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1. PURPOSE

- 1.1 The Home Office (HO) Police National Computer (PNC) has a requirement for the purchase of a microfiche scanner to replace an existing older machine and a hardware/software maintenance & servicing contract for two (2) microfiche scanners, and there is also a requirement for an existing older scanner to be serviced but not to form part of the maintenance contract.
- 1.2 Criminal justice agencies can request copies of old criminal convictions stored on microfiche to be sent electronically to them. This requires the microfiche jacket to be manually scanned and adjusted to get the best image to be sent. Since purchasing the new microfiche scanner in 2015 the PNC have had the ability to automatically scan microfiche jackets which has improved the speed of processing in addition to the manual scanning that is still necessary for some poor quality microfiche jackets.

2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 The Police National Computer (PNC) is the primary repository for the UK's criminal records. It is considered part of the 'critical national infrastructure,' and contains information about 11 million people who have been convicted, cautioned or arrested; 55 million vehicles; and driving-licence holders. The system has been built up over many years. The first installation of PNC went live in 1974 and since then it has been updated regularly to react to differing business requirements.

3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 The PNC have a requirement for the purchase of a new microfiche jacket scanner due to their existing scanner being over eleven (11) years old.
- 3.2 The existing scanner an OM 1500 was upgraded in 2015. Despite having the current version of scanning and quality assurance software it is still old machinery and the cameras are reflecting their age. The scanner is unfit for purpose.
- 3.3 The hardware/software maintenance & servicing package which is required for two (2) microfiche scanners is to cover the scanner purchased as part of this requirement and one other existing scanner to ensure they are kept in good working order.
- 3.4 Another existing OM 1100 scanner is required to be serviced as per the other two (2) scanners but not to form part of the maintenance package.

4. DEFINITIONS

Expression or Acronym	Definition
CCD	means Charge-Coupled Device.
Contracting Authority	means the legal entity which will be the promisee party to the contract.
Customer	means the individual (or their representative) who has requested the procurement and who has budgetary control.
HO	means Home Office..
IPM	means Images Per Minute

IPR	means Intellectual Property Rights.
ITT	means Invitation to Tender.
KPI	means Key Performance Indicator.
MI	means Management Information.
PDF	means a file format that has captured all the elements of a printed document as an electronic image that you can view, navigate, print, or forward to someone else. PDF files are created using Adobe Acrobat, Acrobat Capture, or similar products.
Potential Provider(s)	means those economic operator(s) which have expressed an interest and been invited to participate in the tender opportunity.
PNC	means Police National Computer.
Procurement Lead	means the CCS team member who has ownership for the task of delivering the Customers' requirement.
QA	means Quality Assurance.
Regulations	means The Public Contracts Regulations 2015.
SLA	means Service Level Agreement.
Supplier	means the Potential Provider whose tender has been accepted and who is to be awarded the contract.
TIFF	means Tag Image File Format.

5. SCOPE OF REQUIREMENT

- 5.1 The PNC have a requirement for the purchase of one (1) Microfiche Jacket Scanner, the specifications are defined in the requirements section.
- 5.2 The PNC requires a three (3) year contract for a hardware/software maintenance and servicing contract for two (2) Microfiche Scanners as detailed in the requirements section.
- 5.3 The PNC also requires an OM 1100 scanner to be serviced quarterly (3 months) as per the other scanners but is not to form part of the maintenance package.

6. THE REQUIREMENT

- 6.1 The PNC have a requirement for one (1) Microfiche Jacket Scanner with the following specifications:
 - 6.1.1 A heavy duty Microfiche Jacket Scanning Machine with all software.
 - 6.1.2 PC Workstation with Windows 7, scanning and quality assurance software (distributed) which can perform the same functions as pre-scan.

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- 6.1.3 Auto fiche Loader with the capability of 75 jacket capacity (including additional cartridges where appropriate) and manual load ability with the ability to use both Auto and Manual Load.
 - 6.1.4 Traditional scanning and Auto scanning, with the operator able to switch easily between Pre-scan for conventional scanning and Auto Scan.
 - 6.1.5 Scan Speed 200 images per minute (ipm).
 - 6.1.6 Separate Pre Scan camera for capture of pre-scan images.
 - 6.1.7 Intelligent/Presence Pre-scan and Frame recognition without set-up. Should only capture frames where images are located.
 - 6.1.8 Direct Optical path, no mirrors to distort image, auto focal length adjustment.
 - 6.1.9 Full speed TIFF output.
 - 6.1.10 Full speed image processing (i.e. crop, rotate deskew.)
 - 6.1.11 Title Bar Capture.
 - 6.1.12 Capable of processing mixed format in same batch (i.e. Diazo.)
 - 6.1.13 Jacket size – standard 105mm plus long jackets.
 - 6.1.14 CCD Array 8192 pixel.
 - 6.1.15 Software camera focus.
 - 6.1.16 Bundled Fibre Optic smoothlight technology.
 - 6.1.17 Film Reduction 4096x.
 - 6.1.18 One pass pre-scan – image location.
 - 6.1.19 The ability to re-size, crop and zoom in on images.
 - 6.1.20 The ability to lighten and darken as necessary to obtain the best quality images. The frames include handwritten, typewriter, carbon copy and telex type images sometimes on the same fiche.
 - 6.2 The delivery of the new Microfiche Jacket Scanner is required on or before the 31st August 2016.
 - 6.3 Onsite Training is required for two (2) members of staff, to include:
 - 6.3.1 Use of the Microfiche Scanner and QA Software.
 - 6.3.2 The training is required to take place on or before the 31st August 2016, but not prior to delivery of the newly procured Scanner.
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- 6.3.3 Removal / Disposal of existing scanner at no extra cost as per The Waste Electric and Electronic Equipment (WEEE) Regulations 2013 details below:
- 6.3.3.1 Make: Zeuschel
- 6.3.3.2 Model: OM 1550
- 6.4 The PNC requires a three (3) year contract for a hardware/software maintenance and servicing contract, as detailed below:
- 6.4.1 Servicing is required on a quarterly basis (3 months)
- (a) The timing of the servicing is to be agreed with PNC
- (b) A minimum of five (5) working days' notice is required by the authority.
- 6.4.2 Maintenance Cover is required for all components (Hardware & Software) to include recommended upgrades and any system updates & patches required.
- 6.4.3 All parts of the scanning machines and personal computers also require emergency breakdown cover.
- 6.4.3.1 The PNC will contact the supplier by telephone and/or email when a call out is required.
- 6.4.3.2 The qualified engineer is required to be on site within one (1) working day of the receipt of the request.
- 6.4.3.3 The fault is required to be rectified within three (3) working days of the engineer visit to site.
- 6.4.4 The service/maintenance support service will need to be provided on the Authority's premises during business hours (09:00 to 17:00hrs), Monday to Friday. The support service will not be required on Weekends or Bank Holidays.
- 6.4.4.1 The equipment should be maintained on site, if the equipment is required to be taken offsite the Authority are required to provide written approval.
- (a) The supplier is required to loan the Authority a replacement at no extra cost.
- 6.4.5 The engineers are required to be Zeuschel trained and qualified.
- 6.4.5.1 The engineers are required to hold SC Security Clearance.
- 6.4.6 The scanners that form part of the servicing/maintenance support contract are detailed below:
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- 6.4.6.1 One (1) new Microfiche Jacket Scanner and package including: personal computer, mouse, monitor and keyboard with all incumbent integral software as purchased and detailed above.
 - 6.4.6.2 One (1) x Zeutschel OM 1500 Microfiche Scanning Machine package with all incumbent integral software, details below:
 - (a) Serial number 59052
 - (b) Purchased in July 2015.
 - 6.4.6.3 One (1) x personal computer comprising of:
 - (a) One (1) x DELL mouse
 - (b) One (1) x DELL Monitor (Model No DELL P 2314H)
 - (c) One (1) X DELL Keyboard (Model No DELL KB 212V)
 - 6.4.6.4 Software:
 - (a) Windows 7 Ultimate
 - (b) Fast Film version 1:86:25
 - (c) Quantum Processing version 1:04:68
 - 6.5 The PNC require an OM 1100 scanner to be serviced as per the other scanners but it is not to form part of the maintenance contract, scanner details below:
 - 6.5.1 One (1) x Zeutschel OM 1100 Microfiche Scanning Machine with all incumbent integral software.
 - 6.5.1.1 Serial number 51939
 - 6.5.1.2 The service/maintenance package for this machine will be based on a 'best efforts' basis as there are limited parts available.
 - 6.5.1.3 The servicing is required to be completed at the same time as the other machines, which is on a quarterly basis (3 months). This service should be itemised on the invoice and paid for after the completion of each service.
 - 6.5.1.4 If the OM 1100 requires parts to be replaced, the authority will make a decision based upon the additional cost of the required parts.
 - (a) The parts required for fixes on-site will be agreed by both parties and itemised on the invoice.
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7. KEY MILESTONES

- 7.1 The Potential Provider should note the following project milestones that the Authority will measure the quality of delivery against:

Milestone	Description	Timeframe
1	Implementation of the new Microfiche Jacket Scanner.	On or before the 31st August 2016
2	Servicing of Scanners	Quarterly (3 months)
3	Training	On or before the 31st August 2016, but not prior to delivery of the newly procured Scanner
4	Maintenance/Emergency Call Outs – Engineer required on site	Within 1 working day of the call out
5	Faults rectified	Within 3 working days of the engineer visit

8. REPORTING

- 8.1 The Authority will require management information on a quarterly basis at no additional cost, detailing all the activity that has been provided by the supplier.

8.1.1 This report should detail the following information:

8.1.1.1 Details of each call out including the issue and fix required. Including the following:

- (a) Number of call outs, broken down between those that required a site visit and those that did not.
- (b) Number of call outs that were resolved within the three (3) working days SLA.
- (c) Number of call outs that were not resolved within the three (3) working days SLA.

9. CONTINUOUS IMPROVEMENT

- 9.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
- 9.2 The Supplier should present new ways of working to the Authority during Annual Contract review meetings.
- 9.3 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.

10. SUSTAINABILITY

- 10.1 Removal / Disposal of existing scanner at no extra cost as per The Waste Electric and Electronic Equipment (WEEE) Regulations 2013.

11. QUALITY

- 11.1 The engineers are required to be Zeuschel trained and qualified.
- 11.1.1 The engineers are required to hold SC Security Clearance.

12. PRICE

- 12.1 Prices should be submitted in pounds sterling inclusive of any expenses but should exclude VAT.
- 12.2 Potential Providers are required to complete the Pricing Matrix at Appendix E – Pricing Matrix via the e-sourcing suite.

13. STAFF AND CUSTOMER SERVICE

- 13.1 The Authority requires the Potential Provider to provide a sufficient level of resource throughout the duration of the Provision of Microfiche Scanner & Maintenance Contract in order to consistently deliver a quality service to all Parties.
- 13.2 Potential Provider's staff assigned to the Provision of Microfiche Scanner & Maintenance Contract shall have the relevant qualifications and experience to deliver the Contract.
- 13.3 The Potential Provider shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

14. SERVICE LEVELS AND PERFORMANCE

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

KPI/SLA	Service Area	KPI/SLA description	Target
#1	Delivery Timescales	Delivery of the scanner to be received and installed no later than the 31st August 2016	100%
#2	Training	Training to take place no later than the 31st August 2016, but not prior to delivery of the newly procured Scanner.	100%
#3	Quarterly Services	Quarterly services of the scanners to be completed on time	100%

#4	Call Outs	An engineer to attend site within one (1) working day of receipt of the request.	100%
#5	Faults	Faults to be rectified within three (3) working days of an engineer arriving on site.	95%
#6	Management Information (MI) data	Quarterly Report to be provided to the authority.	100%
#7	Contract Review meetings	Supplier to attend annual review meetings.	100%

14.2 Should a request for corrective maintenance not have been rectified as shown in the above table the following escalation procedure will apply:

Working Day One (1)	Working Day Two (2)	Working Day Three (3) - Working Day Ten (10)	Working Day Eleven (11)
Supplier to notify the Authority of the need to escalate the issue.	Supplier and Authority to agree a method of resolution.	Supplier to implement method of resolution.	If fault not rectified, supplier to replace the faulty equipment in its entirety with an equivalent.

15. SECURITY REQUIREMENTS

15.1 The Authority require the following information to be provided at least 24 hours in advance to gail.wollaston@homeoffice.pnn.police.uk

15.1.1 Visitor Name

15.1.2 Registration and Make/Model of their vehicle

15.2 Engineers attending the site are required to hold SC security clearance. Documentation must be provided as required.

16. PAYMENT

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

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

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- 16.3 Ordering will be by way of Home Office Purchase Order.
- 16.4 Purchase Order Numbers will be listed on all invoices.
- 16.5 Payment will be made upon receipt of an invoice quoting a valid Purchase Order Number.
- 16.6 All invoices are to be sent to:
- Shared Services Connected Limited
HO Accounts Payable
PO Box 5015
Newport
Gwent
NP20 9BB
- 16.7 Prices must be inclusive of expenses and exclusive of VAT.
- 16.8 PAYMENT MILESTONES**
- 16.8.1 The payment for the new scanner and the servicing/maintenance contract for this microfiche scanner and the other OM 1550 scanner will be paid for annually.
- 16.8.2 The payment for the training will be made upon successful completion of the training package.
- 16.8.3 The payment for the servicing of the OM 1100 will be made on successful completion of each service (every 3 months).
- 16.8.3.1 The parts required for fixes on-site will be agreed by both parties and itemised on the invoice.

17. LOCATION

- 17.1 The location of the Services will be carried out at the following address:
- Room G05
Microfiche Archives
Corporate Services
Home Office Technology (HOT)
HDC
Aerodrome Road
London
NW9 5JR