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1. PURPOSE

- 1.1 The Home Office (HO) Returns Logistics Unit, Removals Documentation Delivery Team (RDDT) requires the collection and delivery of cash from Lunar House, Croydon to Heathrow airport and the French embassy. There is also potential for collections and deliveries to be made to additional embassies in Central London.

2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 The Home Office is responsible for preventing illegal immigration and removing those over stayers and those without legal means to remain the UK. The facility to transport cash is an essential requirement to Home Office Returns Strategy and for maintaining diplomatic relations with the various embassies.
- 2.2 In order to facilitate the removal of subjects with no leave to remain in the UK the Home Office provides reintegration funds to some people when being removed from the UK. Payments are also made for travel documents, as such cash payment is transported from Lunar House to Heathrow airport and the French embassy at present.

2.2.1 The cash denominations can be either GB pound or Dollars.

- 2.3 There is potential that deliveries will be required to other embassies within Central London. Please see link to a list of all the embassies based in the UK - <https://www.gov.uk/government/publications/foreign-embassies-in-the-uk>.

2.3.1 A full list can be found at Annex A - London_Diplomatic_List_-_January_2017.

3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 In line with the Home Office returns strategy, there are Memorandum of Understanding agreements with a number of countries specifying reintegration payment/funds for anyone being removed. Reintegration cash payment is made to facilitate subjects return to their country of origin. Also, cash payments are made to some embassies for payments of travel documents/emergency travel documents promised or provided.

4. DEFINITIONS

Expression or Acronym	Definition
Contracting Authority	means the legal entity which will be the promised 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
KPI	means Key Performance Indicator.
MI	means Management Information.

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Potential Provider	means those economic operator(s) which have expressed an interest and been invited to participate in the tender opportunity.
Procurement Lead	means the CCS team member who has ownership for the task of delivering the Customers' requirement.
Regulations	means The Public Contracts Regulations 2015.
RDDT	means Removals Documentation Delivery Team
SLA	means Service Level Agreement.
Supplier	means the Potential Provider whose tender has been accepted and who is to be awarded the contract.

5. THE REQUIREMENT

- 5.1 The RDDT require a two (2) year contract with an option to extend in one 12 monthly increment for a maximum contract term of 36 months for a cash collection & delivery service, as detailed below:
- 5.2 The requirement is for the potential provider to transport cash between Lunar House, airports and various embassies. The potential provider's staff will not be expected to advance or lend the Home Office any cash to meet this obligation should there be a problem at an embassy.
- 5.3 A collection and delivery of cash is required to Heathrow airport of up to \$5000 approximately every two (2) to three (3) months and to the French embassy approximately once a week.
- 5.3.1 The potential provider must have the capability to collect cash from as little as £40 up to \$5000 per request from Lunar House and deliver to a nominated address/location as required.
- 5.3.2 The destinations are mainly in and around the London area. The two (2) main locations for delivery are Heathrow Airport and the French Embassy. However this may change dependent on business needs.
- 5.3.2.1 Please see link to a list of all the embassies based in the UK - <https://www.gov.uk/government/publications/foreign-embassies-in-the-uk>. A full list can be found at Annex A - London_Diplomatic_List_-_January_2017.
- 5.4 The Home Office will provide a minimum of 12-24 hours notification period for requesting cash collections and deliveries.
- 5.5 The collections and deliveries will normally be required during business hours, Monday to Friday between the hours of 09:00 and 17:00.
- 5.5.1 Weekends and Bank Holidays are not usually required but there may be an occasional urgent requirement due to exceptional circumstances at any time. The HO will provide the supplier with one (1) to two (2) days' notice if and when this is required.

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5.6 Signed copies of proof of deliveries/collections must be emailed to the customer within 24 hours of each request. Please email the PoD's to rremovalsdocumentationdeliveryteam@homeoffice.gsi.gov.uk.

5.7 In the event of any loss of cash the potential provider would be required to inform the HO within two (2) hours of the loss in writing, by email to rremovalsdocumentationdeliveryteam@homeoffice.gsi.gov.uk.

6. VOLUMES

6.1 The potential provider will be required to collect as little as £40 and up to \$5000 per request cash from Lunar House. In all cases the cash will be delivered to a nominated address/location specified as required.

6.2 For dollar collections/deliveries it is estimated this will be at least 4-5 times per year.

6.3 For pounds collections/deliveries it is estimated this will be at least 3-4 per month at the most 48 times a year.

6.4 However this may change dependent on business needs. There will be no minimum or maximum amounts guaranteed by the customer.

7. AUTHORITY'S RESPONSIBILITIES

7.1 The Home Office will provide a minimum of 12-24 hours notification period for requesting cash collections and deliveries and will ensure the cash is ready for collection by the provider within the timescales specified.

8. CONTINUOUS IMPROVEMENT

8.1 The supplier will be expected to continually improve the way in which the required services are to be delivered throughout the contract duration.

8.2 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.

9. QUALITY

9.1 The supplier must be Security Industry Authority (SIA) approved and compliant as a Cash and Valuables in Transit Operative.

10. ACCOUNT/CONTRACT MANAGEMENT

10.1 The Authority requires the Potential Provider to provide a sufficient level of resource throughout the duration of the Home Office Immigration Enforcement Returns Logistics Cash Handling Contract in order to consistently deliver a quality service to all Parties.

10.2 Potential Provider's staff assigned to the Home Office Immigration Enforcement Returns Logistics Cash Handling Contract shall have the relevant qualifications and experience to deliver the Contract as detailed within Section 9.1 above.

10.3 As part of the service delivery proposal, you are required to provide a business continuity plan and complaints and escalations process specific to the delivery of this contract. These plans will form part of any resultant contract and must include the details listed below:

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- 10.3.1 Potential Provider's should provide a nominated account manager including a deputy in the account manager's absence.
- 10.3.2 Potential Provider's should provide a detailed process for complaints and escalations including named contact details (name, contact number & email address) and turnaround times.
- 10.4 Potential Provider's should attend quarterly contract review meetings to review the performance of the service provided and discuss any improvements.

11. KEY MILESTONES

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

Milestone	Description	Timeframe
1	All requests for cash deliveries must be delivered on the date, time and at the specified location as agreed by both parties at the time of booking the collection and delivery.	Within 12 hours of the request being made
2	Signed copies of proof of deliveries/collections must be emailed to the customer within 24 hours of each request. Please email the PoD's to the following email address: rremovalsdocumentationdeliveryteam@homeoffice.gsi.gov.uk	Within 24 hours of each request
3	Potential provider will be expected to report any loss of cash within 2 hours in writing, by email to the following email address: rremovalsdocumentationdeliveryteam@homeoffice.gsi.gov.uk	Within 2 hours of loss of cash

12. SERVICE LEVELS AND PERFORMANCE

- 12.1 The Authority will measure the quality of the supplier's delivery by:

KPI/SLA	Service Area	KPI/SLA description	Target
1	Cash Deliveries to specified to and from locations	Potential providers will be required to comply with requests for all pick up and deliveries of cash to the specified locations within 12–24 hours.	100%



		The delivery/collections must be completed at the requested times specified at the time the booking is made.	
2	Loss of Cash	Potential provider will be expected to report any loss of cash within 2 hours in writing, by email to the following email address: rremovalsdocumentationdeliveryteam@homeoffice.gsi.gov.uk	100%
3	Management Information	The supplier must provide a monthly performance report to RDDT via email to rremovalsdocumentationdeliveryteam@homeoffice.gsi.gov.uk ; this should detail the collections/deliveries that have been completed in the month detailing the timings and costs. The supplier must ensure the information provided is accurate for the services provided and in an appropriate format.	99%
4	Invoicing	Supplier to ensure Client Invoices are accurate with the services provided	97%

13. REPORTING

- 13.1 The supplier will be required to provide proof of both delivery and collection and their timings by way of a signed delivery note that shall be emailed to rremovalsdocumentationdeliveryteam@homeoffice.gsi.gov.uk after every request, this will be monitored by RDDT. These should be received within 24 hours of the delivery.
- 13.2 The supplier must provide a monthly performance report to RDDT in excel format and send via email to rremovalsdocumentationdeliveryteam@homeoffice.gsi.gov.uk; this should detail the collections/deliveries that have been completed in the month detailing the timings and costs. This will be reviewed by RDDT and any potential performance issues will be identified and raised with the supplier.

14. SECURITY REQUIREMENTS

- 14.1 All visitors / suppliers personnel attending the site for collections must wear protective clothing and shoes and provide ID at all times.
- 14.2 All personnel involved in the transportation of cash are to be security cleared to BS7858:2012 under the Approved Contractor Scheme

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15. PRICE

- 15.1 Potential Providers are required to complete and submit Appendix E – Pricing Matrix via the e-sourcing suite. A firm price should be provided for the whole contract term.
- 15.2 Any and all additional costs to be levied as part of the contract should be provided within the price breakdown that will govern any resultant contract. Any prices not listed will be deemed to be provided gratis as part of any resultant service.

16. PAYMENT

- 16.1 The supplier shall invoice for this requirement as a monthly invoice upon completion for the works and Authority's agreement.
- 16.2 Purchase Order Number's must be stated on all invoices.
- 16.3 Payment will be made upon receipt of an invoice quoting a valid Purchase Order number.
- 16.4 All invoices must be sent to:

Home Office Shared Service Centre
HO Box 5015
Newport
Gwent
NP20 9BB
Tel: 08450 100125
Email: post-room-rescan@homeoffice.gsi.gov.uk
- 16.5 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.
- 16.6 Prices must be inclusive of expenses and exclusive of VAT.

17. LOCATION

- 17.1 The location of the Services will be carried out at:
- 17.1.1 Home Office Immigration Enforcement Returns Logistics
40 Wellesley Road
Croydon
CRO 2BY
- 17.2 Heathrow Airport and the French Embassy are the main delivery locations but there potentially will be other delivery locations due to business demand.
- 17.3 There is potential that deliveries will be required to other embassies within Central London. Please see link to a list of all the embassies based in the UK - <https://www.gov.uk/government/publications/foreign-embassies-in-the-uk>. A full list can be found at Annex A - London_Diplomatic_List_-_January_2017.

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- 17.4 Please see below for the addresses of Heathrow Airport & the French Embassy:
- 17.4.1 Heathrow Airport - Terminal 3
Room 1169
Terminal 3
Heathrow Airport
TW6 1ND
 - 17.4.2 The French Embassy
Consular Section
21 Cromwell Road
London
SW7 2DQ
- 17.5 The confirmed locations will be provided at the time of booking the collection and delivery.
- 17.6 The Contact details will be disclosed at the point of award.