport Office	1	10inch
Glasgow HM Passport Office	1	10inch
Liverpool HM Passport Office	1	10inch
London HM Passport Office	2	10inch



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Newport HM Passport Office	1	10inch
Peterborough HM Passport Office	1	10inch

- 4.2. The tablets are required to be delivered / installed on or before the 5th October 2015. They must be fully operational across all locations by 30th November 2015.
- 4.3. The Tablets should be delivered to the 7 major offices during their standard opening hours. Please see section 13 for the office locations and operating hours.
- 4.4. The Tablets shall be located in the public counter areas fixed to the wall within each of the 7 offices. It is expected that the appointed Supplier will carry out the work required to fix the tablets and will provide suitable protective casings / secure locks, as is necessary.
- 4.5. There should be a one Tablet in each of the 7 offices with the exception of the London office, which requires two tablets.

5. MAINTENANCE / REPAIR

- 5.1. The overall maintenance of the Tablets is required to take place on a rolling 6 monthly basis, during the contract period.
- 5.2. Call out for repair to the tablets need to be completed within 48 hours to allow continuity of service at each location.
- 5.3. The appointed Supplier is required to provide a helpdesk support function/point of contact between 0900 and 1700 hours, Mondays to Fridays, in order to ensure all issues are logged and resolved within this timeframe.
- 5.4. The Supplier must provide a single point of contact that HMPO can approach when call out for repair is needed.
- 5.5. The Contract will operate in accordance with the following Maintenance Service Level Agreement:

Call out for repair	Response time
	Repair of existing tablet, or installation of replacement which has the same Apps installed, within 48 working hours of contact from HMPO.
Timings for routine maintenance	Response time
	The appointed Supplier is to arrange and agree the timings / dates of routine 6-monthly maintenance visits to each of the 7 office locations.
	Response time
Annual IT Health Check	The appointed Supplier is to arrange and agree the timings / dates of routine Annual ITHCs of the tablet device in line with HM Passport office requirements, at annual intervals. Para 11.13 of this document refers.

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6. APP TO BE INSTALLED ON EACH TABLET

- 6.1. The Tablets with the uploaded App must be capable of successfully reading the biometric and biographic data on a UK chip-enabled passport and displaying this data to the customer.
- 6.2. The data (all contained within the chip in each passport) that must be displayed consists of:
- (a) Picture;
 - (b) Name;
 - (c) Date of birth;
 - (d) Date of passport expiry;
 - (e) Passport number
 - (f) Gender.
- 6.3. The Tablet solution should include the capability to inform the customer how to use the service.
- 6.4. The Tablets must have a minimum screen size of 10 inches.
- 6.5. The Tablets must have the capability to vary the size of the on-screen display.
- 6.6. The solution should have the capability to provide an on-screen response (positive i.e. display of data or negative i.e. error reading chip) to the customer within 20 seconds.
- 6.7. The Tablets must have the capability to handle an overall volume of approximately 15,000 successful reads per annum, (volumes will vary by location).
- 6.8. During operation the device should read data from a single passport only. The device should not be capable of reading multiple passports data during a single application.
- 6.9. The requirement should be self-service so that customers are able to operate the service without the assistance of HM Passport Office staff.
- 6.10. The solution should be capable of tracking usage. The statistics are to be delivered to HMPO on a monthly basis (see Section 8 Management Information and Reporting).
- 6.11. The potential provider will provide details of ISO accreditations applicable to the required equipment.

7. DATA PROTECTION

- 7.1. HM Passport Office must be able to ensure that personal data is managed in accordance with the Data Protection Act (DPA).
- 7.2. The Supplier must be able to ensure that personal data is managed in accordance with the Data Protection Act (DPA), and describe how this will be achieved.

8. MANAGEMENT INFORMATION / REPORTING

- 8.1. Tablet usage readings must be provided to HM Passport Office / Crown Commercial Service's Contract Manager on a monthly basis. The readings must be provided electronically via email. They must be in MS Word / Excel format – or any other suitable format agreed in advance by HMPO.
- 8.2. The usage report must at a minimum include the following:
- The number of successful reads – broken down by site, month and location;
 - The number of unsuccessful reads – broken down by site, month and location;
 - The number of call-out visits per month (if any), by location. With details of the reason for the call out; how long the Supplier took to get the tablet back into live operation – and whether a repair was made to the existing tablet, or if a replacement needed to be installed.
 - Annual usage report for all sites, which includes totals of the above variables together with details of servicing / routine maintenance that is undertaken on a six-monthly basis during the contract period.

9. VOLUMES

9.1. The Tablets must have the capacity to handle overall volumes of approximately 15,000 successful reads per annum. It should be noted that volumes differ significantly by location and month and that 15,000 successful reads may not constitute exactly 15,000 uses as some customers require multiple attempts in order to obtain a successful read.

9.2. The current solutions usage for 2014 was as follows:

HMPO PASSPORT READER TOTAL USAGE FOR 2014

Month	London	Durham	Liverpool	Peter borough	Glasgow	Newport	Belfast	Total
January	436	65	62	97	83	0	0	743
February	424	0	87	85	81	0	34	711
March	569	90	104	135	106	32	41	1077
April	689	164	89	98	109	6	56	1211
May	509	203	179	151	111	210	52	1415
June	328	23	207	190	96	206	62	1112
July	693	142	163	269	118	129	69	1583
August	1851	244	253	306	90	73	43	2860
September	686	54	132	136	102	56	42	1208
October	585	111	136	144	219	60	23	1278
November	340	60	53	139	29	41	22	684
December	364	58	89	40	31	46	30	658
Total	7474	1214	1554	1790	1175	859	474	14540
%	51	8	11	12	8	6	3	100
Average per month	623	101	130	149	98	72	40	1212
Error Reads chip/MRZ/System/N on UK Ppts	3058	549	654	661	757	286	213	6178
%	41	45	42	37	64	33	45	42

NB: No of Swipes do not equate to customer count as several swipe attempts could be undertaken by an individual before a correct reading is obtained.

10. ADDITIONAL SERVICE LEVELS AND PERFORMANCE REQUIREMENTS

- 10.1. Reporting/Data regarding the Service Level Agreement response times must be collated by the supplier and shared with HMPO and CCS' contract manager on a quarterly basis to aid in monitoring supplier performance. This must include; the number of call-out visits per month (if any), by location. With details of the reason for the call out; how long the Supplier took to get the tablet back into live operation – and whether a repair was made to the existing tablet, or if a replacement needed to be installed.
- 10.2. Reports (as described above) should be collated by the Supplier and shared with HMPO and CCS' Contract Manager on a monthly basis.

- 10.3. Quarterly review meetings will be held with the provider which would seek to identify improvements on the system capability and the overall service as a whole.
- 10.4. The potential provider will make available details of any ISO accreditations applicable to the required kit that they are able to provide.

11. SECURITY REQUIREMENTS

- 11.1. The tablet device must be locked to down to provide access only to the functionality of the passport reader application; all other services not directly involved in the provision of the service must be removed or disabled.
- 11.2. The supplier must ensure that any maintenance staff or those involved in the development of any custom applications used for the provision of the service are cleared to BPSS level.
- 11.3. The supplier must provide assurance in relation to the development/origin of the passport reader application. The supplier must warrant that HMPO has free and unencumbered usage of the Apps during the period of the contract and that HMPO runs no risk of any IPR breach.
- 11.4. The supplier must ensure that any external ports, for instance for the attachment/use of peripherals or removable media are disabled/not accessible. Similarly the power port must not be accessible.
- 11.5. The supplier must ensure that the tablet device does not have any access to the Internet. Wifi or any wireless communication (apart from NFC) must therefore be disabled. Where there is a requirement to have such connectivity, for instance, for the purposes of obtaining management information from the devices, this must have the appropriate access control and content protection enabled, to protect both the device and any data being transmitted.
- 11.6. Any server side components related to the provision of the service must be protected to ensure that only authorised staff have access.
- 11.7. The tablet devices must be configured in such a way that the NFC capability must only be able to communicate with the passport reader application.
- 11.8. The supplier must ensure that any data that is read by the passport reader application is not stored on the tablet device.
- 11.9. The supplier must ensure that the tablet device is physically secured to prevent/deter theft or tampering.
- 11.10. The supplier must ensure that the tablet device has encryption enabled in order to protect any residual data on the device.
- 11.11. The supplier must undertake an IT Health Check (ITHC) on a fully functional, representative build of the tablet device, using a scope and (ITHC) supplier that has been agreed with HM Passport Office.
- 11.12. The Supplier must produce a Remedial Action Plan (RAP) relating to the abovementioned ITHC using a format agreed with HM Passport Office.
- 11.13. The supplier will undertake subsequent ITHC's of the tablet device in line with HM Passport office requirements, at an interval of no greater than every 12 months.
- 11.14. The supplier must Author a proportionate Risk Management and Accreditation Document Set (RMADS) using a template supplied by the HM Passport Office.
- 11.15. The supplier will be responsible for on-going maintenance of the RMADS.

- 11.16. The tablet devices must be installed/deployed in such a way as to limit the chance of overlooking (of the screen) by third parties; this could be achieved through the use of a privacy filter.
- 11.17. The supplier must be certified in line with the Cabinet Office Cyber Essentials scheme or the scope of services being provided to the authority must be within the scope of ISO27001 certification.

12. PAYMENT AND INVOICING

- 12.1. The supplier should ensure all invoices are sent to:

Home Office Shared Service Centre
HO Box 5015
Newport, Gwent NP20 9BB
United Kingdom
Tel: 08450 100125
Fax: 01633 581514
Email: post-room-rescan@homeoffice.gsi.gov.uk

13. LOCATIONS

- 13.1. The location of the Services / Installation of devices will be carried out at:

1	<p>Belfast HM Passport Office, Ground Floor, Law Society House, 90 - 106 Victoria Street, Belfast, BT1 3GN</p> <p>Monday to Friday: 8.30am - 5.00pm Saturday: 8.30am - 3.00pm</p>
2	<p>Durham HM Passport Office, Millburngate House, Millburngate DH97 1PA</p> <p>Monday to Friday: 8.30am - 5.00pm Saturday: 9.00am - 3.00pm</p> <p>To note the Durham Office will be moving location to Freemans Reach, Durham during the middle of 2016.</p>
3	<p>Glasgow HM Passport Office, 3 Northgate, 96 Milton Street, Cowcaddens, Glasgow, G4 0BT</p> <p>Monday to Friday: 8.15am - 5.00pm Saturday: 9.00am - 3.00pm</p>
4	<p>Liverpool HM Passport Office,</p>



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	<p>101 Old Hall Street, Liverpool, L3 9BD</p> <p>Monday to Friday: 8.00am - 5.30pm. Saturday: 9.00am - 3.00pm.</p>
5	<p>London HM Passport Office, Globe House, 89 Eccleston Square, London, SW1V 1PN</p> <p>Monday to Friday: 7.45am - 9.00pm Saturday: 9.15am - 3.35pm.</p>
6	<p>Newport HM Passport Office, Nexus House, Mission Court, Newport, NP20 2DW</p> <p>Monday to Friday, 8am to 5:30pm Saturday 8am to 3:30pm</p>
7	<p>Peterborough HM Passport Office, Aragon Court, Northminster Road, Peterborough, PE1 1QG</p> <p>Monday to Friday 8.00am - 6.00pm. Saturday 8.00am - 3.00pm.</p>