



FCDO Services

Service Renewal Notice for HM Passport Office

1 April 2021 – 31 March 2022

SF -005534

Document Control

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Author	FCDO Services		

Acronyms & definitions

Acronyms	Meaning
BFPO	British Forces Post Office
FCDO	Foreign, Commonwealth and Development Office
HPRDC	Hanslope Park Regional Distribution Centre
HSP	Hanslope Park
KCS	King Charles Street
OGD	Other Government Department
DR Run	Daily (delivery) Run

Service Descriptions

This schedule sets out the scope and the service description for the Services covered by this Renewal Notice:

Unaccompanied Diplomatic Bag

Provides regular unaccompanied shipments to FCDO Posts.

For more detailed information on using this service please contact [Logistics Helpdesk](#).

Weight and size restrictions apply to items accepted for this service.

The Private Mail Bag Service operates to the same bag closure and despatch schedule as the Hanslope Park Unaccompanied Bag Service. This BFPO service also manages the daily receipt and security scanning of all Royal Mail and external parcel deliveries destined for the King Charles Street FCDO Main Building. Private mail single article weight is: 10 kilos and size: 60cm x 45cm x 30cm. Items classified up to Official Sensitive may be sent via this service, depending on the destination.

It should be noted that the Private Mail service is a staff privilege and that there is a “Prohibited Items” list of goods that cannot be sent via the service.

Official mail recommended weight: 12 kilos. Please contact [Logistics Helpdesk](#) for Post specific assistance.

Contacts and Escalation Points

Description	Contact	Escalation Level
General Enquiries	Logistics Helpdesk [REDACTED]	L1
Logistics Planning queries	Logistics Planning Team [REDACTED]	L1
Service Delivery Note Queries	Logistics Business Support Team [REDACTED]	L1
Invoice Disputes	Billing & AR Team [REDACTED]	L1
General Enquiries	[REDACTED] Service Delivery Manager	L2
Unaccompanied Diplomatic Bag	[REDACTED] Head of Unclassified Services	L3
Account Manager	[REDACTED] [REDACTED]	L4
Logistics Transformation Director	[REDACTED] [REDACTED]	L4

Charging Mechanism

Invoicing and Payment

Call-Offs are invoiced monthly in arrears based on actual usage of the service.

- A purchase order (PO) to cover actual or estimated service charges must be raised within thirty calendar days from receipt of this notice. POs should be sent to FCDOServices.PurchaseOrders@fco.gov.uk.
- Service Delivery Notes (SDN) will be provided and where appropriate, contain a breakdown of the actual services included to the named contact. Unless a dispute is raised regarding the SDN, a formal invoice will be raised after three working days.
- Invoice must be paid within thirty (30) calendar days from the date of the invoice.
- Disputes must be identified and notification provided to the Billing & AR Team within twenty (20) working days of receipt of the invoice.

Purchase Order Coverage Requirement

Supplier Reference	Description	Service Type	Price (£ Excl. VAT)
SF-005534	Unaccompanied Outward Diplomatic Bag: Call Off: Her Majesty's Passport Office-2021/22	Call Off	£18,000.00
Total			£18,000.00

Rates

Documentation containing rates to follow.

Contract Terms

Services are offered using the same terms as the Service Level Arrangement (SLA) between XXX and FCDO Services (available on request).

The approach contained within the SLA is supplemented by the FCDO Services General Terms & Conditions that will apply to the provision of services.

OR

FCDO Services General Terms and Conditions will apply to the provision of services.

The General Terms and Conditions are attached here:



FCDO-Services-Gener
al-Terms-and-Condit

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