RM6098

Technology Products and Associated Services 2

Framework Schedule 1 - Specification

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# General

* 1. The Crown Commercial Service (CCS), hereby known as the Authority, is seeking to establish a multi-supplier Framework Contract for the supply of Technology Products and Associated Services (TePAS 2).
  2. The purpose of this Specification is to provide a description of the Deliverables (Goods and Services) that the Supplier shall be required to deliver to the Buyer under the Framework Contract.
  3. This Framework Contract shall be available to all public sector organisations, and its nominated private sector subcontractors in England, Wales, Scotland and Northern Ireland.
  4. 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.
  5. This Framework Schedule 1 (Specification) describes all of the requirements which the Supplier must be able to provide in full upon request from the Buyer.
  6. The Deliverables described in this Framework Schedule 1 represent the requirements utilised by the customer base, however this is not exhaustive and additional Deliverables may be added if required. Therefore, the Buyer is not restricted to the goods and services as described and may seek additional requirements as long as they are relevant to the broad heading of the Lot.
  7. The Supplier shall only provide Deliverable for the Lots to which they have been appointed.
  8. Suppliers will be expected to participate in aggregated procurement opportunities with the Authority.

# Scope of the Requirement

* 1. The scope for this specification covers a wide range of technology products and services such as but not limited to:-
     1. Hardware including but not limited to laptops, desktops, tablets, mobile phones, printers, scanners, servers, storage, Infrastructure, networking, peripherals, loT devices and sensors, AR/VR devices, Audio Visual equipment
     2. Software that is Commercial Off the Shelf such as Office, Collaboration, Productivity, Security, Infrastructure / IT management, HR, Networking
     3. Associated Services to Hardware and Software such as maintenance, asset management, installation, integration, support, design, configuration, image management, disposal / recycling services
     4. This specification includes for market specifics, technology products and services are generally common however some markets have specialist suppliers or requirements such as Defence, Education and Health and Social Care

# Mandatory Requirements for each Lot

## LOT 1 – Hardware and Software and Associated Services

The Supplier shall provide all of the following for Lot 1-

* + 1. Buyer requirements that may be more complex or larger in scale and/or a mixture of requirements that include a combination of hardware, software and associated services
    2. The combined deliverables as defined in section [3.2](#_44sinio) for Lot 2 - Hardware and section [3.3](#_2jxsxqh) for Lot 3 - Software.
    3. The combined Associated Services of Hardware and Software and their associated Services, as defined in section [3.2](#_44sinio) for Lot 2 - Hardware and section [3.3](#_2jxsxqh) for Lot 3 - Software

## LOT 2 – Hardware

The Supplier shall provide all of the following for Lot 2-

* + 1. Technology hardware, including but not limited to;
       1. End user devices: PC, laptops, tablets, thin client, smart phones, specialist terminals and any other hardware that an end user can use to interact with their data and applications
       2. Infrastructure hardware: servers (compute), storage, backup devices, high performance compute, private cloud infrastructure, switches, routers, firewalls, load balancers, networking and security equipment and any other physical IT hardware that forms part of an IT environment.
       3. Consumables and Peripheral equipment; keyboards, human interface devices, computer mice, displays / screens, computer trolleys, headsets, speakers, printer/scanner devices, accessibility devices (to support visual, auditory, physical, speech, cognitive, language, learning, behavioural / neurological impairment)
       4. Other technology hardware: audio visual, augmented / virtual reality equipment, radio, sensors, radio frequency identification equipment and human interface devices, internet of things devices and sensors, connected technology, smart collaboration, technology spare parts,
    2. Associated Services related to this Lot, including but not limited to:
       1. Product related support and training: such as knowledge base, webinar, one to one, support contact information, tech bars, floor walkers, multi skilled engineer resources
       2. Service desk: such as management of incidents, requests, problems, repairs, break fix, changes, remote deployment
       3. Product management such as design, renewals, refresh planning, cloud readiness/transformation,
       4. Product installation, integration, build, imaging, configuration, moves, changes
       5. Product project management such as management of large scale deployments
       6. Product security management, such as patching and upgrades
       7. Product / Infrastructure Management Services including support, break fix, repair and upgrades
       8. Product Asset Management including asset tagging, identification, utilisation reporting, addition, change and removal of assets into asset management systems.
       9. Secure disposal, data wiping, refurbishing, remanufacturing and / or recycling of Hardware
       10. Leasing
       11. Device / Infrastructure as a service including utility and consumption models
       12. Logistics, stock and warehousing solutions
       13. Tech advisory consultants
    3. The Supplier shall provide Buyers with technology roadmaps/future product direction upon request.
    4. The Supplier shall provide advice, impact assessments and guidance on avoidance of potential end of life (EOL) issues, particularly for new or extended Call-Off Contracts.
    5. The Supplier shall provide Buyers with guidance on the reduction of the environmental impact through product selection choices, the availability of refurbished or remanufactured alternatives, and maintainability of products throughout the lifecycle.
    6. The Supplier shall offer and provide flexible storage, logistics and delivery capability to service Buyers’ requirements.
    7. The Supplier shall offer and provide guidance on the available range of warranties, subject to the Buyer’s requirements.
    8. The Supplier shall provide guidance on suitable operating system licences for the hardware supplied.
    9. In the provision of Technology Hardware if the Buyer requirements allow it, the Supplier may propose remanufactured, repurposed, or refurbished products the Supplier shall warrant the origin and authenticity of the Technology Hardware and certify that all historical data, software, licences or applications have been removed.

## LOT 3 – Software

The Supplier shall provide all of the following for Lot 3-

* + 1. Commercial off the shelf Software, including but not limited to;
       1. Operating system licences: including end user and infrastructure hardware operating systems.
       2. Productivity software licences: virtual desktop, document creation, video or image editing, email, office, financial
       3. Human resources and resource management software licences; personnel management, leave requesting, payroll update, expense management, timekeeping
       4. IT Management software licences: including those used to support IT estates covering end user, cloud and infrastructure hardware, directory management, virtualisation, vpn
       5. Networking and network management software licences: local area network, wide area network, wired, wireless, mobile
       6. Mobility software licences
       7. Data and analytics software licences; database, business intelligence and visualisation
       8. Sector specific software such as:- energy management, education specific, health or healthcare software, bluelight related software and local government software,
       9. Audio-visual software licences; video conferencing, collaboration software
       10. Security software licences; device management, application, data, infrastructure, directory, communications, cloud security, security management, email
       11. For the avoidance of doubt, all of the above include on premise or cloud delivery (IaaS, SaaS, PaaS) licence models.
    2. Associated Services related to this Lot, include but are not limited to:
       1. Product support and training for software, such as knowledge base, webinar, one to one, support contact information,
       2. Service desk: such as management of incidents, requests, problems, and changes, remote deployment
       3. Product management; such as design (including provision of consultants; e.g. Cloud Senior Consultant) , renewals, refresh planning, cloud/SaaS readiness/transformation
       4. Product integration and Installation; integration, configuration of systems and software
       5. Product project Management such as management of large scale deployments
       6. Product security Management such as patching and upgrades
       7. Product Asset Management including asset tagging, identification, utilisation reporting, addition, change and removal of assets into asset management systems.
       8. Software as a service (SaaS)
       9. Tech advisory consultants
    3. The Supplier shall 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
    4. The Supplier shall where required provide guidance to the Buyer on future software roadmaps to enable consideration for future change.
    5. The Supplier shall where required provide guidance to the Buyer on the impact of potential future growth, reduction or changes to licence requirements.
    6. The Supplier shall have the capability to assess and inform the Buyer of the options and risks of utilising Open Source (Open source refers to software that is available for anyone to access or change the code) software products for the Buyers licensing requirements compared to proprietary software products.
    7. The Supplier shall provide guidance to Buyers on how to transfer or make transferable software licences to other public bodies when those licences are no longer required by the Buyer.

## LOT 4 – Information Assured Technology

The Supplier shall provide all of the following for Lot 4:-

* + 1. Buyer requirements that include any combination of hardware, software and associated services for Buyers in above Official (Secret and Top Secret) UK Government Security Classifications in accordance with [Government Security Classifications - GOV.UK](https://www.gov.uk/government/publications/government-security-classifications).
    2. The scope of the Lot 4 includes the combined Hardware and Software and their Associated Services, as defined in section [3.2](#_44sinio) for Lot 2 - Hardware and section [3.3](#_2jxsxqh) for Lot 3 - Software in accordance with 3.4.1 above.
    3. The provision of Buyer projects with requirements that specifically require suppliers to operate in the UK and meet the [Security requirements for List X contractors - GOV.UK](https://www.gov.uk/government/publications/security-requirements-for-list-x-contractors) in order to work on UK government contracts which require them to hold classified information.
    4. The Supplier must be able to hold classified information at ‘Secret’ on their own premises at a specific site in the UK for the duration of any call-offs by maintaining an accredited secure facility environment in accordance with HMG Security Policy Framework (commonly referred to as List X).
       1. Further information on List X accreditation can be found here:-:[https://www.gov.uk/government/publications/security-policy-frame work](https://www.gov.uk/government/publications/security-policy-framework)
    5. The Supplier must demonstrate evidence of ready access to UK national security cleared personnel (including subcontractors) to Developed Vetting (DV) level capable of delivering the scope of the services in accordance with HMG Security Policy Framework (commonly referred to as Security Vetting) to suit Buyers needs.
       1. Further information on Developed Vetting can be found here:[National security vetting: clearance levels - GOV.UK](https://www.gov.uk/government/publications/united-kingdom-security-vetting-clearance-levels/national-security-vetting-clearance-levels#:~:text=spouse%20or%20partner.-,Developed%20Vetting%20(%20DV%20),time%20up%20to%20that%20point).
    6. The Supplier must provide installations and integrations that comply with Buyers regulations and standards.
       1. For MOD this is JSP 604 that can be found here:[Defence networks governance (JSP 604) - GOV.UK](https://www.gov.uk/government/publications/joint-service-publication-jsp-604-network-rules)
       2. Specific specialist qualifications (e.g. Infocomm CTS) apply to Supplier personnel delivering these services. Information on Infocomm CTS can be found here: <http://www.infocomm.org/cps/rde/xchg/infocomm/hs.xsl/certification.htm>
    7. The Supplier must provide a secure disposal service for technology products that is accredited with at least one of the following:
       1. National Technical Authority for Information Assurance (CESG) Assured Services (Sanitisation) – CAS-​​[Secure sanitisation of storage media - NCSC.GOV.UK](https://www.ncsc.gov.uk/guidance/secure-sanitisation-storage-media)
       2. Centre for the Protection of National Infrastructure (CPNI) certification [Protect sensitive information and assets from creation to verified destruction. | CPNI](https://www.cpni.gov.uk/sensitive-information-assets)
       3. Defence Infosec Product Co-Operation Group (DIPCOG) Approval
       4. ADISA ICT Asset Recovery Standard 8.0 UK CSC003 / CSC004
    8. The Supplier must obfuscate Buyer data within the supply chain, logistics processes and warehousing service to protect the Buyers identity and location.
    9. The Suppliers shall ensure that all processing and storing of HMG data shall be restricted to the United Kingdom.
    10. The Supplier must accept that additional terms, security requirements or standards will be set out in the Buyer's Statement of Requirements.

## LOT 5 – Health and Social Care Technology

The Supplier shall provide all of the following for Lot 5-

* + 1. The provision of Buyer requirements that include hardware and software and associated services specifically within the health and social care sector (that is delivered by Suppliers or teams within a Supplier or Original Equipment Manufacturers with dedicated teams and/or products for the health and social care sector).
    2. The provision of hardware and software targeted towards health and social care sector, including but not limited to;
       1. Assistive technologies; products that support and help individuals with disabilities, restricted mobility or other impairments to perform functions that might otherwise be difficult or impossible; such as but not limited to; sensors, cognitive aids, voice recognition hardware / software.
       2. Remote monitoring; real time / spot monitoring, telecare
       3. Mobile computer cart / trolleys; able to support laptop, desktop, monitor devices securely, chargeable power supply
       4. Device / monitor mounts / peripherals and displays; for use in a healthcare environment, meeting infection control requirements where required (e.g. for theatre usage)
       5. Wearable health devices; fitness trackers, blood pressure monitors, biosensors, fall detection, alert monitor, remote monitoring equipment
       6. Digital dictation systems; recording devices, transcription software
       7. Augmented / Virtual / Mixed reality products; headsets, displays, sensors, cameras
       8. Diagnosis support software (e.g. x-ray analysis AI systems)
       9. Automotive home support products (e.g. Automatic lights as a person moves around their home, Automated Bed sensors)
       10. Sterilisation equipment (e.g.UV Cabinets with integrated charging)

Other products classed as exclusively medical or clinical that require approval by the Medicines and Healthcare products Regulatory Agency (MHRA) or National Institute for Health and Care Excellence (NICE) are excluded.

* + 1. Associated Services related to this Lot, including but not limited to:
       1. Product related support and training: such as knowledge base, webinar, one to one, support contact information, tech bars, floor walkers, multi skilled engineer resources
       2. Service desk: such as management of incidents, requests, problems, and changes, remote deployment
       3. Product management such as design, renewals, refresh planning, cloud readiness/transformation,
       4. Hardware product installation, integration, build, imaging, configuration, moves, changes
       5. Software product integration and Installation; integration, configuration of systems and software,
       6. Product project management such as management of large scale deployments
       7. Product security management, such as patching and upgrades
       8. Product / Infrastructure Management Services including support, break fix, repair and upgrades
       9. Product Asset Management including asset tagging, identification, utilisation reporting, addition, change and removal of assets into asset management systems.
       10. Secure disposal, data wiping and recycling of Hardware
       11. Leasing of Hardware
       12. Device / Infrastructure as a service including utility and consumption models
       13. Software as a service (SaaS)
       14. Logistics, stock and warehousing solutions
    2. The Supplier shall ensure that hardware, software, and associated services are aligned with “[A Guide to Good Practice for Digital and Data-Driven Health Technologies](https://www.gov.uk/government/publications/code-of-conduct-for-data-driven-health-and-care-technology/initial-code-of-conduct-for-data-driven-health-and-care-technology)”, specifically key areas related to the following:
       1. Have a clear value proposition - ensuring that a product is designed to provide a better provision and/or outcomes for people and the health and care system.
       2. Technical assurance - ensuring the product is appropriately tested and fit for purpose.
       3. Clinical safety - ensuring the product is safe to use in a clinical environment
    3. The Supplier must be able to demonstrate an awareness and alignment with the [NHS Procurement Standards](https://www.gov.uk/government/publications/nhs-procurement-standards) when delivering products and services to Buyers specifically the following:
       1. Strategy and Organisation - Appropriate commercial leadership is in place to reduce expenditure, increase efficiency, improve patient care, reduce risk and improve governance
       2. People and Skills - The Supplier has the appropriate commercial capability to ensure that efficiencies are made whilst maintaining / improving the patient experience.
       3. Strategic Procurement - The Supplier has an effective procurement strategy to support Buyer needs whilst reducing expenditure, improving patient safety, reducing risk and improving outcomes.
       4. Supply Chain - Efficient and effective supply chain management is in place to meet Buyer needs, whilst reducing waste expenditure and risk at the same time as improving patient safety.
       5. Data, Systems and Performance Management - Effective and automated processes are in place to drive efficiencies and reduce risks whilst facilitating auditing through the procurement lifecycle, and providing reporting and performance measurement
       6. Policies and Procedures - Ensuring all procurement systems and processes are designed and implemented to ensure value for money is achieved alongside an appropriate audit trail to ensure governance and reduce risk. The Supplier procurement policy will proactively consider the impact of commercial decisions on the wider health and social care economy, and latest government guidance.
    4. Suppliers should aim to drive and evidence the standardisation of products and services for health and social care Buyers to support increased benefits.
    5. The Supplier must be able to evidence upon Buyer request, compliance with [Digital Technology Assessment Criteria](https://transform.england.nhs.uk/key-tools-and-info/digital-technology-assessment-criteria-dtac/) (DTAC) as part of the call-off process.
    6. Buyers may request verification of a product meeting Medicines and Healthcare products Regulatory Agency (MHRA) or National Institute for Health and Care Excellence (NICE) standards if required as part of a call-off contract.

## LOT 6 – Education Technology

The Supplier shall provide all of the following for Lot 6 -

* + 1. The provision of Buyer projects and requirements that include hardware and software and associated services specifically within the education sector such as but not limited to virtual classrooms (that is delivered by Suppliers or teams within a Supplier or Original Equipment Manufacturers with dedicated teams and/or products for the Education Sector).
    2. The scope of this Lot 6 includes the combined deliverables as defined in section [3.2](#_44sinio) for Lot 2 - Hardware and section [3.3](#_2jxsxqh) for Lot 3 - Software in accordance 3.6.1 above.
    3. The scope of this Lot 6 includes the combined Associated Services of Hardware and Software as defined in section [3.2](#_44sinio) for Lot 2 - Hardware and section [3.3](#_2jxsxqh) for Lot 3 - Software in accordance 3.6.1 above.
    4. Suppliers will ensure personnel can demonstrate and maintain an understanding and knowledge of curricula across a diverse range of education Buyers including mainstream and special education needs
    5. Suppliers must ensure educational establishments can secure the best value through the utilisation of targeted education programs alongside the managing and monitoring fluctuations in price with an aim to avoid or mitigate any potential impact without compromising the quality of the deliverables being provided.
    6. The Supplier shall have in place a robust process and governance to ensure appropriate personnel checks and monitoring are in place to safely deliver services into an education environment which shall include as a minimum Enhanced Disclosure and Barring Services (DBS) [About us - Disclosure and Barring Service - GOV.UK](https://www.gov.uk/government/organisations/disclosure-and-barring-service/about) (such as DBS cleared multi skilled engineers). Buyers may at their sole discretion define further accreditation requirements at Call-Off.

## LOT 7 – Sustainability and Circular IT

The Supplier shall provide: all of the following for Lot 7-

* + 1. The provision of Technology product recycling services and repurposed or refurbished technology hardware as requested by the Buyer.
    2. Technology Hardware Recycling, Data Wiping and Disposal services including but not limited to:-
       1. Secure disposal options that are accredited in accordance with at least one of the following:
          1. CESG Assured Services (Sanitisation) – CAS-​​[Secure sanitisation of storage media - NCSC.GOV.UK](https://www.ncsc.gov.uk/guidance/secure-sanitisation-storage-media)
          2. Centre for the Protection of National Infrastructure (CPNI) certification [Protect sensitive information and assets from creation to verified destruction. | CPNI](https://www.cpni.gov.uk/sensitive-information-assets)
          3. [BS EN 15713:2009](https://www.bsia.co.uk/zappfiles/bsia-front/pdfs/204-id-en15713%20-%20a%20guide.pdf) “Standard for Secure Destruction of Confidential Material”
          4. Defence Infosec Product Co-Operation Group (DIPCOG) Approval
          5. ADISA ICT Asset Recovery Standard 8.0 UK CSC003 / CSC004
       2. Detailed Asset Tracking (during the process of recycling, data wiping)
       3. On Site Shredding (at the Buyers nominated location)
       4. Secure collection (from the Buyers nominated location to the point of processing)
       5. Audit Reporting (of the complete data removal process)
       6. Certified Data Erasure Services (use of software to overwrite data so unrecoverable)
       7. Shredding and degaussing services (to make it impossible to read data)
       8. Resale or donation Services (of erased devices on Buyer request)
    3. The provision of repurposed, or refurbished products as required by the Buyer.
       1. Supplier shall warrant the origin and authenticity of these products and certify that all historical data, software, licences or applications are removed.

## LOT 8 - Technology Catalogue

The Supplier shall provide the following for Lot 8 -

* + 1. The Supplier shall provide a range of fixed price standard off the shelf (except where bespoke configurations are requested) Hardware, Software and Services (the catalogue content) as part of a Technology Catalogue for Call-Off by the Buyer.
    2. The Supplier shall provide and maintain a fixed price list for a defined list of items as specified by the Authority or the Buyer from time to time, which will include volume price breaks, and discounts that consider the overall volume or potential volume across all Buyers against a fixed standard price list.
    3. The Supplier shall provide catalogue content (including price, lead time and stock availability) and load this content onto the nominated digital platform.
    4. The Supplier shall provide sufficient information, as specified by the Authority, to enable Supplier pricing and, where practical, stock information to be matched and attached to a common specification of a wide range of commodity technology products and services. This may include (but is not limited to) :-
       - Manufacturer name
       - Manufacturer part no/SKU
       - CNET ID (if available to the Supplier under their own licence)
       - An accurate UNSPSC and unaltered manufacturer part code will be provided if no CNET code is available
       - Detailed description of product or service
       - Price (single unit)
       - Price (banded for multiple unit volume discounts as specified by the authority from time to time) for example 1, 10. 50. 100, 500, 1000)
       - Delivery options
       - Delivery charge(s) linked to delivery options and quantity
       - Stock volume held (where held by the Supplier directly)
       - Energy Rating
       - Lead time if made to order
    5. In providing content for the Catalogue Suppliers shall:
       1. Ensure all content provided falls within the scope of this Framework, as described in this Schedule 1 (Specification).
       2. Where a product has an existing CNET Code ([1WorldSync Content Solutions code used for the exchange of product information](https://contentsolutions.1worldsync.com/en/)), provide price and stock levels for all products that they wish to offer.
       3. Where there is no CNET code, assign an accurate UN Standard Product and Service Code (UNSPSC) and un-altered manufacturer part code.
       4. Ensure all descriptions of the products offered will be accurate and enable Buyers to make objective decisions on whether to purchase them.
       5. Include a product warranty with all products (e.g. deliverables) sold as detailed within this Lot 8.
       6. ~~P~~rovide proof, if required, of any performance or accreditation related claims made in relation to the products uploaded to the catalogue.
       7. Acknowledge and agree that the Authority may devolve / duplicate content in other catalogue systems.
       8. Acknowledge and agree that the Authority may remove at its sole discretion Catalogue content or suspend Suppliers that are deemed to not meet the Catalogue requirements as defined in this specification or government policy.
    6. Price, stock and lead time information must be refreshed regularly and will be subject to (maximum) hourly upload by the Supplier, either by manual or automated upload processes. Price changes should be kept to a minimum, be reasonable, be market competitive and justified (e.g. in line with Consumer Price Index) and should always consider that the catalogue is a price sensitive competitive marketplace. Suppliers should not artificially increase prices due to demand.
    7. The Suppliers prices will be fixed at point of Buyer order (checkout) or system generated quote (for subsequent input to Buyers Purchase to Pay (P2P) / Enterprise Resource Planning (ERP) systems for authorisation and purchase order production) and must be honoured for a minimum thirty (30) days to allow for the Buyer authorisation processes.
    8. The Supplier shall as a minimum have logistics and delivery capabilities throughout the United Kingdom including Northern Ireland to service Buyer requirements.
    9. The Supplier shall have in place processes for rapid resolution of invoicing queries with defined acknowledgment times and resolution timescales.
    10. The Supplier shall support integration with the Buyers P2P system – if required by the Buyer.
    11. Supplier must provide Supplier catalogue content for a Buyer to use in their own P2P system to facilitate on-line order management, including by way of punch-out capability.
    12. Where required by a Buyer, the Supplier must provide enhanced web capability or content for external P2P systems, for example, provision of Buyer specific catalogues.
    13. When requested by the Authority or the Buyer, the Supplier shall accept payments either electronically or manually, through credit accounts and purchase orders and/or credit/debit cards.
    14. The Supplier shall be responsible for integrating with, inputting content, and maintaining its content on the Catalogue Platform
    15. The Supplier shall meet the requirements specific to engaging with the Authority nominated catalogue platform, specifically:-
        1. The Supplier shall have the capability and capacity to interact with the nominated digital catalogue platform (currently Mercato).
        2. Suppliers will be required to engage with the platform for integration testing no later than ten (10) working days from the start of the Framework Contract.
    16. Suppliers shall provide on the Authority request catalogue content (including pricing) for the MoD (Ministry of Defence) to be loaded onto the nominated digital platform (currently BASWARE) in accordance with the Authority’s reasonable instructions.

# Mandatory Service Requirements

## Service Delivery - All Lots

* + 1. The Supplier will be expected to deliver consistently high-levels of service on a cost-effective and best value basis to each Buyer irrespective of size or geographic location.
    2. The Supplier shall be open, flexible and transparent in the operation and management of each Call Off Contract, and shall develop and implement appropriate due-diligence and risk management measures to ensure that services are delivered on time, within budget and in accordance with the stated Performance Indicators or timelines.
    3. The Supplier shall ensure that all Supplier personnel (including subcontractors) involved in the delivery of Services under Call Off Contracts act in a responsible and professional manner and possess the relevant qualifications, experience and competence appropriate to the tasks for which they are employed or otherwise engaged.
    4. The Supplier shall ensure that all Supplier personnel (including subcontractors) provide the ordered services with due skill, care and diligence, as expected of a skilled professional engaged in performing services similar to the ordered services.
    5. The Supplier shall ensure where there are personnel (including subcontractors) changes or transfers appropriate levels of knowledge transfers takes place for each Buyers Call Off contracts and hand over takes place to ensure that any change in personnel (including subcontractors) responsible for delivering the service does not have an adverse impact on the provision of the Deliverables
    6. Security Clearance (SC) and/or Developed Vetting (DV) may be required of the Supplier personnel (including subcontractors) for some Call Off Contracts. If this is required, the Buyer will detail their requirements in the Direct Award or Further Competition Procedure. There will be no additional charge for the provision of security cleared personnel to the Authority and/or Buyer.
    7. The Supplier will consult the Buyer as to how they will communicate with stakeholders. If applicable, the Supplier will identify and map the stakeholders relevant to the Call Off Contract, including their interest and level of impact.
    8. In order to promote and assist in the delivery of the Services to the Buyer, the Supplier shall undertake business continuity in line with the provisions of Call Off Schedule 8 (Business Continuity and Disaster Recovery).
    9. The Supplier will create a relevant generic organisational email address which shall be used for all Buyers’ queries.
    10. When requested by a Buyer within their Call-Off Schedule 20 (Call-Off Specification), the Supplier will create a specific email address and contact numbers.
  1. **Collaboration**
     1. The Supplier shall cooperate with the Authority and Buyer(s) as appropriate at all times in accordance with the terms of the Framework Contract and Call Off Contract.
     2. The Deliverables supplied under the Call Off Contract may require the Supplier to work in collaboration with other Suppliers of the Buyer. In the event that the Deliverables do require such collaboration, the Supplier shall comply with the following;
        1. Work proactively with (a) the Buyer, (b) the incumbent providers, and (c) each of the other suppliers and contractors of the Buyer, in a spirit of trust and mutual confidence
        2. Cooperate with the Buyer’s other suppliers and contractors of other Deliverables to enable and ensure efficient delivery
        3. Assist in sharing information with the Buyer’s other suppliers and contractors for the purposes of facilitating provision of the Deliverables
        4. Provide all additional cooperation and assistance as is reasonably required by the Buyer to ensure the continuous delivery of the Deliverables and other services under the Call-Off Contract
        5. Procure that the Supplier’s Subcontractors provide all cooperation and assistance as required by the Buyer pursuant to the Call-Off Contract.
  2. **Framework and Call Off Contract Management** 
     1. The Supplier shall comply with the Framework Schedule 4 (Framework Management) and Call Off Schedule 15 (Call Off Contract Management).
     2. The Supplier is required to provide and maintain adequate management and personnel (including subcontractors) resources, including a named Supplier Framework Manager to support the strategic and day to day operation and management of the Framework Contract.
     3. The Supplier Framework Manager should act as the Single Point of Contact for the purposes of operating the Framework Contract and will be responsible for ensuring the effective marketing, mobilisation, implementation, delivery and exit management of the agreement.
     4. The Supplier shall work with the Buyer and its stakeholders (if applicable) to proactively identify, rank, mitigate and manage risks and agree a risk management plan to ensure the most successful outcome for the Buyer in accordance with clause 5 of Call Off Schedule 15 (Call Off Contract Management).
     5. The Supplier shall have in place effective mitigating strategies to safeguard Service Level provision and ensure that risks on sensitive projects with time sensitive milestones, which are outlined in the Call Off Contract, are minimised.
     6. The Supplier will effectively manage Call Off Contracts throughout their respective terms including but not limited to:
        1. Ensuring that the Buyer remains informed of key areas which may include Contract status, issues, performance and timescales
        2. Where requested providing the Buyer with a schedule of expected Buyer obligations
        3. Any change to a Call Off Contract shall be processed as set out in the Variation Procedure in Clause 24 of the Core Terms
        4. Ensure continuous value is added throughout the lifetime of the contract.
     7. The Supplier will inform the Authority and Buyer of on-going improvement services, which is of benefit to the Buyers and the Services being provided under the Framework, as part of the Framework and Call Off Contract management review meetings.
     8. The Supplier shall keep the Authority informed of any developments, events and/or issues that will have an impact on the costs or timely delivery of the Deliverables to be provided under the Framework Contract. This will form part of Framework Contract Review Meetings.
     9. The Supplier shall provide evidence to the Authority and validate that they are providing best value for money throughout the duration of the Framework Contract, this may include but not limited to conducting external benchmarking of its performance, service delivery, quality and pricing in the market.
     10. The Supplier shall support the Authority with the delivery of Buyer related activities. This will include, without being limited to, attending ad-hoc meetings where technical questions about operations or security of data or similar matters are to be discussed. The Supplier shall provide any material required for these activities.
     11. The Supplier shall actively support the Authority with creating and maintaining an accurate pipeline of Buyer opportunities..
     12. The Supplier shall work with the Authority to market and promote the Framework Contract to Buyers. This may include and not be limited to case studies from contracts awarded via the Framework Contract, marketing material, brochures, presentations, website pages and webinars, at frequencies mutually agreed between the Authority and the Supplier.

## Supply Chain , Subcontractor and Order Management

* + 1. The Supplier shall be responsible for the management of all dependencies including subcontractors, distributions partners,internal resources, and (OEM) in the delivery of the Buyer’s requirements.
    2. The Supplier will maintain effective processes for establishing, managing, maintaining, reviewing and delivering an effective, efficient supply chain to enable the provision of the deliverables.
    3. The Supplier will manage the risk of delays in Buyer orders and project delivery at all stages of the order lifecycle - i) tender, ii) order receipt, iii) pre-delivery, iv) delivery/completion
    4. The Supplier will, where possible, provide flexibility in the supply chain, ensuring that the ongoing requirements of the Buyer can be met (for example if the Buyer wishes to add a local provider to the supply chain).
    5. The Supplier shall benchmark the supply chain against wider market rates to ensure value for money during the full contract term.
    6. The Supplier will manage the process of risk transfer to their Subcontractors in project development and delivery.
    7. The Supplier will maintain security of supply through appropriate and robust management of supply chain risks, which are reasonably within their control, and which may arise due to availability of components, environmental, social or other relevant factors.
    8. The Supplier shall work with the Authority, where required, to map the full end-to-end supply chain and identify and prioritise supply chain initiatives throughout the life of the Framework Contract.

## Understanding Buyer Needs

* + 1. Suppliers shall proactively understand and support the development of the Buyer(s) requirements and apply and show continuous improvement disciplines, techniques and best practice in order to select and propose the most appropriate current products or solutions that will meet the Buyer needs and provide best value.
    2. Suppliers shall take into consideration the Buyer(s) and OEM technology roadmap(s) and known supply chain constraints when selecting and proposing products or solutions to the Buyer.
    3. Supplier shall ensure that products and solutions offered to Buyers are inline with market best practices.
    4. Suppliers shall proactively recommend alternative ways to buy such as capital, leasing, consumption models and “as a service” solutions alongside the benefits of each solution, that can be built into the requirements.

## Complaints Procedure

* + 1. The Supplier shall have a robust and auditable complaints procedure for logging, investigating, managing, escalating and resolving complaints initiated by the Buyer.
    2. The complaints procedure shall comply with the following:
       1. All complaints shall be logged and acknowledged within twenty-four (24) hours of receipt by the Supplier
       2. All complaints shall be resolved within five (5) working days of the original complaint being made, unless otherwise agreed with the Buyer
       3. All complaints shall be recorded, including: the date the complaint was received, complainant contact details, nature of the complaint, and the actions and timescales taken to resolve the complaint.
    3. The Authority may request a consolidated complaints report as and when required from the Supplier, relating to all Buyer complaints. The report shall be provided by the Supplier as further outlined in Framework Schedule 4 (Framework Management).
    4. First line management of operational issues shall be undertaken between the Buyer and the Supplier Contract Manager. A clear issue management and escalation process shall be established by the Supplier in consultation with the Buyer.

## **Pricing**, **Payment and Invoicing**

* + 1. The Supplier shall provide a proactive and committed approach to cost reductions and innovative, transparent pricing mechanisms, which will provide the Buyer with choice and flexibility.
    2. The Supplier shall proactively and continually explore and identify opportunities for maximising value for money and savings in the design and delivery of the Deliverables in accordance with Call Off Schedule 3 (Continuous Improvement).
    3. The Supplier shall report volume pricing and standardisation opportunities to Buyers and the Authority as soon as identified for consideration.
    4. The Supplier may offer the Buyer alternative pricing models, methodologies and discount structures, which offer best value for money and in doing so the Supplier shall:
       1. Demonstrate that the agreed Call Off Contract prices do not exceed the Framework maximum tendered charges
       2. Provide an audit trail from the agreed Call Off Contract prices to the Framework maximum tendered charges
       3. Convert the agreed Call Off Contract prices into a suitable format to meet the Authority’s Management Information requirements.
    5. When responding to a Further Competition Procedure, the Supplier shall provide information as required by the Buyer to enable the Buyer to both understand the overall cost of the key components of the Supplier’s offer under the Further Competition Procedure (Framework Schedule 7) and the overall value for money this provides for the period of the Call-Off Contract.
    6. The Supplier shall provide clear, transparent open book data for pricing including the provision of a cost breakdown of all of the component elements that together form the cost of the products and services as and when requested by the Authority throughout the duration of the Framework Contract and any Call Off Contracts.
    7. The Supplier shall comply with all aspects of the invoicing and payment processes as detailed in the Core Terms and Framework Schedule 5 (Management Charges and Information).
    8. The Supplier shall provide a range of payment methods and invoicing processes and the Buyer shall specify the payment method and processes at Call-Off Contract stage. The Supplier shall have the ability to support e-Purchasing Cards, i.e. Government Procurement Card, Purchase to Pay systems (P2P) and other electronic or manual invoicing arrangements. The Supplier shall be solely liable to pay any merchant fee levied for using the e-Purchasing Card and shall not be entitled to recover this charge from the Buyer.
    9. The Supplier shall comply with the Buyers’ requirements in respect of authorisation, invoicing and payment processes and procedures. This may include, but is not limited to, consolidated invoicing, invoicing by cost centre and/or account codes; electronic invoicing; and invoicing to different levels of detail. The Supplier shall be required to assist the Buyers in developing invoice process efficiencies.

## Management Information, Data and Reporting

* + 1. The Supplier shall provide the Management Information reports on a monthly basis to the Authority on the fifth working day of every month in accordance with Framework Schedule 5 (Management Charges and Information).
    2. The Supplier shall provide timely and accurate Management Information and data reporting to the Authority and to the Buyer free of charge in accordance with Framework Schedule 4 (Framework Management) and Call-Off Schedule 1 (Transparency Reports).
    3. The Supplier shall provide additional data and Management Information as required by the Authority (highest frequency being monthly) as part the Authority Supplier Relationship Management process which shall include but is not limited to:
       1. Opportunity pipeline
       2. Target growth sectors and initiatives
       3. Forecast v actual performance
       4. Service level performance statistics and Key Performance Indicators
       5. Benchmarking including performance, quality and pricing
       6. Risks and Issues
    4. The Supplier shall provide further management reports and progress reports to the Buyer, the content of which will be agreed at the Call-Off stage.
    5. The Supplier shall comply with the Authority and/or the Buyer instructions regarding Freedom Of Information (FOI) (including Ministerial and Parliamentary Queries) and ensure that all actions relating to FOI requests are completed within the Authority and/ or Buyer’s specified timescale.
    6. The Authority may share Management Information and other data relating to or provided by the Supplier with other Suppliers under the Framework Contract.
    7. Unless otherwise stated by the Authority and/or Buyer, the Supplier must submit all required reports and data in electronic format for example but not limited to:
       1. Text based reports via PDF
       2. Data based reports via Excel / CSV
    8. All costs associated with the provision of Management Information and data shall be the responsibility of the Supplier.
    9. The Supplier shall be aware the reporting requirements may change over the term of the Framework and Call Off Contract and therefore must offer flexibility to allow reporting to be adapted as required throughout the length of the Framework and Call Off Contracts
  1. **Continuous Improvement** 
     1. The Supplier shall be required to have a culture of Continuous Improvement embedded in their business and comply with the requirements set out in Call Off Schedule 3 (Continuous Improvement).
     2. The Supplier shall capture and share best practice, the generation of new ideas, improvement of existing processes and creation of better ways of working across the public sector and use these to drive continuous improvement for the benefit of the Buyers.
     3. The Supplier will inform the Authority and Buyers of on-going improvement services, which is of benefit to the Buyers and the Services being provided under the Framework, as part of the Authority / Buyer and Supplier review.
     4. Where applicable, the Supplier will inform the Authority and Framework Buyers when new and emerging technologies, that meet the same specific need, become available during the lifetime of the Framework Contract.
     5. The Supplier will encourage the development and sharing of innovative solutions, processes and approaches that improve performance and value for money (VfM), including technological innovations.

## 

## Project Management

* + 1. Suppliers must ensure that Call-Offs are delivered via a recognised project management methodology in accordance with Call-Off Schedule 15 (Call-Off Contract Management) and [Project and programme management - GOV.UK](https://www.gov.uk/guidance/project-and-programme-management)
    2. Suppliers will define, measure and report project success criteria to the Buyer, which shall include as a minimum:-
       1. Cost. (This factor measures the total cost of the project against the expected budget that stakeholders establish at the beginning of a project. …)
       2. Timeline.
       3. Scope.
       4. Deliverables.
       5. Resource capacity.
       6. Stakeholder satisfaction
    3. Supplier will define in alignment with the Buyer a clear governance process that will manage risk, change and issues.
    4. Supplier will ensure there is a process for closing the project, including an end of project review with the Buyer to ensure a full handover of any pertinent information and to review any lessons learnt that may inform future projects.

## Environmental Sustainability

* + 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](https://www.gov.uk/government/publications/greening-government-ict-and-digital-services-strategy-2020-2025/greening-government-ict-and-digital-services-strategy-2020-2025#sustainable-ict-and-digital-services-strategy-targets-for-2020-2025-policy-paper) covering:
       1. Reduction of greenhouse gas emissions towards net zero targets.
       2. Improvement of the management of resources and waste through waste reduction and increased use of Circular ICT.
       3. Supporting the procurement of sustainable technology and digital services.
       4. The creation of sustainability statements approved by technology and digital leaders setting out how to support environmental targets.
    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.
    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.
    4. Suppliers shall consider, document and provide the energy efficiency of all ProductsGoods and/or Services offered to Buyers when required and provide appropriate solutions and advice, including but not limited to:
       1. DEFRA: [Sustainability in information and communication technology (ICT): a Defra guide](https://www.gov.uk/government/publications/sustainability-in-information-and-communication-technology-ict-a-defra-guide)
       2. Certification of Energy Efficiency for Data Centers: [CEEDA - DC](https://www.datacenterdynamics.com/en/ceeda/)
    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.
    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>.

[ISO 14001 family — Environmental manage](https://www.iso.org/iso-14001-environmental-management.html)

## Carbon Reduction Plans

* + 1. Suppliers shall 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](https://www.gov.uk/government/publications/procurement-policy-note-0621-taking-account-of-carbon-reduction-plans-in-the-procurement-of-major-government-contracts) as required under this Framework or a Call-Off
       1. Carbon Reduction Plans are mandatory to supply under Lots 1,2,3,4,5,6 and 7 of this framework.
       2. Carbon Reduction Plans are optional to supply under Lots 8 (Catalogue) of this framework.

## Supplier Accessibility Responsibilities

* + 1. Suppliers shall assist Buyers in fulfilling their legal obligations with regards to accessibility, by offering help and guidance on how the Services can either support or be tailored to the Buyers needs.
    2. Where required by a Buyer, the Supplier shall provide an accessibility statement for Services provided under a Call-Off Contract.
    3. The Supplier shall where relevant maintain an accessibility policy, and identify (and where requested provide the details to Buyers) a role or department within their organisations with responsibility for the policy.

## Modern Slavery

* + 1. The Supplier shall at all times be compliant with the provisions of the Modern Slavery Act 2015. [Modern Slavery Act 2015 - Legislation.gov.uk](http://www.legislation.gov.uk/ukpga/2015/30/contents/enacted)
    2. The Supplier shall annually complete the modern slavery assessment tool as directed by the Authority. [Modern Slavery Assessment Tool - Supplier Registration Service](https://supplierregistration.cabinetoffice.gov.uk/msat)
    3. The Supplier shall make the outcomes of their modern slavery assessment available to the Buyer as requested.
    4. The Supplier shall use the outputs of the modern slavery assessment within their Continuous Improvement Plan, where necessary.
    5. The Supplier shall fully cooperate with the appointed independent monitoring organisation (which is subject to change at the sole discretion of the Authority) to monitor the rights of workers in electronics supply chains.
       1. The current monitoring organisation is: - Electronics Watch a not-for-profit non-governmental organisation incorporated under Dutch law (No. 62721445 in the Dutch Chamber of Commerce Trade Register). [Electronics Watch](https://electronicswatch.org/en)
    6. The Supplier shall disclose in the prescribed format details of its first and/or second and/or third tier supply chains (including country and city factory locations) which the Authority will provide to Electronics Watch to ensure supply chain labour conditions can be assessed.

# Certification

* 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 Certification:-
     1. [Cyber Essentials](https://www.ncsc.gov.uk/cyberessentials/overview) or equivalent - Lots 1, 2, 3, 5, 6, 7 and 8 (Cyber Essentials Equivalent is defined in Joint Schedule 1).
     2. [Cyber Essentials Plus](https://www.ncsc.gov.uk/cyberessentials/overview) or equivalent - Lot 4 (Cyber Essentials Equivalent is defined in Joint Schedule 1).

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.

# Standards

* 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.
  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.

## Management Standards

* + 1. ISO 9001 “Quality Management System” standard - All Lots
    2. ISO/IEC 20000-1 2018 “Information Technology — Service Management” or the ITIL - Information Technology Infrastructure Library All Lots
    3. ISO/IEC 27001 - “Information Security Management Systems” - All Lots
    4. ISO 22301 - “Security and resilience — Business continuity management systems — Requirements ” - All Lots
    5. ISO 22313 - “Business Continuity Management Systems” - All Lot
    6. ~~ISO/IEC 24762 - “Information Communications Technology Disaster Recovery” - All Lots~~

## Environmental / Sustainability Standards

* + 1. ISO 14001 2015 - “Environmental Management System” - All Lots
    2. Standards; Green Public Procurement Criteria ([EU GPP Criteria](https://ec.europa.eu/environment/gpp/eu_gpp_criteria_en.htm)) - All Lots
    3. Increase sustainability throughout the lifecycle of technology ([Make your technology sustainable - GOV.UK](https://www.gov.uk/guidance/make-your-technology-sustainable)) - All Lots
    4. Greening government ICT strategy: sustainable technology strategy 202 ([Greening government: sustainable technology strategy 2020 - GOV.UK](https://www.gov.uk/government/publications/greening-government-sustainable-technology-strategy-2020)) - All Lots
    5. Waste Electrical and Electronic Equipment regulations - [Regulations: Waste Electrical and Electronic Equipment (WEEE) - GOV.UK](https://www.gov.uk/guidance/regulations-waste-electrical-and-electronic-equipment) - Lot 1, 2, 4, 5, 6, 7, 8.

## Accessible IT Standards

* + 1. The World Wide Web Consortium (W3C) Web Accessibility Initiative (WAI) Web Content Accessibility Guidelines (WCAG) 2.0 Conformance Level AA - All Lots
    2. ISO/IEC 13066-1:2011 Information Technology - Interoperability with assistive technology (AT) – Part 1: Requirements and recommendations for interoperability - All Lots

## Information Technology Standards

* + 1. [Open standards principles](https://www.gov.uk/government/publications/open-standards-principles) - All Lots
    2. [Open standards for government](https://www.gov.uk/government/publications/open-standards-for-government) - All Lots
    3. [The technology code of practice](https://www.gov.uk/government/publications/technology-code-of-practice/technology-code-of-practice) - All Lots

## External Connectivity Standards

* + 1. [PCI DSS v4.0](https://docs-prv.pcisecuritystandards.org/PCI%20DSS/General%20Guidance/PCI-DSS-v4-0-At-A-Glance.pdf) - All Lots

## Information Security

* + 1. [Security policy framework: protecting government assets](https://www.gov.uk/government/publications/security-policy-framework) - All Lots
    2. BS EN 15713:2009 “Standard for Secure Destruction of Confidential Material” **-** Lot 7 or where Destruction of Confidential Material is requested by Buyer

## Miscellaneous Standards

* + 1. The Supplier shall comply with the Governments [Supplier standard for digital and technology service providers](https://www.gov.uk/government/consultations/supplier-standard-for-digital-and-technology-service-providers/supplier-standard-for-digital-and-technology-service-providers)
    2. The Supplier shall design and deliver its services in accordance with the Government Service Standard ([Service Standard - Service Manual - GOV.UK](https://www.gov.uk/service-manual/service-standard))

## eCommerce Standards

* + 1. The Supplier shall enable ePayment Solutions and will adapt its own systems and processes, if necessary, to accommodate requirements.
    2. The Supplier acknowledges and agrees that the Government wide strategy of ‘Digital by Default’ [Government Digital Strategy](https://www.gov.uk/government/publications/government-digital-strategy) 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.
    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.
    4. The Supplier shall, in addition to complying with the Standards as outlined above, comply with the Standards required by Buyers as set out during a direct award and Further Competition procedure.
    5. From time to time, the Supplier shall review the Standards from the source to ensure it is up to date with any new editions.

# Social Value

* 1. The Supplier shall comply 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.
     1. General information on the Social Value Act can be found at: [VCSEs: A guide to working with government - GOV.UK](https://www.gov.uk/government/publications/social-value-act-introductory-guide)
     2. Guidance published in [Procurement Policy Note 06/20](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/921437/PPN-06_20-Taking-Account-of-Social-Value-in-the-Award-of-Central-Government-Contracts.pdf) 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.
     3. 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](https://www.gov.uk/government/publications/procurement-policy-note-0620-taking-account-of-social-value-in-the-award-of-central-government-contracts)
  2. 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.
  3. Buyers' social value requirements will fall within the scope of the 4 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.
  4. The following Social Value priorities are intrinsic to the Specification for this Framework Contract:
     1. Fighting climate change
     2. Tackling economic inequality
     3. Equal Opportunity
     4. Wellbeing
     5. Buyers may identify further specific Social Value priorities based on the updated social value themes during a Call-Off Procedure.
  5. Fighting climate change
     1. Effective stewardship of the environment
        1. Demonstrating actions to provide additional environmental benefits in the performance of the call-off contract to work towards net zero greenhouse gas emissions and using renewable energy sources. The main environmental consideration for this agreement is the energy required in the manufacture, logistics and packaging of hardware products, and also running and maintenance of data centres delivering Software as a Service .
  6. Tackling economic inequality
     1. Create new businesses, new jobs and new skills
        1. Creation of a diverse supply chain to deliver the contract including new businesses and entrepreneurs, start-ups, SMEs, VCSEs and mutuals.
        2. Creation of employment and training opportunities particularly for those who face barriers to employment and/or who are located in deprived areas.
        3. Supporting innovation and disruptive technologies throughout the supply chain to deliver lower cost and/or higher quality products and services.
     2. Increase supply chain resilience and capacity
        1. Demonstrating collaboration throughout the supply chain, and a fair and responsible approach to working with supply chain partners in delivery of the contract.
        2. Demonstrating action to identify and manage cyber security risks in the delivery of the contract including in the supply chain. - Influence personnel (including subcontractors), suppliers, customers and communities through the delivery of the contract to support resilience and capacity in the supply chain
  7. Equal opportunity
     1. Reduce the disability employment gap
        1. Demonstrate action to increase the representation of disabled people in the contract workforce.
        2. Demonstrating actions to offer development opportunities for disabled people in the call-off contract workforce, offering a range of quality opportunities with routes of progression if appropriate.
     2. Tackle workforce inequality
        1. Demonstrating actions to identify and manage the risks of modern slavery in the delivery of the call-off contract, including in the supply chain
        2. Demonstrating actions to identify and tackle inequality in employment, skills and pay in the contract workforce.
  8. Wellbeing
     1. Improve health and wellbeing
        1. Demonstrate action to support health and wellbeing, including physical and mental health, in the call-off contract workforce
  9. The Supplier shall comply with and/or identify proposed social value initiatives, proportionate and relevant to each Call-Off Contract.
  10. The Supplier shall deliver measurable benefits and impacts in respect of the Social value priorities, when identified in the Call Off Contract.
  11. 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.