

Schedule 2 (Specification)

Contract Reference: WP2229-Mobile Push Notification Service

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1. Specification

- 1.1 This Schedule sets out what the Buyer wants.
- 1.2 For all Deliverables, the Supplier must help the Buyer comply with any specific applicable Standards of the Buyer.
- 1.3 Our social value priorities in this procurement are:
 - 1.3.1 Fighting Climate Change

2. PURPOSE

- 2.1 The purpose of this competition is to procure a market leading push notification system that can be integrated with the GOV.UK App and operate at a UK national scale.
- 2.2 To satisfy this brief, the following Services are required:
 - 2.2.1 Mobile push notifications at scale
 - 2.2.2 Targeted personalised notifications
 - 2.2.3 Support through the initial service integration and ongoing product support through the term of the contract.
 - 2.2.4 Service analytics
 - 2.2.5 Performance analytics
 - 2.2.6 Integration support for publishing notifications via Government publishing tools.
- 2.3 Constraints that may preclude suppliers from accepting this brief:
 - 2.3.1 No experience of delivering mobile push notifications at large scales (e.g. scales in excess of 15 million notifications delivered within 10 minutes)
 - 2.3.2 Unable to provide a service that is able to split the user base into segments in order to deliver targeted personalised notifications
 - 2.3.3 No experience of secure integrations with client in-house publishing tools (e.g. Single Sign On, user permissions).
 - 2.3.4 Are unable to provide dedicated account management and technical support throughout an integration period.
 - 2.3.5 No experience of meeting the Service Level Agreements of large organisations, and the provision of ongoing 24/7 operational support
 - 2.3.6 Service does not have the capability to provide rich notifications (e.g. images and actions)
 - 2.3.7 Service is unable to provide the ability to generate, preview & send push alerts (e.g. publishing UI)

- 2.3.8 Does not have the capability to provide clients with detailed user and performance analytics (e.g. open rates, opt ins, speed, segment size). Have provided data visualisation and dashboards to clients (e.g. real time analytics dashboards)
- 2.4 Timing
 - 2.4.1 Must be able to support:
 - 2.4.1.1 A service integration period from January to February 2025
 - 2.4.1.2 A push notifications release to GOV.UK beta app in March 2025
 - 2.4.1.3 A scaled UK public GOV.UK app release from July 2025

3. BACKGROUND TO THE CONTRACTING AUTHORITY

- 3.1 This work is the responsibility of the Cabinet Office for Government Digital Service (GDS). Please note: the Contract Authority during the contract period could change from Cabinet Office to Department of Science, Innovation and Technology, since GDS will be moving to another organisation: <https://www.gov.uk/government/news/dsit-bolstered-to-better-serve-the-british-public-through-science-and-technology>
- 3.2 The work will take place in collaboration with the existing GOV.UK app team within the GOV.UK directorate.
- 3.3 About our organisation
 - 3.3.1 In 2012, GOV.UK brought together over two thousand separate government websites into a single domain in order to provide quick, consistent and reliable access to essential UK government services and support to anyone with an internet connection. It is now one of the most used websites in the United Kingdom.
 - 3.3.2 Highly regarded internationally as a model for how to modernise government, GOV.UK employs an agile, user-centred-design approach to develop and continually improve the service it offers UK citizens.
 - 3.3.3 It proved to be an essential part of civic life through the multi-faceted challenges of both Brexit and the COVID-19 pandemic, and remains highly trusted by the public, despite trust in government overall being at an all-time low.
- 3.4 Outline of the organisational and strategic context
 - 3.4.1 In 2023, a new strategy for GOV.UK started to dramatically grow the value it represents to the UK. Building on the existing foundational pillars of accessibility, user-centricity and continual improvement, the new strategy will deliver:

- 3.4.1.1 Service and support for everyone, available across digital social platforms and apps, in multiple formats and languages (including video & audio), accessible to all
- 3.4.1.2 A proactive and personalised experience that remembers, prompts and anticipates actions and needs of the individual, rather than simply reacting
- 3.4.1.3 A joined-up, intuitive and human experience that simplifies support and service journeys
- 3.4.1.4 A new GOV.UK app is at the heart of this strategy. Discovery and a technical proof of concepts are ongoing in this area. Mobile push notifications are a key component of the strategy and will be required ahead of beta and public launches.

4. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 4.1 To act on the latest GOV.UK strategy in which we will focus on making our product and services available to more users across more channels a GOV.UK App has been commissioned.
- 4.2 The GOV.UK app will operate under the following principles:
 - 4.2.1 To create an ongoing, personal relationship between our users and our services by meeting the users where they are and making it easier to do the things they need to do with government.
 - 4.2.2 Ease of use - Create an app which feels intuitive, easy to use and secure. On the whole, users who download the app should feel they need to keep it on their device because of the value it provides.
 - 4.2.3 Utility - A central 'hub' for all your government needs which reduces burden on users and allows them to perform tasks on the go.
 - 4.2.4 Personalisation - The app needs to feel like a product which is 'for you' and not the same experience for everyone. This could allow us to change the way we interact with our users and proactively reach them without the need to always come to us.
- 4.3 Core Functions of the proposition
- 4.4 Our long term thinking for the GOV.UK app centres around 9 core functions which collectively form the GOV.UK App.

Core Function	Examples
Identify	Login, Account, Preferences
Store	Wallet, Credentials, Certificates

Read	Mailbox, Communications
Ask	Search, Navigate, Chat
Apply	Applications, Renewals, Registrations
Book	Appointment, Reminders, Schedule
Approve	Consent, Verify, Sign
Notify	Inform, Remind, Alert
Pay	Scheduled, Immediate, Automatic

4.5 Whilst Government Digital Service (GDS) are new to the mobile app market this is not the first mobile app in use with the public by the public sector. Users can currently verify their identity to create a verified One Login account with GDS via the 'GOV.UK ID Check' mobile application available on Android and iOS. Our strategy aims to build on the success and learnings of this app by implementing the principles and core functions above into a new mobile application.

4.6 We are targeting a one app operating model and with some exceptions for new apps being made. For the purposes of this procurement the GOV.UK mobile app is the priority app with other apps treated as secondary if they were to implement push notifications.

4.7 Audience insight

4.7.1 The GOV.UK mobile app is currently in Alpha development and available to a small number of internal users.

4.7.2 The user base will increase to between 5,000 and 10,000 beta users by November 2024.

4.7.3 Once launched to the UK citizens the GOV.UK mobile app will scale up to users in the millions over time.

4.7.4 As a guide to the scale of GOV.UK web presence we have the following data:

4.7.4.1 Homepage visits

Time frame	Sessions
Year	70 million
Month	5.8 million
Week	1.3 million

Day	192K
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4.7.4.2 Sessions

Percent converted	Year	Month	Week	Day
5%	3.5 million	290.0K	65.0K	9.6K
10%	7.0 million	580.0K	130.0K	19.2K
15%	10.5 million	870.0 K	195.0K	28.8K
20%	14.0 million	1.16 million	260.0K	38.4K
25%	17.5 million	1.45 million	325.0K	48.0K

4.7.4.3 Mobile vs desktop split

Device category	Percentage of sessions
Mobile	58.89%
Desktop	38.65%
Tablet	1.46%

4.7.4.4 Services completed

Note that the definition of a gov.uk service is; something that helps citizens to do something, such as learn to drive, buy a house, or become a childminder.

Time frame	Service starts	
	Users	Events
Year	203.8 million	833.2 million
Month	Average: 23.3 million Highest: 26.2 million Lowest: 19.3 million	Average: 69.4 million Highest: 79.4 million Lowest: 54.8 million
Week	Average: 7.1 million Highest: 8.6 million Lowest: 4.4 million	Average: 16.3 million Highest: 19.7 million Lowest: 8.5 million

Time frame	Service starts	
	Users	Events
Year	203.8 million	833.2 million
Month	Average: 23.3 million Highest: 26.2 million Lowest: 19.3 million	Average: 69.4 million Highest: 79.4 million Lowest: 54.8 million
Day	Average: 1.7 million Highest: 1.8 million Lowest: 1.6 million	Average: 2.9 million Highest: 3.1 million Lowest: 2.8 million

4.7.4.5 Content page views

Time frame	Sessions	Page views
Year	1.1 billion	2.6 billion
Month	Average 97.4 million Highest: 115 million Lowest: 75.4 million	Average: 221.9 million Highest: 265.2 million Lowest: 167.4 million
Week	Average: 22.5 million Highest: 30 million Lowest: 19 million	Average: 51.2 million Highest: 67 million Lowest 42 million
Day	Average: 3.2 million Highest: 5.3 million Lowest: 819K	Average: 7.3 million Highest: 13.2 million Lowest: 1.7 million

4.7.5 Total downloads of the GOV.UK ID Check app

4.7.5.1 All time downloads of the GOV.UK ID Check app stands at 4.9m (as of February 2024)

4.7.5.2 Note that the GOV.UK app will supersede the ID check app

4.7.6 The NHS app took 5 years to get to 33.6 million users. It currently has 16.8 million logins per month. Service example - 3.2 million repeat prescriptions ordered per month.

4.8 Strategy

4.8.1 The Contracting Authority is seeking a mobile push notifications partner to work with GDS to provide the technology and infrastructure to provide push notifications on a UK national scale.

4.8.2 The outcomes GDS want to achieve include the following.

- 4.8.2.1 **Inform** - sending relevant, proactive communications on information, news and events.
- 4.8.2.2 Examples
 - (a) Don't forget, the tax self assessment window closes in two weeks.
 - (b) The polls will be open on 1st January, you can register to vote here.
- 4.8.2.3 Hypothesis: By informing users of ongoing events and news relevant to users from the government we can increase the trust between our users and the GOV.UK app. Careful, planned and relevant communication to users via push notification should increase the likelihood of users retaining the mobile app and using it frequently.
- 4.8.2.4 **Improve** - sending service reminders, progress monitoring and direct service access.
- 4.8.2.5 Examples:
 - (a) Your passport looks set to expire on 29th May this could affect your ability to travel. Start your application here.
 - (b) Don't forget! You haven't logged into your childcare account for over 2 months. Click here to confirm your eligibility.
- 4.8.2.6 Hypothesis: Enhancing our existing and new services through the use of push notifications for app users will create an ongoing connection between the user and the service wherever the user is, increase service satisfaction and completion. Service owners can target service improvements specifically with the app in mind. This should lead to both features / content the user expects and better services in the app, the end result being an increased uptake of services completed in the app.
- 4.8.2.7 **Connect** - notify citizens about services which they could find useful or support which they may be eligible for.
- 4.8.2.8 Examples:
 - (a) It looks like you could be eligible for Personal Independence Payment (PIP), here's all the information you need to apply.
 - (b) We noticed you registered an asset via the Capital Goods Scheme last year, here's all the information you need to do it again before the 12th July deadline.

- 4.8.2.9 Hypothesis: Proactive communication of services which are relevant to users and their status will increase user satisfaction of GOV.UK. Using the data we have of our users to notify them about services which they are eligible for or they need to complete soon will build trust. This trust should increase the prompt use of application, renewal or time sensitive services and therefore reduce the overhead of managing these services and the user interactions they trigger.

Inform	+	Improve	+	Connect	=	Habit
Habit = Retention						

- 4.8.2.10 **Reduce** - Executing the above three benefit streams should reduce ongoing costs Other Government Departments incur managing their services and increase the return on investment on the GOV.UK app.
- 4.8.2.11 Hypothesis: By proactively informing users, publishing high performing services and transforming their future experience we will reduce burden on citizens and remove significant costs out of the system. Associated cost related to SMS, email and letters with a lower cost per push notification than other communication methods.

5. DEFINITIONS

Expression or Acronym	Definition
GDS	Government Digital Service (GDS) means the Business Unit within Cabinet Office and the contracting authority
OGD	Other Government Departments (OGD) means any UK government departments outside of the Cabinet Office
SLA	Service Level Agreement
NHS	National Health Service
UI	User Interface
ID Check	Identification Check

DDaT Roles	This refers to the Government Digital and Data Profession Capability Framework - for more detail, refer to https://ddat-capability-framework.service.gov.uk/
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6. SCOPE OF REQUIREMENT

6.1 In scope for this requirement is:

- 6.1.1 A mobile push notifications service that has the capability to deliver the requirements laid out in section 6.
- 6.1.2 The provision of support, guidance and documentation in order that the GOV.UK app team may successfully integrate a mobile push notifications service with the GOV.UK app.
- 6.1.3 A mobile push notification service that has the capability to deliver notification at the scale outlined in section 6.7
- 6.1.4 Operational support throughout the term of the contract, in line with the defined SLA.
- 6.1.5 Dedicated project and account management throughout the term of the contract.
- 6.1.6 Supporting an offboarding phase towards the end of the contract term to ensure a successful handover to GOV.UK staff or an incoming third party supplier.

6.2 Out of scope for this requirement is:

- 6.2.1 Integrating the service into the GOV.UK app.
- 6.2.2 Authoring notifications on behalf of GOV.UK

7. THE REQUIREMENT

7.1 The successful bidder will be responsible for delivering the requirements of this brief

7.2 Functionality. The service must support:

- 7.2.1 Push notification send / publish
- 7.2.2 API integration
- 7.2.3 Segmentation of push send i.e by tag, audience etc
- 7.2.4 Rich push notifications i.e images, video etc
- 7.2.5 Scheduled send of push notifications
- 7.2.6 Personalisation of push notification i.e inserting username
- 7.2.7 Push notifications with actions / action buttons
- 7.2.8 Silent push notification
- 7.2.9 Wearable push notifications
- 7.2.10 A/B and/or MVT testing of notifications
- 7.2.11 Multi-language support (e.g. Welsh language notifications)

7.3 The service may also support:

7.3.1 In app messaging

7.3.2 Message centre

7.4 Authentication and permissions

7.4.1 For individual publishers

7.4.1.1 User access to supplied software must be managed closely with a centrally coordinated approach to access/authentication and permissions/authorisation.

7.4.1.2 The service provider's mechanism for user authentication will be required to integrate into proposed workflows for individuals assigned to publishing notifications. GDS require that:

- (a) Individual publishers may access the software using a username and password.
- (b) MFA/2FA is included as default for all access to publish notifications.
- (c) Users may be authenticated using their corporate single sign-on (SSO). Google and Microsoft accounts are used throughout the Civil Service and are available for use via the OpenID Connect protocol. This ensures that credentials are automatically removed when they leave the organisation.
- (d) Access and permissions to the notifications platform must be managed centrally by Civil Service admin users
- (e) Account statistics available to indicate when an account was last accessed so that accounts can be removed if not used
- (f) Different users may be assigned different levels of permissions (e.g. some publishers can send notifications to one group of app users, while a different publisher might be able to send notifications to all app users)

7.4.2 For automated notifications

7.4.2.1 In some cases app notifications will be triggered by systems. We will require that notifications can be triggered via calls to the notifications publisher from authenticated systems.

7.4.2.2 Specifically, services that use gov.uk/notify may, in future, require that users can receive a notification in the GOV.UK App as well as, or instead of, the current email, SMS or letter options. This is for future consideration, but the supplier should provide clear guidance as to how third

party systems for automated notifications would be authenticated and what security provisions would be in place to ensure that unauthenticated systems could not gain access.

7.5 Prioritisation of Notification Type

7.5.1 We will require the ability to tag notification types. Examples, not limited to:

- 7.5.1.1 Government Department
- 7.5.1.2 Type (broadcast / service)
- 7.5.1.3 Priority Level
- 7.5.1.4 Schedule / Unscheduled
- 7.5.1.5 User Group / Cohort

7.5.2 Ability to differentiate between types of notifications potentially with different priorities or sent to different channels with associated priorities. E.g. could be a schedule for sending out reminders and then perhaps there is some breaking news type travel advice which needs sharing which needs to go out first to millions.

7.6 Security

7.6.1 Adherence to [government security policies](#), with particular reference to [Technology and Services](#)

7.6.2 Security policies, processes and governance proportional to a service provider processing millions of general UK user notifications from the UK government, for example, a comprehensive technical security regime underpinning a secure software development and platform operation lifecycle.

7.7 Accessibility

7.7.1 The Government Digital Service is committed to making its websites accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

7.7.2 All provisions within the scope of the requirement must be compliant with the [Web Content Accessibility Guidelines version 2.1](#) AA standard.

7.8 Metrics / Reporting

7.8.1 GOV.UK must be able to access service performance data for user level data and reporting. This may include, but not limited to:

- 7.8.1.1 Active opted in users by platform
- 7.8.1.2 Notification engagement / performance
- 7.8.1.3 Open rates
- 7.8.1.4 Uninstalled / deactivated devices

- 7.8.1.5 All above filters / sorted by notification tag/s
 - 7.8.1.6 Opt in / opt out rates per platform
- 7.9 Flexibility around changes
 - 7.9.1 The service will be required to scale over time to meet:
 - 7.9.1.1 Increased demand each year
 - 7.9.1.2 Anticipates and unanticipated usage or traffic spikes.
 - 7.9.2 The service will need to be able to adapt to future requirements e.g.
 - 7.9.2.1 Additional functionality and service enhancements are likely to be needed over time and incorporated into the solution. Where this falls outside the scope of the original procurement or service purchased a separate purchase / invoicing agreement will be needed. Refer to section T.
 - 7.9.3 Innovation
 - 7.9.3.1 Evidence of product innovation and a development roadmap that demonstrates how the service is intended to develop and keep pace with industry developments.
- 7.10 Onboarding and Operational Management
 - 7.10.1 Implementation Plan
 - 7.10.1.1 A detailed plan, which itemises the implementation phasing and service provider touch points and targeted support.
 - 7.10.1.2 Provision of documentation guides, which details how the service must be implemented and configured.
 - 7.10.1.3 Service consultants (technical and non-technical) must be made available to GDS staff throughout the implementation phase.
 - 7.10.1.4 Access to tech support throughout the duration of the contract, in line with defined SLAs
 - 7.10.1.5 Training for GDS staff, in order to achieve a successful integration and service configuration.
 - 7.10.1.6 Flexibility with integration phasing that allows for GOV.UK app beta testing to be conducted, followed by a phased market release.
 - 7.10.1.7 Configuration of reports and product dashboards.
- 7.11 Project & Account Management
 - 7.11.1 Provision of project and account management during the implementation phase and throughout the term of the contract.
 - 7.11.2 Named, key points of contact for Account Manager, Project Manager, and Technical Consultant roles.
 - 7.11.3 A defined and documented approach to change control, risk and issue management, and escalation process.

7.12 Service Resilience

7.12.1 Active and demonstrable disaster recovery plan

7.13 Performance Monitoring and Contract Compliance

7.13.1 Routine active monitoring of the service to highlight any performance degradations, and outages.

7.13.2 Proactive notification of any incidents or degradations that may impact the service.

7.13.3 A monthly report that details how the service has performed against key performance metrics, as defined in the SLA (section 15).

7.13.4 A monthly service availability report.

7.14 Business Continuity processes

7.14.1 An effective Business Continuity Plan, which will be made available to GOV.UK upon request.

7.15 Offboarding

7.15.1 Supplier will share any information/resources that are required to offboard at the end of the contract (e.g. current subscribers)

7.15.2 Supplier will create & follow a handover plan

7.15.3 Supplier will work with GDS and any new supplier as part of the offboarding process

7.15.4 See Schedule 30 Exit Management for further details.

8. KEY MILESTONES AND DELIVERABLES

8.1 As per [Scope of Requirements](#), our desired milestones for delivery are also set out below, dependent on when the winning partner is appointed:

8.2 The following Contract milestones/deliverables shall apply:

Milestone/Deliverable	Description	Timeframe or Delivery Date
1	Commencement of integration	January 2025
2	Completion of mobile push notification service integration into the GOV.UK app	February 2025
3	Mobile push notifications service operational for GOV.UK beta app users	March 2025
4	Mobile push notifications service operational for full	July 2025

	market roll out of the GOV.UK app	
5	Operational support period	March 2025 - February 2027

9. MANAGEMENT INFORMATION/REPORTING

- 9.1 The Supplier will be required to deliver reporting requirements as detailed in Framework Schedule 5 (Management Charges and Information) and Call off Schedule 1 (Transparency Reports).
- 9.2 In addition to the Management Information required as stated above. The Supplier will be required to provide the following information for all Resource engagements:
- 9.2.1 Supplier Staff Name(s) and DDaT Role(s)
 - 9.2.2 Start and End date of the Engagement
 - 9.2.3 The contracted Day Rate of the Supplier Staff
 - 9.2.4 Security Clearance and Location of Supplier Staff
- 9.3 The Supplier shall be required to notify the Contracting Authority of any change in the employment status of the Supplier Staff.
- 9.4 The Supplier must provide the Contracting Authority with regular invoicing costs and forecasts to allow the accurate monitoring of budget.

10. VOLUMES

Year	Estimated Monthly Active Installs
2025	6,000,000
2026	12,000,000
2027	18,000,000
2028	24,000,000
2029	30,000,000

11. CONTINUOUS IMPROVEMENT

- 11.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
- 11.2 The Supplier should present new ways of working to the Authority during quarterly Contract review meetings.

- 11.3 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.
- 11.4 See Schedule 11 Continuous Improvement for further details.

12. QUALITY AND TECHNICAL STANDARDS

- 12.1 The Services must be delivered as per the GDS Service Manual (e.g. agile delivery aligned to scrum methodology) or other methodologies as required.
- 12.2 The supplier should follow where applicable:
- The Government Technology Code of Practice (<https://www.gov.uk/government/publications/technology-code-of-practice>)
 - The Government Service Standard and Service Manual (<https://www.gov.uk/service-manual/service-standard>)
 - Resources to be supplied in accordance with DDAT Competency framework guidelines:
<https://www.gov.uk/government/collections/digital-data-and-technology-profession-capability-framework>
 - NCSC Cyber Assessment Framework Guidance
<https://www.ncsc.gov.uk/collection/caf/cyber-assessment-framework>
 - NCSC guidance
<https://www.ncsc.gov.uk/section/advice-guidance/all-topics>
 - The GDS Way, which documents specific technology, tools and processes <https://gds-way.cloudapps.digital/>

13. PRICE

- 13.1 The supplier must provide a cost breakdown based on unit cost per monthly active users.
- 13.2 Cost per unit may be variable depending on volumes. Where this is the case, please provide a volume based discount pricing schedule.
- 13.3 Prices are to be submitted by completing Attachment 4 – Price Schedule excluding VAT and including all other expenses relating to Contract delivery and emailing it with your other documentation to GDS-digital-buyer@digital.cabinet-office.gov.uk before the closing date and time.

14. STAFF AND CUSTOMER SERVICE

- 14.1 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.

- 14.2 The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.
- 14.3 The Supplier shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

15. SERVICE LEVELS AND PERFORMANCE

- 15.1 The Authority will measure the quality of the Supplier's delivery by adherence to the criteria laid out in the following table:

SLA	Service Area	SLA description	Service Level Threshold
1	Service availability	Availability of the service, excluding scheduled maintenance. Availability will be measured based on monthly uptime	99.9%
2	Notification delivery	Time taken for issued push notifications to have reached all active users	Less than 10 minutes
3	Service Request Response time	Time taken to respond to client requests (see table in section 15.2 for severity and response times)	Between 2 hours and 24 hours (see table in section 15.2)
4	Incident resolution	Time taken to resolve operational incidents	Between 4 hours and 48 hours (see table in section 15.2)
5	Data security	Maintain industry standard security measures and compliance with data protection regulations	100% compliance at all times

15.2 Incident severity table

Severity level	Description	Response time	Resolution time
1	Critical: <ul style="list-style-type: none"> • Service outage affecting all users • Total loss of critical data • Severe security breach compromising sensitive information 	2 hours (24 hours a day, 7 days a week)	4 hours (24 hours a day, 7 days a week)
2	High: <ul style="list-style-type: none"> • Service degradation affecting a large proportion of users • Major functionality impairment • Significant data corruption or loss. 	4 hours (24 hours a day, 7 days a week)	8 hours (24 hours a day, 7 days a week)
3	Medium <ul style="list-style-type: none"> • Service degradation affecting some users • Partial functionality impairment • Minor data corruption or loss. 	12 hours (Between 09:00 - 17:00 GMT, Mon - Fri)	24 hours (Between 09:00 - 17:00 GMT, Mon - Fri)
4	Low: <ul style="list-style-type: none"> • Minor service disruption affecting few users • Minor functionality issues • Minimal data corruption or loss. 	24 hours (Between 09:00 - 17:00 GMT, Mon - Fri)	48 hours (Between 09:00 - 17:00 GMT, Mon - Fri)

15.3 If the service provider fails to meet the agreed SLA for three consecutive months, GDS, at its discretion may terminate this agreement upon providing

written notice to the supplier. Both parties should engage in good faith efforts to resolve any disputes regarding service levels.

16. SECURITY AND CONFIDENTIALITY REQUIREMENTS

- 16.1 Supplier Staff will be assured against the appropriate level of security clearance (Baseline Personnel Security Standard in most cases) in accordance with Staff Vetting procedures outlined in the Draft Order Form.
- 16.2 The Supplier will ensure compliance with:
- Government Functional Security Standard No. 7
<https://www.gov.uk/government/publications/government-functional-standard-govs-007-security>
 - the security requirements of cloud services using the NCSC Cloud Security Principles and accompanying guidance:
<https://www.ncsc.gov.uk/guidance/implementing-cloud-security-principles>
- 16.3 The Supplier will engage and collaborate with GDS Security Working Group reviews led by GDS security leads.
- 16.4 The Supplier will ensure all their staff are aware of their responsibilities around confidentiality and security.
- 16.5 The Supplier to issue a Security Management Plan within 20 days of contract agreement.

17. PAYMENT AND INVOICING

- 17.1 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.
- 17.2 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.
- 17.3 Invoices should be submitted to: this will be confirmed in the Award Form.
- 17.4 The supplier must state the WP number and the PO number on all invoices.

18. CONTRACT MANAGEMENT

- 18.1 Operational and strategic contract management meetings will be agreed during project initiation and implemented throughout the duration of this Contract:
- 18.2 Attendance at Contract Review meetings shall be at the Supplier's own expense.