

**APPENDIX B**  
**SERVICE DESCRIPTION**

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## 1. INTRODUCTION

- 1.1 The General Register Office (GRO) is part of Her Majesty's Passport Office. GRO oversees the system of civil registration in England and Wales: it administers the marriage laws and secures the provision of an efficient and effective system for the registration of births, stillbirths, adoptions, civil partnerships, marriages and deaths.

## 2. PURPOSE

- 2.1 GRO require electronic access to GRO Indexes for the purpose of processing applications for birth, death, civil partnerships and marriage certificates.

## 3. BACKGROUND TO THE AUTHORITY

- 3.1 The General Register Office (GRO) became part of Her Majesty's Passport Office on 1 April 2008.
- 3.2 Her Majesty's Passport Office delivers the following services:
- 3.2.1 It provides passport services for British nationals residing in the UK and, in association with the Foreign and Commonwealth Office, to those residing overseas
- 3.2.2 It administers civil registration in England and Wales

## 4. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 4.1 Certificate Production process 1.3 million applications for certificates per annum. Therefore, GRO require access to online indexes of Births, Deaths and Marriages to enable the processing of certificate applications from the public.
- 4.2 The General Registry Office are inviting bids from suppliers who have digitalised the GRO Birth and Death Indexes 1837 – 2006 and GRO Marriage Indexes 1837 – 2005
- 4.3 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.

## 5. SCOPE OF REQUIREMENT

- 5.1 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 from the 30<sup>th</sup> July 2015 between the hours of:
- 5.1.1 07:00 – 22:00 Monday to Friday
- 5.1.2 08:00 – 17:00 Saturday.
- 5.2 Access to the following records would be required;
- 5.2.1 GRO Birth and Death Indexes 1837 – 2006
- 5.2.2 GRO Marriage Indexes 1837 – 2005
- 5.3 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 30 concurrent users.

5.4 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.

5.4.1 Pricing is requested for each of the following range of searches per month:

- a) 40,000-50,000 searches
- b) 50,001-60,000 searches
- c) 60,001-70,000 searches
- d) 70,000 plus

**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.**

5.4.2 For information, the price evaluation of this requirement will be based on the following mechanism:

- a) Annual search charges calculated as follows:
  - i. 3 months at 50,000 searches
  - ii. 6 months at 60,000 searches
  - iii. 3 months at 70,000 searches
- b) And the annual service charge cost (if applicable)

5.5 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).

5.6 Suppliers please note, HMPO currently use Windows XP with internet explorer 8 browser across the majority of its desktop environment and are planning to migrate to Windows 7 in the next 6 months. Please detail any issues that the current or future desktop build may cause.

5.7 Suppliers should detail any bandwidth requirements or estimates for searches and image display with expected response times.

5.8 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.

5.9 The successful solution will be subject to functional and non-functional testing before final acceptance.

## **6. SERVICE LEVELS AND PERFORMANCE**

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

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

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6.1.1.1 Monday – Friday 07:00 – 22:00

6.1.1.2 Saturday 08:00 – 17:00

6.2 The Authority would require a minimum notice period of 48hours of any technical upgrade that would require downtime of 3-5 hours.

6.3 The Authority would require a minimum notice period of 5 working days of any technical upgrade that would require downtime of 7hours or more.

6.4 The Authority would require a minimum notice period of 48hours of any maintenance windows that would require downtime of 3-5 hours.

6.5 The Authority would require a minimum notice period of 5 working days of any maintenance windows that would require downtime of 7hours or more.

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

6.7 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:

6.7.1 **Monthly**

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

6.7.2 **Quarterly**

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

**7. ADDITIONAL REQUIREMENTS**

7.1 Payment will be on a 6 monthly basis

7.2 On receipt of a Purchase Order, all invoices to go to:

Home Office Shared Service Centre  
HO Box 5015  
Newport  
Gwent  
NP20 9BB

Telephone: 08450 100125

Email: [post-room-rescan@homeoffice.gsi.gov.uk](mailto:post-room-rescan@homeoffice.gsi.gov.uk)

7.3 Payment will be within 30 days of receipt of a correct and valid invoice subject to the services having been provided to the satisfaction of the authority's Contract Manager. The standards for satisfactory delivery will include, but are not limited to, overall quality, presentation, timeliness and applicability to the authority.

7.4 Early notification of any changes to the system or processes to be made to the Authority.

7.5 Attendance in a face to face or telephone quarterly review meeting with the Authority.

**8. LOCATION**

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

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

**9. SECURITY REQUIREMENTS**

9.1 Audit / Access control requirements –

9.1.1 To monitor the usage against the 60,000 searches

9.1.2 What the users are looking at and how is that measured against what we have paid for.

9.1.3 To see who is using the service and when – User access reports