Framework Schedule 1 (Specification) RM6285 Back Office Software 2

This Schedule sets out what we and our buyers want.

The supplier must only provide the Deliverables for the Lot that they have been appointed to.

For all Lots and/or Deliverables, the Supplier must help Buyers comply with any specific applicable Standards of the Buyer.

The Deliverables and any Standards set out in Paragraphs 4, 7, 8 and 9 below may be refined (to the extent permitted and set out in the Order Form) by a Buyer during a Call-Off Procedure to reflect its Deliverables Requirements for entering a particular Call-Off Contract.

Our Social Value Priorities

This specification must elaborate on these as appropriate. Read the [CCS internal guidance on social value](#) to understand how to include social value in your specifications. The worked examples included in this guide will help you.]

These are our priorities in this procurement:

- Effective Stewardship of the Environment

- Tackle Workforce Inequality

- Improve community integration

The buyer can identify specific social value priorities at call-off.

Contents:

1. General

1.1. The Crown Commercial Service (CCS), hereby known as the Authority, is seeking to establish a multi-supplier Framework Contract for the supply of Back Office Software 2 (BOS2).

1.2. Back Office Software 2 (BOS2) is a framework agreement for software requirements including SaaS, as well as support and associated services. It will provide Software as a Service (SaaS) solutions for back office applications, for deploying either in the cloud, on-premise or hybrid.

1.3. Back Office Software 2 (BOS2) is available to all UK public sector organisations and its nominated private sector subcontractors in England, Wales, Scotland and Northern Ireland.

1.4. The purpose of this Specification is to provide a description of the Deliverables that the Supplier shall be required to deliver to the Buyer under the Framework Contract.

1.5. The Deliverables required under the Lotting structure of this Framework and all Standards set out in this Specification may be refined (to the extent permitted and set out in the Call Off Schedules) by the Buyer during a Call Off Procedure to reflect its own requirements.

1.6. The Deliverables described in this Framework Schedule 1 represent the requirements utilised by the customer base. It is not an exhaustive list and additional may be added if required. Therefore, the Buyer is not restricted to the deliverables as described and may seek additional requirements as long as they are relevant to the broad heading of the Lot.

1.7. The Supplier shall only provide Deliverable for the Lots to which they have been appointed.

1.8. Suppliers will be expected to participate in aggregated procurement opportunities with the Authority.

2. Scope

The scope of Deliverables (Software and Services) covered by this framework:

Enterprise Resource Planning	Including but not limited to Core ERP systems and solutions
HR & Payroll	Including but not limited to Includes Workforce, Time Recording, Learning, Payroll, Benefits, Absence Management, Talent, Recruitment, Training
Financial / Accounting	Including but not limited to Includes Budgets, Expenses, Revenue Management, Asset Management, Financials, Accounts Payable, Accounts Receivable, General Ledger, Tax, Inventory.
Procurement and Supply Chain Management	Including but not limited to Includes eSourcing, Procure to Pay, Source to Pay, Catalogues, Contract Management, Supply Chain Management, and Service Portal.
Customer Relationship Management	Including but not limited to Includes Teleservice, Contact Management, Sales Lead Management, Forecasting, Case Management, Web Chat, Election Management Software
Productivity	Including but not limited to Business Information, Dashboard, Analytics, Consolidation, Automation Technology, Identity Services, Document Management and Imaging Solutions, Knowledge Sharing, Data Archiving.
Integration Software	Including but not limited to software to integrate myCSP, Training, Education, Mobility, Accessibility etc.

3. Lot Structure

3.1. **Lot 1 - Enterprise Software**

3.1.1. Lot 1 Suppliers must be able to provide the full scope of this framework for the duration of the Framework agreement and subsequent call-off contracts.

3.1.2. Lot 1 provides a route to market for high value requirements.

3.1.3. Lot 1 suppliers must be able to provide all mandatory requirements as detailed in paragraph 4 for the full scope of the framework.

3.1.4. Lot 1 suppliers must hold all standards and accreditations listed in paragraphs 6 and 7. More details are provided in paragraph 6 and paragraph 7 of Framework Schedule 1 (Specification).

3.2. **Lot 2 - Specialised Software Solutions**

3.2.1. Lot 2 is recommended for contracts below a total contract value of £5 million (GBP), and has been evaluated at framework level based on bronze level assurance.

3.2.2. Lot 2 provides a route to market for specialist software solutions which may have a higher weighting towards services.

3.2.3. Lot 2 Suppliers do not need to be able to provide the full scope of Deliverables, but must be able to provide all mandatory requirements for any Deliverable area they are providing.

3.2.4. For the duration of the Framework agreement and subsequent call-off contracts, Lot 2 Suppliers must be able to provide the categories and functionalities listed in their pricing schedule responses.

4. Mandatory Requirements

4.1. Suppliers must have the capability to provide a range of software and open source software and associated services.

4.2. Suppliers will set out clear plans for sharing developments, including new developments, with Buyers using their systems to accelerate innovation and reduce development costs for their customers.

4.3. The Supplier must provide guidance to the Buyer on software licensing to enable Buyers to understand the most appropriate, compliant and best value form of licensing to meet current Buyer requirements, including future software roadmaps to enable consideration for future change.

4.4. The Supplier must be able to provide the installation, implementation and configuration of software, where required by the Buyer.

4.5. The Supplier must be able to provide or make arrangements for the Software Support and Maintenance services for software products purchased via this Framework Contract.

4.6. The Supplier must be able to provide renewals of existing commoditised support and maintenance service agreements, where required by the Buyer.

4.7. The Supplier must be able to provide additional licences within the scope and term of a call-off contract, where required by the Buyer.

4.8. The Supplier must provide pre-sales support for specification clarification, where required by the Buyer.

4.9. The Supplier must provide advice to Buyers on opportunities to transfer software licences to other public bodies when those licences are no longer required by the Buyer.

4.10. The Supplier must provide Application Support and data management guidance.

4.11. The Supplier must ensure that systems are either enabled for mobile use or can easily be integrated with mobile enabled interfaces.

4.12. The Supplier must ensure that support and maintenance services are available for software licensed via Call-Off Contracts for a minimum of thirty six (36) months from the date of the original licence sale, if required by the Buyer.

4.13. The Supplier must participate in Framework Contract management activities, for example, management meetings with CCS and/or its procurement partners in relation to this Framework Contract and their general public sector business. These would be at mutually agreed intervals.

4.14.   Where the Supplier is responsible under a Call-Off Contract awarded under this framework for management of any element of the Buyer's ICT estate, the Supplier must actively manage Legacy ICT risks within the scope of their responsibilities. These activities must be undertaken by Supplier Staff with appropriate digital and cyber expertise. Reports shall be provided to the Buyer as specified in the Call-Off Contract.

4.15.   The Supplier must provide all quotations in a manner that clearly demonstrates to the Buyers the different costs associated with their procurement, software, Services, on-going support and maintenance and any other costs and any limitations or assumptions that have been made in arriving at the proposed pricing. These must be provided in a line by line itemisation where requested by the Buyer.

4.16.   The Supplier must ensure Software Support and Maintenance charges include all updates for changes to the taxation regime applied by HMRC, changes to law by legislators and changes in regulation by regulatory bodies. If the Supplier believes that an extraordinary charge is required to cover the cost for any changes this may only be issued to Buyers with the Approval of CCS.

4.17.   The Supplier must attend regular Buyer review meetings and performance reporting with the Buyer, to review the solution matters such as Service Levels, software upgrades, risks and issues, resource utilisation, implementation progress and to agree future requirements and developments, including innovation and continuous improvement plans. Frequency and content to be agreed with the Buyer.

4.18.   The Supplier must provide and maintain records and reports to show Service Levels achieved for the solution. Frequency and content to be agreed with the Buyer.

4.19.   The Supplier must provide advice and assistance to Buyers seeking to reduce their costs through shared services, aggregated procurements or asset management.

4.20.   The Supplier must work with CCS to market and promote the Framework Contract to CCS's customers. This may include and not be limited to, Case Studies from contracts awarded via the Framework Contract, marketing material, website pages and webinars. At frequencies mutually agreed between CCS and the Supplier.

4.21.   The Supplier must provide CCS with a copy of all customer call-off contracts within 30 days of signature.

4.22.   The Supplier must work with the Buyer in order to agree Service Level Agreements (SLA) and maintain these as part of the contract management process.

4.23.   Where required by Buyers, the Supplier must provide performance data for the government transparency reporting agenda as embodied in

the Sourcing Playbook's policy requirement in respect of publication of Key Performance Indicators (KPIs). This requires that for key government contracts details of 3 KPIs and the Supplier's performance against them will be published into the public domain.

4.24. The Supplier must work with the Buyer to manage dependencies, risks and resolve issues resulting from interaction between their solution and other Supplier products on the Buyers estate. Including, but not limited to, working collaboratively with the Buyer's supply chain where required.

4.25. The Supplier must provide advice and assistance to the Buyer during a Call-Off Contract to include but not be limited to:

- Product functionality

- Product roadmaps

- Solution effectiveness and improvement

- Market developments which impact on the Suppliers offerings

4.26. Account management - the Supplier must provide at all times to the Buyer (and as required by CCS), a single point of contact for day to day account management for the tasks below; including but not limited to:

- account coordination and communication

- MI and market intelligence data (including sight of Supplier road maps or equivalent, and benchmarking as required)

- budget management

- issue resolution

- complaint handling and escalation

- Buyer feedback

- resource allocation and prioritisation

- technical engineers

- management of any third parties used by the Supplier to provide Goods and Services

- Continuous improvement

- Order and invoice management

- quotation responsiveness

- online order management

- Response times

- Compliance with Standards and Accreditation, insurance, and any other commitments made as part of the framework or a call-off contract bid

4.27. The Supplier must, where required by the Buyer, document all system and process changes during the lifetime of the contract and will use best endeavours to share them with the customer to ensure knowledge capture and transfer to the Buyer prior to completion of the solution implementation

4.28. The Supplier must provide the following support and maintenance services (but are not limited to):

- Break-fix support

- Advisory services on the implementation of pre-built patches that the customer has rights to deploy and is licensed to use by the relevant software owner

- Development, testing and implementation of bug fixes (or such bug fixes where available from the relevant software owner, advisory services in the implementation thereof)

- Development, testing and implementation of workarounds where bug fix is not possible (or such bug fixes where available from the relevant software owner advisory services in the implementation thereof)

- Development, testing and implementation of all necessary updates to ensure that the software undertakes all processing to include changes to the taxation regime applied by HMRC, changes to law by legislators and changes in regulation by regulatory bodies (or such bug fixes where available from the relevant software owner advisory services in the implementation thereof)

- Monitoring of the operation of the software in order to assure application and information availability and integrity

- Provision of a knowledge-base of known issues and solutions in respect of the software

- Provision of release notes to customers

- Assistance with upgrading, replacing, or otherwise changing the software

5. Optional Deliverables

5.1. Optional Deliverables for both Lots include but are not limited to the following:

5.1.1. User support may include but will not be limited to the provision of the following services;

- Access to user documentation pertaining to the solution, including system manuals, user guides, on-line help, FAQs;

- Updating of documentation to reflect new versions of the Supplier solution;

- Provision of operational support as part of their application management service;

- Provision of second line operational support and help desk services to the Buyers' users in respect of the solution and its associated activities. Investigation and resolution of all technical issues arising from reported problems;

- Resolution in line with the resolution Service Levels, as defined in the Call-Off Contract;

- Provision of a single service management system for incident management, problem resolution and change management, with a designated account manager as a single point of contact for user support.

5.1.2. The Supplier may provide management of updates and patches related to software purchased via this Framework Contract.

5.1.3. The Supplier may have the capability to assess options of utilising Open Source products.

5.1.4. Use of the framework Catalogue as detailed in section 6

5.2. Additional Services

The Supplier may offer the following additional services when linked to the service Deliverables;

5.2.1. **Service Desk**

The service desk acts as the primary user interface between the Buyer's IT users and the information system support function. The role of the service desk is to:

- Take ownership of all calls made to it;

- Ensure that the Buyers are provided with incident resolutions.

The service desk may include, but will not be limited to, the provision of the following services:

- A logical 'single point of contact' for all user contacts
- Telephone and email support
- Contact answering
- Accurate recording of all contacts
- Timely updating of contact data
- Contact categorisation including contact type and severity levels
- Contact prioritisation
- Instigation of escalation procedures as appropriate
- Direct and prompt resolution of contacts
- Providing timely and accurate information to users
- Obtaining Buyer's agreement or sign off prior to the closure of any contact
- Active ownership, tracking and management of all contacts within scope – to ensure contacts are resolved
- To keep the caller updated of the status of any contact where they are unlikely to be resolved or completed within the agreed time
- To update appropriate IT and user management of the status of all high priority and service affecting contacts
- Where necessary provide on-site support to the repair process
- Incident management system to be visible via a web browser or suitable dashboard
- Incident management and reporting

5.2.2. Hosting Services

Hosting services may include but will not be limited to the provision of the following services:

- Management of the hosting of the solution and making it available to users, via a secure website having a unique web address;
- Development, test, production and live or production environments;

- Management of the Supplier system infrastructure, including performance and management of the central server configuration, encryption management, firewall management, data filter management and WAN management;

- Proactive monitoring of the Supplier system servers and related network for traffic and capacity, and reporting on traffic volumes, disk utilisation and percentage capacity free on disk, performance data, workload analysis, peaks and failures for each reporting period; and

- Ability for the Buyer to choose an alternative compatible hosting environment if required.

5.2.3. Data Handling and Validation

Data handling and validation may include but will not be limited to the provision of the following services:

- Development of the specification of data extracts;

- Physical, secure transfer of extract data from source systems in multiple organisations to the location where the validation and loading process is to be undertaken;

- Regular refreshing of extract data, to support a refresh schedule throughout the lifetime of this Framework Contract and any Call-Off Contracts;

- Processing capability for checking the quality and completeness of source data and to facilitate the ability to correct data errors within the source data prior to loading into the solution;

- Management of continuous improvement of data quality, through an iterative cleansing and mapping process;

- Building, operating, hosting and maintaining an analysis database ensuring that it is appropriately structured and optimised and has sufficient hardware resources to operate efficiently and effectively and loading all extract data into this analysis database.

5.2.4. Application Software

Application software may include but will not be limited to the following:

- Discrete application (including Third party apps) used to enhance the delivery or ongoing performance of the core system.

- Complimentary or supportive of the core deliverables

5.2.5. Managed Application Services

Managed Application services may include but will not be limited to the provision of the following services:

- support and maintenance for third party applications

- monitoring of application services on a Customer network

- troubleshooting, modifying, maintaining and enhancing legacy systems

5.2.6. Database Administrative Services

Database Administrative services may include but will not be limited to the provision of the following services:

- installation, management, and support for databases required by the core software solution or supporting software packages

- administration services including:

  - installation of database software

  - setup and configuration of database instances

  - database security

  - patching

  - tuning and performance analysis

  - troubleshooting

5.2.7. Disaster Recovery and Backup Services

Disaster Recovery and Backup services may include but will not be limited to the provision of the following Services:

- services including Backup as a Service and Disaster Recovery as a Service

- data encryption

- change management

- incident management

- provisioning management

- patch management

- access management

- security management

- continuity management

- monitoring, reporting and analytics

5.2.8. Solution Review

Solution review process may include but will not be limited to the provision of the following Services:

- The provision of a designated account manager to act as a single point of contact on all matters relating to the solution implemented;

- Provision of a monthly report to support review meetings covering the items described above; and

- Maintenance of records and provision of monthly performance reports to demonstrate the levels of service provided, enabling the Buyer to determine the Supplier's overall performance in providing the solution.

5.2.9. Hardware and peripherals

The Supplier may provide the following if required by Buyers:

- Provision of hardware and peripherals to enable the delivery and or use of the solution supplied on the condition that the costs (of the hardware and peripherals) fall below 50% of total contract value and Buyers are provided with the opportunity to substitute the proposed hardware or peripherals with those supplied by other sources if the alternative source will provide the Buyer with better value for money.

6. Catalogue

6.1. The Framework Catalogue is an optional deliverable under both Lots. Where a Supplier chooses to provide this deliverable, the Supplier must comply with all of the following terms:

6.2. Direct award may also be used by the Buyer to purchase deliverables using catalogue pricing provided by the Supplier to CCS.

6.3. By participating in this Framework Contract, the Supplier gives CCS the right to publish without amendment all submitted catalogue items on any public facing portal or any media, including any electronic medium, CCS deems appropriate.

6.4. The catalogue will be made available to Buyers using the catalogue publication portal. The Supplier must maintain its catalogue on the catalogue publication portal.

6.5. The catalogue will comprise all of the Supplier's live catalogue items.

6.6. Where the Supplier has provided catalogue pricing, the Supplier must manage the catalogue as follows;

- Ensure pricing submitted for the catalogue remains current for at least one (1) calendar month and that a live catalogue remains in place throughout the term of their Framework Contract.

- Review the catalogue content, including pricing, at least once every calendar month.

- Ensure all catalogue items are continuously available on the catalogue for at least fourteen calendar (14) days from first publication on the catalogue publication portal

- Ensure that the catalogues are submitted to CCS in the correct format and with all required content. Please note, the information required from suppliers to populate catalogue content is subject to change. As a minimum, this will include Suppliers providing the information to populate the data fields as detailed in the minimum catalogue supplier content template which will be published at time of award.

- Ensure that all sales related to catalogue purchases are recorded and reported appropriately to CCS via their monthly management information return.

- Ensure catalogue items comprise only of Deliverables covered within the scope of the Framework Award Form.

- Ensure catalogue items are available by the Supplier to Buyers on the first day the catalogue item appears on the catalogue

6.7. Information required from Suppliers to populate catalogue content is subject to change. Each catalogue item must be described using the template which:

a) identifies a unique reference number for each catalogue item;

b) identifies the relevant Framework Contract;

c) must include a suitable description of the catalogue item;

d) must include a catalogue price;

e) as a minimum, Suppliers must provide the Information to populate the data fields in the minimum catalogue supplier content template.

6.8. The format for Suppliers to submit items to be added to the catalogue will be published at Intention to Award the Framework.

6.9. Crown Commercial Service reserves the right to change the format for catalogue items.

7. Certifications

7.1. The Supplier and its Key Subcontractors shall at all times during the Framework Contract, and during the Term of any relevant Call-Off Contract, maintain and provide evidence of the following Certifications:

● Cyber Essentials or equivalent for Lot 1 and Lot 2

7.2. Note - The equivalent for Cyber Essentials is defined in Joint Schedule 1 as " ISO27001 certification where: the Cyber Essentials requirements, at either basic or Plus levels as appropriate, have been included in the scope, and verified as such; and the certification body carrying out this verification is approved to issue a Cyber Essentials certificate by one of the accreditation bodies".

7.3. Information about Cyber Essentials can be found here: https://www.gov.uk/government/publications/cyber-essentials-scheme-overview

7.4. Suppliers providing an equivalent certification to CCS will be required to provide evidence of how it meets with the Cyber Essentials standard.

7.5. The Supplier shall comply with any Standing Instructions. The Supplier will bear the cost for implementation.

7.6. From time to time, the Supplier shall review the standards from the source to ensure it is up to date with any new editions.

8. Standards

8.1. The Supplier and its Key Subcontractors shall at all times during the Framework Contract, and during the Term of any relevant Call-Off Contract, be able to evidence on request compliance with the following Standards or the successors of these Standards, either by proof of certification or by demonstrating adherence to the processes and principles defined by each Standard.

8.2. For the avoidance of doubt, Buyers may request evidence of Certification for the Standards listed in the section below or any additional standards relevant to their call for competition:

8.2.1. Service Management:

8.2.1.1. BS EN ISO 9001 - "Quality Management System" standard or equivalent. - All Lots

8.2.1.2. ISO/IEC 20000-1:2018 - Information technology Service management or equivalent. - Lot 1

8.2.1.3. ISO 10007:2017 - "Quality management systems – Guidelines for configuration management". - Lot 1

8.2.1.4. ISO 22313:2020 - "Business Continuity Management Systems". - Lot 1

8.2.2. Environmental and Sustainability:

8.2.2.1. BS EN ISO 14001:2015 Environmental Management System standard or equivalent. - All Lots

8.2.2.2. Standards; Green Public Procurement Criteria (EU GPP Criteria). - All Lots

8.2.2.3. 'Greening government: sustainable technology strategy 2020' (Greening government: sustainable technology strategy 2020 - GOV.UK). - All Lots

8.2.2.4. Increase sustainability throughout the lifecycle of technology (Make your technology sustainable - GOV.UK). - All Lots

8.2.3. Accessible ICT:

8.2.3.1. The World Wide Web Consortium (W3C) Web Accessibility Initiative (WAI) Web Content Accessibility Guidelines (WCAG) 2.2 Conformance Level AA. - All Lots

8.2.3.2. ISO/IEC 13066-1:2011 Information Technology - Interoperability with assistive technology (AT) – Part 1: Requirements and recommendations for interoperability.- All Lots

8.2.4. Information Technology:

8.2.4.1. Open standard principles - Open standards principles - GOV.UK. - All Lots

8.2.4.2. Government open data standards - Open standards for government - GOV.UK. - All Lots

8.2.4.3. Technology code of practice - The Technology Code of Practice - GOV.UK. - All Lots

8.2.5.   Information Security:

8.2.5.1.   ISO/IEC 27001:2022 - Information security, cybersecurity and privacy protection Information security management systems Requirements. - All Lots

8.2.5.2.   Security policy framework: protecting government assets - Security policy framework: protecting government assets - GOV.UK. - All Lots

8.2.5.3.   Cyber Security for Consumer IoT - Secure by design - GOV.UK. - All Lots

8.2.6.   Artificial Intelligence:

8.2.6.1.   Artificial Intelligence (AI) Standards: Under Call-Off Contracts the Supplier must comply with Buyer requirements in respect of AI ethical standards, where stated. - All Lots

8.2.7.   eCommerce:

8.2.7.1.   The Supplier shall enable ePayment Solutions and will adapt its own systems and processes, if necessary, to accommodate Buyer requirements. - All Lots

8.2.7.2.   The Supplier acknowledges and agrees that the Government wide strategy of 'Digital by Default' endorses a commitment to implement e-commerce systems including, for example, purchase-to-pay (P2P) automated systems, as the preferred transacting model for all Government purchasing transactions. The intent is to migrate, wherever practically possible, all Government purchasing to an e-commerce environment. - All Lots

8.2.7.3.   The Supplier acknowledges and agrees that when contracting with Central Government Bodies, the latter may use a specific e-commerce application and the Supplier shall be required to comply with the relevant requirements set out by the Central Government Body in their Statement of Requirements during the Further Competition Procedure and/or terms of the relevant Call-Off Contract. - All Lots

8.2.8.   Miscellaneous:

8.2.8.1.   The Suppliers shall comply with the Governments supplier standard for digital and technology service providers - Supplier standard for digital and technology service providers - GOV.UK. - All Lots

8.2.8.2. The Supplier shall design and deliver its services in accordance with the Government Service Standard - Service Standard - Service Manual - GOV.UK. - All Lots

9. Social Value

9.1. The Supplier shall comply with Buyer requirements for Social Value legislation which places a legal requirement on all public bodies to consider the additional social, economic and environmental benefits that can be realised for individuals and communities through commissioning and procurement activity to deliver them. These benefits are over and above the core deliverables of Contracts.

9.2. General information on the Social Value Act can be found at: VCSEs: A guide to working with government - GOV.UK

9.3. Guidance published in Procurement Policy Note 06/20 requires that Social value should be explicitly evaluated in all central government procurement rather than just 'considered as required under the Public Services (Social Value) Act 2012.

9.4. Updated social value themes for public bodies can be found on this link: Procurement Policy Note 06/20 – taking account of social value in the award of central government contracts - GOV.UK

9.5. If conducting a Further Competition, the Buyers social value requirements will be set out in the Further Competition procedure, including tender questions and evaluation criteria.

9.6. Buyers' social value requirements may fall within the scope of the 3 social value themes detailed below, but Buyers may choose from any of the themes and outcomes included within the Social Value Model as part of PPN 06/20 as part of their Call Off Contract.

9.7. The following Social Value Themes and Priorities are intrinsic to the Specification for this Framework Contract:

● Theme: Fighting Climate Change

    ○ Priority: Effective Stewardship of the Environment

● Theme: Equal Opportunity

    ○ Priority: Tackle Workforce Inequality

● Theme: Wellbeing

    ○ Priority: Improve community integration

9.8. Buyers may identify further specific Social Value priorities based on the updated social value themes during a Call-Off Procedure.

9.9. **Fighting Climate Change**

9.9.1. Effective Stewardship of the Environment

The Government's 25 Year Environment Plan sets out what the Government intends to do to improve the environment.

A priority for CCS and Buyer(s) is for Suppliers to support Government targets through best endeavours to reduce harm to the environment. Suppliers should demonstrate understanding of the negative impacts of their industry and how they are addressed, through action, supply chain collaboration and innovation. An example of this is the implementation of sustainable software engineering and decarbonising the supply chain.

All Government Departments are mandated to buy in line with the Government Buying Standards (GBS) which set minimum mandatory buying standards for certain goods and services, including ICT equipment. Suppliers will be expected to support the delivery of the Government's targets for eliminating the use of single use plastics, ensuring the safe disposal of waste, tackling climate change and cutting greenhouse gases.

Buyers may test Suppliers' approaches to supporting environmental sustainability, where relevant to their specific requirements as part of the Call-Off Procedure.

Examples of appropriate methods include, but are not limited to;

- Delivering additional environmental benefits through performance of the contract and/or working with the supply chain that contribute to;

  - Enhancing the natural environment such as habitat creation, increasing biodiversity such as increased numbers of pollinators.

  - Green space creation in and around buildings in towns and cities, e.g. green walls, utilising roof tops for plants and pollinators.

  - Improving air quality.

  - Working towards net zero greenhouse gas emissions.

9.9.2. Environmental Sustainability

9.9.2.1. Suppliers shall support the public sector's goal of improving the sustainability of ICT purchases and their operation via the Services supplied to Buyers under this Framework Contract, in alignment with the sustainable ICT and digital services strategy detailed as part of the Greening government: ICT and digital services strategy 2020-2025 - GOV.UK covering:

- Reduction of greenhouse gas emissions towards net zero targets.

- ○ Improvement of the management of resources and waste through waste reduction and increased use of Circular ICT.

- ○ Supporting the procurement of sustainable technology and digital services.

- ○ The creation of sustainability statements approved by technology and digital leaders setting out how to support environmental targets.

9.9.2.2. Suppliers shall support Buyers in developing their environmental policies and requirements, by providing advice on the best use of products and/or Services supplied and where appropriate by proposing innovative products and/or services.

9.9.2.3. Suppliers shall proactively monitor and support the Buyer through the life of the Call Off to identify ways to improve the environmental sustainability such as (but not limited to) reduced delivery, packaging, product changes, recycling.

9.9.2.4. Suppliers shall consider, document and provide the energy efficiency of all Products, Goods and/or Services offered to Buyers when required and provide appropriate solutions and advice, including but not limited to:

- ○ [DEFRA: Sustainability in information and communication technology (ICT): a Defra guide](#)

- ○ [Certification of Energy Efficiency for Data Centers: CEEDA - DC](#)

9.9.2.5. Suppliers shall provide information on request to assist Buyers in the task of calculating their total carbon footprint, including the itemised carbon footprint figures for all products Goods and/or Services.

9.9.2.6. Suppliers are required to consider the impacts of their business processes on the environment and take measures to reduce such impact including by supporting where possible the Government's Environmental Policy and Sustainable Development Plan: https://www.gov.uk/government/sustainable-development.

9.9.3. Carbon Reduction Plans

9.9.3.1. Suppliers in Lot 1 must provide and maintain a Carbon Reduction Plan in accordance with Procurement Policy Note 06/21: Taking account of Carbon Reduction Plans in the procurement of major government contracts - GOV.UK as required under this Framework or a Call-Off

9.9.3.2. Carbon Reduction Plans are mandatory to supply under Lot 1 of this framework.

9.10. Equal Opportunity

9.10.1. Tackle Workforce Inequality

The Government is committed to tackling inequality and giving everyone across the country the opportunity to fulfil their potential. The Good Work Plan affirms the government's ambition that all work should be fair and decent, and that everyone, regardless of where they live in the UK or which sector they work in, should be able to benefit from high quality jobs.

Examples of appropriate methods include, but are not limited to;

- Inclusive and accessible recruitment practices, and retention-focussed activities.

- Offering a range of quality opportunities with routes of progression if appropriate, e.g. T Level industry placements, students supported into higher level apprenticeships.

- Working conditions which promote an inclusive working environment and promote retention and progression.

- Demonstrating how working conditions promote an inclusive working environment and promote retention and progression.

- A time-bound action plan informed by monitoring to ensure employers have a workforce that proportionately reflects the diversity of the communities in which they operate, at every level.

- Including multiple women, or others with protected characteristics, in shortlists for recruitment and promotions.

- Using skill-based assessment tasks in recruitment.

- Using structured interviews for recruitment and promotions.

- Introducing transparency to promotion, pay and reward processes.

- Positive action schemes in place to address under-representation in certain pay grades.

- Jobs at all levels open to flexible working from day one for all workers.

- Collection and publication of retention rates, e.g. for pregnant women and new mothers, or for others with protected characteristics.

- Regular equal pay audits conducted.

9.11. **Wellbeing**

9.11.1. Improve Community Integration

In the Civil Society Strategy, the government sets out how it wants all people to be able to thrive, connect with each other, and give back to their communities, whilst having a sense of control over their future and that of their community. As part of its drive to level up the UK economy, the government is committed to enabling communities everywhere to collaborate with local private and public sector organisations in creating a shared vision for the places in which they live and work. A key area through which these organisations and communities can come together to make a difference is volunteering.

Examples of appropriate methods include, but are not limited to;

- Understanding of local demographics, needs and opportunities for the co-design of the goods, services and works to be delivered under the contract.

- Methods for engaging with different parts of the community (including the education system) and how communities come together to inform decisions, strategy and projects to leave a positive legacy for future generations. Illustrative examples: engagement events; awareness campaigns and outreach activities; focus groups;'anchor institutions' such as educational establishments and health trusts; Local Economic Partnerships (LEPs); charities; industry or community representative bodies.

- Measures to involve local stakeholders and/or users in design (e.g. in the design of services, systems, products or buildings).

- Plans for positive actions with community groups.

- Measures for making facilities used in the delivery of the contract available for community groups, education or training.

- Measures to build trust, gain credibility and build relationships to increase community integration, trust and influence on how the contract is performed.

- Flexibility in responsiveness and ability to adapt in approach to community engagement and initiatives.

- Support to community-led initiatives relevant to the contract. Illustrative examples: improving transport links; reducing crime; reducing homelessness, poverty and hunger; reducing loneliness; helping with English language proficiency; and helping meaningful social mixing among people with different backgrounds.

- Employee volunteering schemes applicable to the contract workforce.

● Measures to raise awareness or increase the influence of staff, suppliers, customers, communities and/or any other appropriate stakeholders to promote strong, integrated communities through its performance of the contract, e.g. through engagement; co-design/creation; training and education; partnering/collaborating; and volunteering.

9.12.   **Social Value Reporting Requirements**

9.12.1.   CCS expects Suppliers to be prepared to:

● provide delivery plans and reporting of impacts and performance of social value to buyers (e.g. method statements and KPIs), as may be required at call-off.

● provide delivery plans and reporting of impacts and performance of social value to CCS covering one or more call-off contracts throughout the life of this contract.

● measure and report (when requested) the number, value and % of total contract spend of opportunities awarded to: SMEs, VCSEs and Mutuals.

9.12.2.   The Supplier shall comply with and/or identify proposed social value initiatives, proportionate and relevant to each Call-Off Contract.

9.12.3.   The Supplier shall deliver measurable benefits and impacts in respect of the Social value priorities, when identified in the Call Off Contract.

9.12.4.   The Supplier shall provide data and information on their social value impact under a call-off to any performance management system used and specified by the Buyer.