

APPENDIX B
SERVICE DESCRIPTION

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1. INTRODUCTION

- 1.1 The Home Office is inviting bids from suppliers to provide, install and maintain a Flexi Clock System at a new location for them in Salford, Greater Manchester.

2. PURPOSE

- 2.1 The provision, supply and maintenance of the required locally administered Flexi-Clock System will be necessary to enable staff working within the building to record their working and non-working time by clocking in and out of terminals located to the entrance of each floor within the building.

3. OVERVIEW OF REQUIREMENT

- 3.1 The Home Office operate a number of different Flexi Clock systems around the national estate. The Home Office is currently constructing a 'new build' project to replace an existing premises. The new build requires a flexi clock system which will replace the existing system currently installed in the building to be vacated in summer 2016.
- 3.2 The authority are looking also for an annual renewable maintenance contract with the new supplier for a period of 2 years + 1 + 1.
- 3.3 All equipment must be delivered and installed in line with the building construction programme, but at present, the installation will be required in late July 2016, with the system to be live by 1st August 2016.
- 3.4 The existing system is a HFX Wintime system and it will be necessary to extract the current user data from this system and import it into the new system.
- 3.5 The Flexi Clock system hardware will need to be delivered to the HO Office in Salford and configured to the electrical best practice standards.
- 3.6 The system must be able to work with the current Home Office RFID personnel identity cards.
- 3.7 Administration of the system and editing / viewing of the data, together with the extraction of Management reports must be possible within the local building.
- 3.8 Card readers and an Admin PC must be a part of the solution. CAT 6 UTP cabling and fused spur power outlets will be available at each card reader location.
- 3.9 The users must be able to check time balances and make amendments depending upon access rights preferably from a web browser on their corporate PC, or failing that from an additional PC (with the option for more access PCs) to the Admin PC, located elsewhere within the building.
- 3.10 All equipment must have an ongoing software and hardware maintenance contract in place.
- 3.11 The initial user population of the new building will be for 600 licences, but license costs both above and below this figure will be required for information.
- 3.12 The equipment will need to be installed within a pre-supplied rack (800 X 800 42u with equipment rails) within the Server room.
- 3.13 There will be no requirement for the supplier to provide cabling apart from to patch into existing CAT 6 UTP cabling within the building.

4. SCOPE OF REQUIREMENT

- 4.1 Provide a robust Flexi-Clock system capable of meeting the above requirements
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4.2 Provide and install:-

- 4.2.1 5 x Card Readers (Compatible with HO ID Cards)
- 4.2.2 1 x Admin PC
- 4.2.3 1 x User PC (With an option for more) if web browser access is not possible
- 4.2.4 License for 600 Users with option to increase or decrease this quantity at the outset and throughout the term of the support agreement. The scope to decrease or increase would be managed at the start of the contract and at each annual maintenance renewal. The cost for the increase/decrease will be used for information only at this stage.
- 4.2.5 An ongoing Maintenance and Support plan for all equipment and software to include as a minimum
 - a. A dedicated point of contact who will be available Monday – Friday 9:00am to 17:00pm (excluding Bank Holidays) via telephone should any problems arise.
 - b. An engineer on-site within 24 hrs of the initial call for repairs
 - c. Replacement of faulty items within 24 hours of an identified need
- 4.2.6 The system should as a minimum, replicate the functionality of the current system, which includes, but is not limited to:-
 - Add / Delete Users
 - Reflect different working patterns (including different and minimum duration lunch patterns)
 - Automatic updating of any public holidays
 - Updates due to staff absence with free text to be able to record the reasons for absence
 - Record the following variations:-
 1. Annual Leave – full and/or half day
 2. Flexi Leave – full and/or half day
 3. Sick Leave – full and/or half day
 4. Special leave – paid and unpaid, half or full day
 5. Sick Leave – Self certified and supported by doctors med cert.
 6. Appointments – Doctors, Dentist, Hospital, Optician and Physio
 7. Strike Action
 8. Working from Home
 9. Detached Duty
 10. Meeting outside the Office
 11. Travel Delay
 12. Travel Time
 13. Privilege Day
 14. Training and or Study Leave
 15. Forgot Flexi card
 16. Any other unspecified reasons not fitting into the above categories.

- 4.2.7 Training materials for end users
- 4.2.8 Personally delivered Administrator oriented training (Facilities will be made available for this purpose)
- 4.2.9 Import of the required existing data from the current system
- 4.3 Following the installation at the Authority's premises a meeting will take place at the Authority's request to discuss the service and issues. Should any issues arise the supplier will be expected to rectify them as part of the installation.

5. SERVICE LEVELS AND PERFORMANCE

- 5.1 The Authority will measure the quality of the Supplier's delivery by:
 - 5.1.1 Ensuring the engineer is onsite within 24 hours when required and faulty parts are replaced with 24 hours after identifying the need. The customer will measure this by ensuring that 99% of call outs are responded to within 24 hours.
 - 5.1.2 Software updates must be provided within 1 month of release

6. ADDITIONAL REQUIREMENTS

- 6.1 At its discretion, the Authority may request details of your client organisation(s) where you have installed a flexi-time system of similar scope to the Authority's. The Authority may approach your client(s) for a reference if it wishes, and may ask to view the system in operation via a site visit. On request, you must provide client contact details including name, role, email address and telephone number. Information obtained via this condition 6.1 is for the Authority's information only and will not form part of the evaluation.
- 6.2 The supplier will be issued a purchase order upon award of the contract.
- 6.3 The payment for the equipment and installation elements will be made as a single payment whereas the payment for the annual service contract elements will be made annually at the beginning of each contract period.

7. LOCATION

- 7.1 Delivery and installation of all items will be to the following address:
 - 7.1.1 The Home Office
The Soapworks
Colgate Lane
Salford
M5 3EB
- 7.2 The Authority will provide a dedicated point of contact upon contract of award.

8. SECURITY REQUIREMENTS

- 8.1 Security cleared engineers are preferable to complete the installation of the above equipment.
- 8.2 If engineers do not have the relevant level of Security clearance then 48hrs notice will be required prior to site visitation to ensure they are escorted.