



Crown  
Commercial  
Service

**Technology Products 2 Agreement RM3733  
Framework Schedule 4 - Annex 1**

## Order Form

In this Order Form, capitalised expressions shall have the meanings set out in Call Off Schedule 1 (Definitions), Framework Schedule 1 or the relevant Call Off Schedule in which that capitalised expression appears.

The Supplier shall supply the Goods and/or Services specified in this Order Form to the Customer on and subject to the terms of the Call Off Contract for the duration of the Call Off Period.

This Order Form should be used by Customers post running a Further Competition Procedure under the Technology Products 2 Framework Agreement ref. RM3733.

The Call Off Terms, referred to throughout this document, are available from the Crown Commercial Service website at <http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm3733>



## Section A General information

This Order Form is issued in accordance with the provisions of the Technology Products 2 Framework Agreement RM3733.

<b>Customer details</b>
<b>Customer organisation name</b> Her Majesty's Revenue and Customs (HMRC)
<b>Billing address</b> REDACTED
<b>Customer representative name</b> REDACTED
<b>Customer representative contact details</b> REDACTED
<b>Supplier details</b>
<b>Supplier name</b> Computacenter (UK) Ltd
<b>Supplier address</b> REDACTED
<b>Supplier representative name</b> REDACTED
<b>Supplier representative contact details</b> REDACTED
<b>Order reference number</b> REDACTED



## Section B Overview of the requirement

### Framework Lot under which this Order is being placed

Tick one box below as applicable

- |   |                                     |
|---|-------------------------------------|
| 1. HARDWARE                                       | <input type="checkbox"/>            |
| 2. SOFTWARE                                       | <input type="checkbox"/>            |
| 3. COMBINED SOFTWARE AND HARDWARE REQUIREMENTS    | <input checked="" type="checkbox"/> |
| 4. INFORMATION ASSURED PRODUCTS                   | <input type="checkbox"/>            |
| 5. VOLUME HARDWARE REQUIREMENTS (DIRECT FROM OEM) | <input type="checkbox"/>            |

### Customer project reference

CCIH18A87: Digital Signage Solution (HMRC)

### Call Off Commencement Date

18<sup>th</sup> June 2019.

### Call Off Contract Period (Term)

The Contract will be for an initial four (4) year term commencing upon completion of the Contract signatures. The Contracting Customer reserves the option to extend the call-off contract by a further one (1) year period (4 +1). The Extension option will be subject to budgetary approval.

### Call Off Initial Period Months

Forty-Eight (48) Months

### Call Off Extension Period (Optional) Months

Twelve (12) Months

### Specific Standards or compliance requirements

REDACTED



## Section C Customer Core Goods and/or Services Requirements

Please provide details of all Goods and/or Services required (including any items which are considered business critical) including the locations where the supplier will be required to deliver the service/s Ordered.

### Goods and Services

- 1.1 The Supplier will deliver a universal, corporate cloud-based 'Software as a Service' (SaaS) digital signage solution across the Customer's regional centres as described within this Statement of Requirements.
- 1.2 The visual hardware (screens, monitors, totems) does not fall within the scope of this requirement as these will be procured separately by the Customer.
- 1.3 The Supplier will provide any hardware such as media players required in order to provide full functionality of the solution with the Customer's display hardware.
- 1.4 The Supplier will refer to Annex A for details of each regional site's display hardware types and anticipated quantities.
- 1.5 The Supplier will note the Customer requires a phased approach to the digital signage implementation, which is part of an ongoing wider project for the opening of their regional centres.
  - 1.5.1 Please refer to Annex A for the indicative planned opening dates for the regional sites. The Supplier will note these are anticipated dates and may be subject to change within the term of the Contract.
  - 1.5.2 The Supplier will note two (2) of the potential additional sites REDACTED where there may be future implementation of the solution are already operational and occupied by the Customer's staff.
- 1.6 The Successful Supplier will work with the Customer following Contract Award to agree a low-level implementation plan of the solution at the following initial two (2) sites:
  - 1.6.1 REDACTED
  - 1.6.2 Implementation is required by these dates in order for the Customer to conduct testing of the solution prior to the sites being occupied by staff.
- 1.7 The Customer may require implementation of the digital signage solution at additional regional sites during the term of the Contract on a call-off basis; these locations are detailed within Annex A.
- 1.8 Implementation at further sites will be subject to the solution's satisfactory functional performance at the initial two (2) sites of REDACTED, against the functional criteria detailed within this Statement of Requirements and against the proposed solution as detailed within the Supplier's bid submission.



1.9 The Customer's high level Connectivity, Functional, Accessibility and Security requirements are detailed within this Statement of Requirements. The Supplier will provide detailed information as to how their solution meets these requirements and how the Supplier would work with the Customer to deliver the solution, should they be successful in being awarded the Contract.

#### 1.10 Connectivity Requirements

##### 1.10.1 Outline Design showing connectivity

1.10.1.1 In outline, the solution is anticipated to operate in buildings where the Customer operates an Auxiliary Network as per Figure 1 below; however, the actual detailed implementation planning will form part of the Supplier's delivery services under the Contract.

##### 1.10.1.2 *Figure 1*

REDACTED

For those buildings (REDACTED) that do not operate with an Auxiliary Network then it is envisaged that system will operate as per Figure 2 below, however the actual implementation plan will form part of the Supplier's Contract delivery.

##### *Figure 2*

REDACTED

1.10.2 The Supplier will demonstrate within their implementation activities, a typical implementation pattern for their solution, showing communication channels, ports and hardware.

#### 1.11 REDACTED

#### 1.12 Functional Requirements

1.12.1 The digital signage system must be able to be accessed through the Customer's standard ICT hardware (desktops and laptops). Access to the scheduling capability is to be available to the Customer's designated staff according to defined hierarchical User Roles from the Customer's STRIDE IT estate.

1.12.2 The solution must be accessible remotely by other internet-enabled devices to enable FM, OGDs and third party users who will be preauthorised by the Customer.

1.12.3 The Content Management System (CMS) must be accessible via an internet web browser such as Internet Explorer (IE) and Google Chrome through laptops, tablets and mobile communication devices.

1.12.3.1 The Supplier are to confirm within their bid submission the compatibility of their solution with such devices and operating systems including Windows and Mac.



- 1.12.4 The solution must provide functionality to add user hierarchies and determine user access rights; the Customer's specific hierarchies will be agreed and implemented following Contract Award.
- 1.12.5 The hierarchy system must enable the Customer to determine which users can access particular information, for example which users can access all display screens versus which users can access specific screen sets, and what content users can upload or change.
- 1.12.6 The Solution's messaging system must have the option to have a 'timed die system' and control of message scheduling i.e. the ability to be able to stop messages in a defined time period.
- 1.12.7 The solution must allow the central control by the Customer of content on all screens across regional and strategic sites with the ability to update promptly, this feeds into the requirement for a hierarchy model to allow certain users to control content in their area or team down to a screen zone.
  - 1.12.7.1 The Customer's central communications team will have overall ownership, with delegated permissions for regional Communications leads.
  - 1.12.7.2 An Internal Policy and guidelines will be developed by the Customer during the Contract once the proposed solution and technical elements are confirmed.
- 1.12.8 The solution must be capable of scheduling the update of content to one or more screens with a hierarchical / matrix method of controlling content based on the user role.
- 1.12.9 The solution must allow scheduling to a display screen or screens in one or more locations (including across multiple sites).
- 1.12.10 The solution must have the ability to display default content and schedule targeted content to change on single or multiple display screens in one or more regional locations.
- 1.12.11 The solution must be able to provide targeted information to all site staff or guests as appropriate at a regional site.
- 1.12.12 The solution must have the functionality for content to be isolated for different functions and locations.
- 1.12.13 The solution must accept IPTV feeds with the ability to provide live TV streaming of selected channels.
- 1.12.14 The solution will have the ability to use RSS feeds, and other approved internet content (HTML only), e.g. transport, local news feeds and weather.



- 1.12.15 The Supplier will confirm their solution's connectivity functionality within their bid submission.
- 1.12.16 The solution must enable template functionality for differing display screen sizes and rotation; i.e. portrait and landscape, which can be branded for the Customer and must provide the ability for the creation of bespoke templates.
- 1.12.17 The Customer requires that the solution must be touch-screen compatible, as it will be used in areas such as receptions to provide information particular to a regional site, such as fire alarm testing. It should not be a rolling screen system.
- 1.12.18 The solution's media players or end point(s) must have the ability to be switched on and off remotely or programmed to do so for areas that are not occupied out of core working times; core work times are:
  - 1.12.18.1 Standard hours 8am to 8pm Monday to Friday, and;
  - 1.12.18.2 8am to 4pm Saturday and 9am to 5pm Sunday.
  - 1.12.18.3 The Solution must also provide functionality to override these hours.
  - 1.12.18.4 Core work times will vary according to site location; the solution must therefore allow for site specific programming.
- 1.12.19 **Content Types**
  - 1.12.19.1 The Customer requires the ability to display various types of content which will include the below; however, this is not exhaustive but is the minimum expected from the solution:
    - (a) RSS Feeds;
    - (b) Video (excluding Flash);
    - (c) Files created in Microsoft Office based authoring tools (i.e. Word processing, Slide Presentation etc.);
    - (d) HTML links and format (display HTML Content).

### 1.13 Associated Hardware Requirements

- 1.13.1 The Customer requires a SaaS digital signage CMS solution which includes the procurement of associated hardware in terms of any required media players / streamer hardware.
- 1.13.2 The Supplier will confirm the product and technical specification details of any required hardware they will supply as part of the solution in order to ensure full functionality with the Customer's display screens.
- 1.13.3 The Supplier will confirm the connectivity specifications of the hardware for their proposed solution; i.e. HDMI connectivity for example.

### 1.14 Compatibility Requirements



- 1.14.1 The solution and its associated hardware must be able to connect the Customer's existing and any newly procured display hardware i.e. different types of display screens such as televisions, monitors and totems. The Customer is currently procuring new hardware and therefore is unable to detail the technical specifications of these.
- 1.14.2 The solution must connect to the Customer's display screens by HDMI Connectivity as a minimum requirement.
- 1.14.3 The Supplier will detail any potential compatibility considerations as part of their bid submission.

### 1.15 User Hierarchy Requirements

- 1.15.1 The Solution must support different user roles and levels for staff such as:
  - 1.15.1.1 Content Creator;
  - 1.15.1.2 Content Approver;
  - 1.15.1.3 Content Publisher.
- 1.15.2 As part of the installation process, the Supplier will work with the Customer to implement the signage system for each required site location and to assign the Customer's designated staff to the agreed User roles.
- 1.15.3 Different user levels refers to different levels of access permission. E.g. System owner/administrator must be able to modify all screens, whereas content designers will be limited to a specific set of screens.
- 1.15.4 The Customer must have 'super user'/location administration rights to manage application usage. The Customer's Internal Communications team is required to have overall administration rights.
- 1.15.5 Other Government Departments and third party access
  - 1.15.5.1 In Multi tenanted buildings there will be a need for non HMRC staff to have the ability to create and schedule content to be displayed on specific screens, so the ability to create Content Creator, Approver and Publisher Users roles for OGDs and Third Party will be required.

### 1.16 User Role Requirements

- 1.16.1 The functionality descriptions of the different User Roles /Access levels that the Customer would expect the software solution to provide are described below. As part of their bid submission, The Supplier will detail how their solution may be able to provide this functionality
- 1.16.2 **System owner / administrators**
  - 1.16.2.1 The Customer's system owner / administrators must be able to open a compliant web browser and navigate to the Digital Signage System CMS.
  - 1.16.2.2 This specific role will allow a user to create, schedule, approve and publish content to specific screens in a single location or multiple



locations; and multiple screens in a single location or multiple locations, all screens in all locations if required.

#### 1.16.3 **Role One: Content Creator**

- 1.16.3.1 Content creators must be able to navigate to the Digital Signage System as above. They must be able to access and only view authorised screens within the CMS.
- 1.16.3.2 For the screens they are authorised to access and view, they must be able to create and schedule content for a single screen or group of screens as required.
- 1.16.3.3 This must be facilitated by templates created for screens of varying size, resolution, and orientation.
- 1.16.3.4 Once created the content must be able to flow to the person or team responsible for approving the contents (Content Approver Role).
- 1.16.3.5 Content creators will be responsible for ensuring that the information scheduled complies with the Customer's business policies.

#### 1.16.4 **Role Two: Content Approver**

- 1.16.4.1 Content approvers must be able to navigate to and access the Digital Signage System as described above in Role One.
- 1.16.4.2 They must be able to access the screens they will be required to approve the content of.
- 1.16.4.3 Content Approvers will be responsible and accountable for ensuring only content that meets defined Customer policies is approved and to ensure that the content is assigned to the correct screen or screens.
- 1.16.4.4 Content Approvers must have the ability to refer content back to the original content creator to be updated and resubmitted for approval.

#### 1.16.5 **Role Three: Content Publisher**

- 1.16.5.1 Content publishers must be able to navigate to the Digital Signage System as described in the previous User Roles.
- 1.16.5.2 They will be presented with the screens that they are able publish content after which the content will flow to the designated screens at an appropriate time.

### 1.17 **Non Functional Requirements**

- 1.17.1 The solution must meet HMRC security and network standards: no flash animation, no web-sockets usage.



- 1.17.2 The Supplier will work with the Customer to resolve any issues found during the Customer's penetration testing.
- 1.17.3 The Solution and CMS must be able to communicate with the Customer via secured encrypted authenticated channels.
- 1.17.4 Traffic must be encrypted in transit and at rest using a recommended TLS1.2 (not the deprecated SSL) or a VPN tunnel.

### **1.18 Installation and Implementation Services**

- 1.18.1 The Supplier will detail within their bid submission their proposed high level methodology for installation and implementation activities for each site.
- 1.18.2 The plan must focus on implementation planning for REDACTED
- 1.18.3 The plan must include a high level plan for future site implementations, with those to be confirmed in lower-level detail when future site implementations are confirmed.
- 1.18.4 The Customer would like to understand for example whether the solution is 'Plug-in-and-Play', or if the Supplier's resources (contractors) would need to attend site for any physical installation and implementation of the software and hardware.
  - 1.18.4.1 For example; whether manual (on-site) installation of any software is required and whether this activity can be conducted by the Customer's internal resources or whether the Supplier's resources will need to implement this activity.
  - 1.18.4.2 The Supplier are required to detail in their bid response method of installation.
- 1.18.5 The Customer will require an Inception meeting between the Supplier and their appropriate subcontractor representatives within two (2) weeks of Contract Award. The Inception meeting will take place by either video-conference or in-person at a venue to be confirmed following Award of Contract.

### **1.19 Software Patches and Updates**

- 1.19.1 The Supplier are to confirm how software patches and updates will be managed and how they will inform the Customer of planned updates.
- 1.19.2 The Customer must have the ability to centrally manage and review software and firmware, patching, drivers, Anti-Virus updates, including for any firmware, if required prior to release across the Customer's system.
- 1.19.3 The hardware/firmware end points (such as Media Players) are required to be securely protected through the ability to be 'hardened'; this includes any



server physical or virtual, set top box or TV). The Supplier must confirm the security and protection arrangements that are available for the firmware.

### 1.20 Assistive Technology Compatibility Requirements

- 1.20.1 The Customer is an inclusive employer and seeks to include all staff and visitors in consumption of information via all media. The Supplier should demonstrate within their implementation activities how their solution addresses the Customer’s desired Accessibility Functionality requirements under the European Standard EN 301 549.
- 1.20.2 The Supplier will complete Annex B Accessibility Questionnaire, which is for information only to aid in implementation planning.
- 1.20.3 The Supplier are required to detail how their solution can provide alternative means of functionality and usability against each of the following minimum criteria:
  - 1.20.3.1 Usage without vision / with limited vision
  - 1.20.3.2 Usage without perception of colour
  - 1.20.3.3 Usage without hearing / with limited hearing
  - 1.20.3.4 Usage without vocal capability
  - 1.20.3.5 Usage with limited manipulation or strength
  - 1.20.3.6 Usage with limited reach
  - 1.20.3.7 Minimize photosensitive seizure triggers
  - 1.20.3.8 Usage with limited cognition
- 1.20.4 In addition to the above minimum requirements, The Supplier will detail in their implementation services whether their solution can provide any of the following desired accessibility functional requirements:
- 1.20.5 *Table of Accessibility Functional Requirements*

<b>Usage without vision / with limited vision</b>
<i>The solution provides at least one additional method of operation that does not rely on vision and any features that enable users to make better use of their limited vision.</i>
<i>Where auditory output is provided, the solution provides auditory information that allows users to correlate the audio with the information displayed on the screen. The solution allows for private listening and / or allow non-private auditory output.</i>
<i>Where the solution presents non-text content, the alternative for non-text content can be presented to users via speech output. (Unless the non-text content is aesthetic or used only for visual formatting).</i>
<i>Solution ensures the speech output can present equivalent information for the pre-recorded video content, where this is needed to enable the use of closed functions.</i>
<i>Solution provides the user with an auditory output that can be delivered only to a mechanism for private listening, or the user explicitly chooses to allow non-private auditory output.</i>



<b>Usage without perception of colour</b>
<i>The solution provides a visual mode of operation that does not require user perception of colour.</i>
<i>Where significant features of the user interface are colour-coded, the solution can provide additional methods of distinguishing between the features for the user.</i>
<b>Usage without hearing / with limited hearing</b>
<i>Solution provides a mode of operation that does not require hearing or has a mode of operation with enhanced audio features.</i>
<i>Solution provides visual information that is equivalent to any pre-recorded auditory information.</i>
<i>Solution provides visual and tactile interfaces that does not require hearing.</i>
<i>Solution provides a reduction in background noise whilst providing greater audio clarity and greater volume in a higher frequency range. If not, how does it combat these challenges?</i>
<b>Usage without vocal capability</b>
<i>Solution provides a mode of operation that does not require vocal output.</i>
<i>Solution works with keyboard, pen or touch user interfaces, where vocal output is required.</i>
<b>Usage with limited manipulation or strength</b>
<i>Solution can be used by those with limited manipulation or strength. Explain whether your solution provides alternative actions that do not require physical manipulation or hand strength.</i>
<i>If Solution has operable parts, there are the means to discern each operable part without vision and without performing the action associated with the operable part. If not, are other solutions available?</i>
<i>Solution has a sequential key entry and speech user interfaces where manipulation or hand strength are not possible. If not, can alternative actions can be provided?</i>
<i>Solution be used by those with limited manipulation or strength. Explain whether your solution provides alternative actions that do not require physical manipulation or hand strength.</i>
<b>Usage with limited reach</b>
<i>Solution provides operational elements that are within reach to all users.</i>
<i>Solution considers placement of operational elements and user interference for wheelchair users.</i>
<b>Minimize photosensitive seizure triggers</b>
<i>Solution minimises the potential for triggering photosensitive seizures.</i>
<i>Solution limits the number of flashes per second in relation to photosensitive seizures.</i>
<b>Usage with limited cognition</b>



*Solution has features that are simpler and easier to use, for those with limited cognition.*

*Solution has specific features such as error indication and logical focus order built into the design features. If not, can this be provided?*

## 1.21 Support and Maintenance

- 1.21.1 The Supplier will confirm their support package offering, which must include access to support via:
  - 1.21.1.1 Telephone and Email in core business hours, which are:
    - (a) 8am to 8pm Monday to Friday, and;
    - (b) 8am to 4pm Saturday and 9am to 5pm Sunday.
- 1.21.2 Maintenance and updates must take place outside of the Customer's core hours.
- 1.21.3 The Customer requires that system fault repaired within forty-eight (48) hours – unless otherwise agreed between the parties.
- 1.21.4 Support and Maintenance will be required initially at the REDACTED regional sites. Should the implementation be required at the additional sites then these sites will also require support and maintenance provision. Therefore, support and maintenance pricing has been requested for each site, as detailed within the Pricing Schedule.

## 1.22 Training Requirements:

- 1.22.1 The solution must come with a training option for the Customer's key users as part of the solution's implementation across the initial two (2) sites of REDACTED. The Supplier will outline in their implementation plan what training provision can be offered and provide pricing for these within the Price Schedule.
- 1.22.2 The Supplier will provide group/classroom training to the Customer's staff. The Customer anticipates the training session would be required for between fifteen (15) and twenty (20) users.
  - 1.22.2.1 The required training session may be via remote (such as video conference) or in classroom training format. The Supplier will confirm the training options available.
- 1.22.3 The Customer envisages that those attending the training session will become 'Super Users' who will then be equipped with sufficient knowledge to support other users of the solution.
- 1.22.4 A final tailored training pack in a variety of formats for all system users must be provided by the Successful Supplier. The manual must be clear, easy-to-use and have alternative accessible formats.
- 1.22.5 Due to the phased approach for the implementation of this requirement, the Customer would like the ability to call-off further training support for the duration of the Contract.



- 1.22.6 The Customer retains the right to choose which training provision is appropriate according to regional site requirements following Award of Contract.

## **2. MANAGEMENT INFORMATION/REPORTING**

- 2.1 The Customer requires the Supplier to provide quarterly feedback for ongoing evaluation of the Solution. This could for example be in the form of a readout of any feedback mechanism and usage statistics available from the system.
- 2.2 The Supplier will detail the available reporting mechanisms of their solution within the implementation plan.

## **3. VOLUMES**

- 3.1 The indicative display screen volumes the implemented solution must support for the REDACTED sites can be found within Annex A Inventory Totals.
- 3.2 The Supplier will refer to Annex A for details of the Customer's sites where implementation of the solution may be required during the initial Contract Term and any potential extension options. These quantity details may be subject to change as the display hardware is not yet implemented at the Customer's sites.
- 3.3 The Customer may require additional volumes of media devices and implementation services at additional sites not specified within Annex A during the initial term and any potential extension options.
- 3.4 All quantities within Annex A are based on the Customer's current information; the Customer may require additional or decreased volumes subject to business needs.

## **4. CONTINUOUS IMPROVEMENT**

- 4.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.
- 4.2 The Supplier should present new ways of working to the Customer during quarterly Contract review meetings, which may be held either at one of the Customer's locations.
- 4.3 Attendance at Contract Review meetings will be at the Supplier's own expense.
- 4.4 Changes to the way in which the Services are to be delivered must be brought to the Customer's attention and agreed prior to any changes being implemented.

## **5. SUSTAINABILITY**

- 5.1 Not Applicable

## **6. QUALITY**

- 6.1 The solution must be demonstrably certified or compliant with recognised Information Security standards e.g. ISO27000 series.
- 6.2 Quality will comply with those terms set out in this ITT and in line with the Terms and Conditions of RM3733 Technology Products 2 Item C Section 5.0 Standards and Quality.



6.3 Quotations must be direct from Original Equipment Manufacturers and cannot be through 'grey' sources.

6.4 Remanufactured or reconditioned items are not acceptable, items must be brand new stock.

## **7. STAFF AND CUSTOMER SERVICE**

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

7.2 The Supplier's staff assigned to the Contract will have the relevant qualifications and experience to deliver the Contract to the required standard.

7.3 The Supplier will ensure that staff understand the Customer's vision and objectives and will provide excellent customer service to the Customer throughout the duration of the Contract.

## **8. SERVICE LEVELS AND PERFORMANCE**

8.1 The Customer will measure the quality of the Supplier's delivery by:

8.1.1

REDACTED

8.2 The Customer agrees to work with the Supplier to resolve service failure issues. However, it will remain the Supplier's sole responsibility to resolve any such service failures.

8.3 Service levels will be reviewed at regular Contract Performance Review meetings. The Supplier will be expected to bring reports on their performance against the agreed SLAs/KPIs.

8.4 Underperformance against the service levels may result in the need for a performance improvement plan, to be developed by the Supplier to ensure service levels are achieved in future.

8.5 Performance will be managed in line with CCS Framework RM3733 Technology Products 2 Terms and Conditions; however, consistent underperformance against the Service Levels and a failure of the Supplier to implement an appropriate improvement plan will form grounds for termination.

## **9. SECURITY AND CONFIDENTIALITY REQUIREMENTS**

9.1 The Supplier are required to note the non-functional technical requirements regarding encryption.

9.2 The Supplier will complete the Annex C Security Questionnaire as part of their bid submission. The information provided will be used to produce a Security Plan.  
REDACTED

9.3 Supplier's staff resources and any subcontractors attending the Customer's site locations must have Security Clearance (SC). The Supplier must provide evidence as to how security vetting has been carried out for staff who will have access to, or come in to contact with the Customer's data or assets.



- 9.4 The Supplier will provide details of the controls and processes in place covering patching, malware (anti-virus), boundary/network security (intruder detection), content checking/blocking (filters), lockdown (prevention), and how regularly these are updated.
- 9.5 The Supplier will provide details of the overall security and access control policy of the solution's systems covering physical and electronic assets (including communications connection equipment, such as bridge, routers, patch panels).
- 9.5.1 The Supplier will provide details of the formal registration and deregistration process(es) for their solution in terms of:
- 9.5.1.1 How users are Authorised, Authenticated and held Accountable for their actions, and;
- 9.5.1.2 Details of the measures in place to manage privilege access e.g. System Administrators and remote users.
- 9.6 The Successful Supplier's solution will undergo an IT Health Check by the Customer following Contract Award. This is a mandatory requirement.
- 9.7 The Supplier will provide details of their Security Manager who will act as a first point of contact and conduct ongoing management of security risks and incidents (including identification, managing, and reporting in line with agreed procedures for actual or suspected security breaches).
- 9.8 Supplier's staff resources visiting the Customer's sites will be required to wear a visitor or Contractor ID Card at all times whilst on site.
- 9.9 Data Management, Transfer and Storage Arrangements**
- 9.9.1 Customer data must not be accessed, processed or stored outside the United Kingdom (UK) without the express permission of the Customer. The Supplier are required to confirm their data storage arrangements for the solution.
- 9.9.2 If a Supplier will need to store data outside of the UK, they will provide details on how and where the data will be stored.
- 9.9.3 The Supplier will confirm their understanding and agreement that the transfer of any Customer assets to third parties (any individual or group other than the main Contractor) is prohibited without prior written consent from the Customer.
- 9.9.4 Where data transfers are necessary in the performance of the Contract, they must be made by electronic secure transmission with the appropriate level of security control, as agreed with the Customer. Individual data records (unless as part of a bulk transfer of an anonymised respondent survey data) will require specific transfer arrangements, to be agreed with the Customer following Award of Contract.
- 9.9.4.1 Whenever possible, putting data on to removable media should be avoided. Where this is unavoidable, hard drives and personal digital



assistants, CD-ROM/DVD/floppy/USB sticks are only to be used after discussion and agreement with the Customer in advance of any such transfer.

9.9.4.2 If the use of removable media is approved, data must be written to them in a secure, centralised environment and be encrypted to HMRC's standards.

9.9.5 In order to protect against loss, destruction, damage, alteration or disclosure of Customer data, and to ensure it is not stored, copied or generated except as necessary and authorised, The Supplier will provide details of the technical and organisational measures in place (including segregation of duties and areas of responsibility) to protect against accident or malicious intent.

9.9.6 System designs/architectural blue prints and network designs must be protected from unauthorised access, loss and destruction.

9.9.7 The Supplier will provide details of their processes, including disciplinary procedures, for any security incidents, such as data breaches, that may impact the Customer's assets covered by the Contract, and how The Supplier will inform the Customer of any such security incidents.

9.9.8 The Supplier must confirm within their bid response that any Customer data used within the solution will remain the property of the Customer and will not be used elsewhere.

9.9.8.1 The Supplier will detail the process for the Customer to transfer any of its data to another Supplier should the need arise, and at contract termination if a new supplier is appointed.

9.9.9 The Supplier will confirm their arrangements for Asset and Data Security and Destruction after contract termination, including how all equipment (e.g. hardware, portable media) that holds or has held data will be destroyed or decommissioned, and how all data can be rendered unreadable and irretrievable.

## **10. ACCOUNT/CONTRACT MANAGEMENT**

### **10.1 Account Management**

10.1.1 The Supplier will provide details of their approach to account management specifically relating to this contract and its service provisions. The Supplier will provide a dedicated Account Manager along with a nominated deputy who will act in their absence.

10.1.2 The Supplier will provide an appropriate level of account management which will include but not be limited to:

10.1.2.1 Contract management and governance; to include service monitoring, performance levels, SLA's and KPI's;



- 10.1.2.2 Implementation activity and planning;
- 10.1.2.3 Industry Best Practice;
- 10.1.2.4 Opportunities for innovation.

**10.2 Business Continuity**

- 10.2.1 The Supplier will confirm that, if awarded the Contract, they will make available and provide copies of any relevant internal policies, specific to the delivery of the services within this contract for:
  - 10.2.1.1 Business Continuity Plan – to cover all types of incidents to ensure continued provision of service which will be provided REDACTED
  - 10.2.1.2 Escalations and complaints Process – including named responsible owners, their contact details and area of responsibility, and timelines for resolution;
  - 10.2.1.3 Disaster Recovery Procedures.

**10.3 On-boarding and Exit Planning**

REDACTED

**Warranty Period, if applicable**

Please see Section D – Supplier Response

**Location/Site(s) for Delivery**

The Core sites for delivery of the Goods and Services are:  
REDACTED

**Dates for Delivery of the Goods and/or the Services**

The following Contract milestones/deliverables will apply:

REDACTED

**Software**

**Supplier Software**

N/A.

**Third Party Software**

Scala Software.  
Third party software shall be licensed subject to the third-party licensor’s standard license terms which shall govern the supply, the Customer’s use of and

**Maintenance Agreement**

Please see Section D Supplier Response.  
Include terms or link in Call Off Schedule 3



obligations relating to the software in their entirety and which shall prevail in the event of any conflict with the terms and conditions of this Call-Off Contract.

**Additional Clauses (see Annex 3 of Framework Schedule 4)** Tick as required

**Alternative Clauses**

**Additional Clauses**

**Optional Clauses**

Tick one box below as applicable

Tick any applicable boxes below

Scots Law Or

Northern Ireland Law

Non-Crown Bodies

Non-FOIA Public Bodies

A: Termed Delivery – Goods

B: Complex Delivery – Solutions (includes Termed Delivery – Goods)

**NB Both of the above options require an Implementation Plan which should be appended to this Order Form**

C: Due Diligence

D: Call Off Guarantee

E: NHS Coding Requirements

F: Continuous Improvement & Benchmarking

G: Customer Premises

H: Customer Property

I: MOD Additional Clauses

**Items licensed by the Customer to the Supplier (including any Customer Software, Customer Background IPR and Customer Data)**

Not Applicable

**Call Off Contract Charges payable by the Customer to the Supplier (including any applicable Milestone Payments and/or discount(s), but excluding VAT) and payment terms/profile including method of payment (e.g. Government Procurement Card (GPC) or BACS)**

**The total Contract Value shall be £976,422.88 excluding VAT.** This shall include all extension options. As this is a Call Off Contract the Customer shall reserve the right not to spend all of the Contract Value.

REDACTED

**Is a Financed Purchase Agreement being used?**

Tick as required

If so, append to Call Off Schedule 2 as Annex A

**Estimated Year 1 Call Off Contract Charges (£)**

REDACTED

For Orders with a defined Call Off Contract Period



Crown  
Commercial  
Service



## Section D Supplier response

**NB The Customer may be referred to as either the Customer or the Authority or as HMRC or as Her Majesty's Revenue and Customs throughout Section D within the Supplier's Responses.**

**Commercially Sensitive information**  
REDACTED

**Total contract value**

REDACTED



Crown  
Commercial  
Service

## Supplier Pricing Breakdown

REDACTED



## Supplier Response Continued:

### Questionnaire 4 - Technical

REDACTED **Supplier Response:**

### Bid Clarifications:

REDACTED

## Section E Call Off Contract award

This Call Off Contract is awarded in accordance with the provisions of the Technology Products 2 Framework Agreement RM3733.

The Supplier will supply the Goods and/or Services specified in this Order Form to the Customer on and subject to the terms of this Order Form and the Call Off Terms (together referred to as “the Call Off Contract”) for the duration of the Call Off Contract Period.

### SIGNATURES

#### For and on behalf of the Supplier

Name	REDACTED
Job role/title	REDACTED
Signature	REDACTED
Date	REDACTED

#### For and on behalf of the Customer

Name	REDACTED
Job role/title	REDACTED
Signature	REDACTED
Date	REDACTED



**Annex A**

REDACTED

**Annex B**

**CALL OFF SCHEDULE 5: SCHEDULE OF PROCESSING, PERSONAL DATA AND DATA SUBJECTS**

Description	Details
Subject matter of the processing	REDACTED
Duration of the processing	REDACTED
Nature and purposes of the processing	REDACTED
Type of Personal Data	REDACTED
Categories of Data Subject	REDACTED
Plan for return or destruction of the data once the processing is complete UNLESS requirement under union or member state law to preserve that type of data	REDACTED



Crown  
Commercial  
Service

**Annex D - Scala SaaS Offering/Hosting Agreement (EMEA)**

REDACTED