

OFFICIAL - COMMERCIAL

AGREEMENT RELATING TO THE SERVICE AND MAINTENANCE OF FIXED AND MOBILE RN DETECTION
EQUIPMENT

Agreement

**relating to the service and maintenance of fixed and mobile RN detection
equipment**

Schedule 2.3 (Standards)

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SCHEDULE 2.3
STANDARDS

1 STANDARDS

- 1.1 Throughout the Term, the Parties shall monitor and notify each other of any new or emergent standards which could affect the Supplier's provision, or the Authority's receipt, of the Goods, Services and Spares. Any changes to the Standards, including the adoption of any such new or emergent standard, shall be agreed in accordance with the Variation Procedure.
- 1.2 Where a new or emergent standard is to be developed or used by the Supplier, the Supplier shall be responsible for ensuring that the potential impact on the Supplier's provision, or the Authority's receipt, of the Services is explained to the Authority as part of the Variation process prior to the implementation of the new or emergent standard.
- 1.3 Where Standards referenced conflict with each other or with Good Industry Practice, then the later Standard or best practice shall be adopted by the Supplier. Any such alteration to any Standard(s) that is reasonably determined by the Authority to be substantive shall be agreed in accordance with the Variation Procedure.

2 HEALTH AND SAFTY STANDARDS

The Supplier shall ensure at all times that the Services are compliant with:

(A) Health and Safety at Work Act 1974

(B) Management of Health and Safety at Work Regulations 1999

(C) Ionising Radiation Regulations 2017

(D) COSHH 2002

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3 SECURITY STANDARDS

The Supplier shall ensure at all times that the Services are compliant with:

(E) HMG standards (GOV.UK Government Standards including SPF), National Cyber Security Centre (NCSC) guidance and security policies as instructed by Home Office;

(F) ISO/IEC 27001:2013 Information security management systems Requirements;

(G) ISO/IEC 27002:2013 Code of practice for information security controls; and

(H) the following secure sanitisation and destruction policies:

(i) <https://www.ncsc.gov.uk/guidance/secure-sanitisation-storage-media>;

(ii) <https://www.cpni.gov.uk/secure-destruction>; and

(iii) https://www.cpni.gov.uk/system/files/documents/c5/e1/2017_01_20_CPNI_Secure_Destruction_Standard.pdf.

4 ELECTRICAL SAFETY STANDARDS

4.1 The Supplier shall ensure that all electrical standards and approved codes of practice are adopted. It is the responsibility of the Supplier to select and apply all applicable standards based on the Equipment and Services being provided, including without limitation the electrical standards referenced at www.hse.gov.uk/electricity/standards.htm.

4.2 For all aspects of the Goods and Services, the Supplier shall comply with relevant industry and HM Government standards and best practice guidelines in regard to electrical safety.

4.3 The Supplier shall perform electrical safety checks in relation to all equipment and Goods used or supplied in the performance of the Service under this Agreement in accordance with applicable health and safety regulations and Good Industry Practice.

5 SERVICE MANAGEMENT SOFTWARE AND STANDARDS

5.1 The Supplier shall reference relevant industry and HM Government standards and best practice guidelines in the management of the Services, including the following and/or their equivalents:

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- (a) ITIL v3 2011;
 - (b) ISO/IEC 20000-1 2011 "ITSM Specification for Service Management";
 - (c) ISO/IEC 20000-2 2012 "ITSM Code of Practice for Service Management";
 - (d) ISO 10007 "Quality management systems – Guidelines for configuration management";
 - (e) ISO/IEC 25010:2011 "Systems and software Quality Requirements and Evaluation (SQuaRE) -- System and software quality models"; and
 - (f) BS25999-1:2006 "Code of Practice for Business Continuity Management" and, ISO/IEC 27031:2011, ISO 22301 and ISO/IEC 24762:2008 in the provision of "IT Service Continuity Strategy" or "Disaster Recovery" plans.
- 5.2 For the purposes of management of the Services and delivery performance within the Supplier's organisation including the Supplier's Sub-contractors, the Supplier shall make use of Software that complies with Good Industry Practice including availability, change, incident, knowledge, problem, release & deployment, request fulfilment, service asset and configuration, service catalogue, performance level and service portfolio management. If such Software has been assessed under the ITIL Software Scheme as being compliant to "Bronze Level", then this shall be deemed compliant with Good Industry Practice. The Supplier shall in addition use the Authority's ServiceNow service management software as part of the management of the Services as part of the overall service delivery.

6 ENVIRONMENTAL STANDARDS

- 6.1 The Supplier shall conform to BS EN ISO 14001:2015 in its management of environmental conditions in respect of the Services and/or the System.
- 6.2 The Supplier shall comply with the Hazardous Waste (England and Wales) Regulations 2005, No. SI 2005/894 and amendment SI 2009/507.
- 6.3 For all and any IT equipment or other applicable materials provided, the Supplier shall comply with the:
- (a) Waste Electrical and Electronic Equipment (WEEE) Directive 2012/19/EU of the European Parliament and of the Council; and
 - (b) Restriction of Hazardous Substances (RoHS) Directive 2011/65/EU of the European Parliament and of the Council.

7 ENVIRONMENTAL STANDARDS FOR EQUIPMENT

- 7.1 The Supplier shall ensure compliance of all equipment to all relevant industry and HM Government standards and Good Industry Practice regarding environmental regulations and standards.

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- 7.2 The Supplier shall ensure compliance to The Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment (RoHS) Directive (2011/65/EU) or subsequent replacements.

8 PROJECT MANAGEMENT

- 8.1 The Supplier shall implement HM Government standards and best practice guidelines in the management of projects, specifically:
- (a) PRINCE2TM, any subsequent replacements and/or equivalents as agreed by the Authority such as AGILE to support the delivery of projects;
 - (b) Suppliers shall be accredited to ISO 9001:2008 Quality Management standard, or equivalent.
- 8.2 The Authority acknowledges the benefits of collaborative working. Suppliers shall be cognisant and have expertise in the principles of ISO 44001 Collaborative Business Relationships Management System (or equivalent) in the supply of the Services.
- 8.3 The Authority recognises the benefits of BS 11000 and managing relationships through a relationship management plan of which the Supplier will demonstrate knowledge of the same standards.

9 FINANCIAL REPORTING

The Supplier and all its Sub-contractors shall ensure adherence to all international financial reporting standards.

10 RECORDS STANDARDS

- 10.1 The Supplier's provision of records and operation of document and record management systems shall take account of the related standards and guidance published by The National Archives. Details of these standards and guidelines (as at the Effective Date) can be accessed at www.nationalarchives.gov.uk.
- 10.2 For the purpose of paragraph 10.1, the following definitions shall apply:
- “Records”** means information created, received and maintained as evidence and information by an organization or person, in pursuance of legal obligations or in the transaction of business. (Definition taken from the British Standard dealing with records management, BS ISO 15489, published in 2000)
- “Record Management”** means controlling records within a comprehensive regime made up of policies, procedures, systems, processes and behaviours. Together they ensure that reliable evidence of actions and decisions is kept and remains available for reference and use when needed, and that the organisation benefits from effective management of one of its key assets, its records.
- 10.3 The Supplier shall:

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- (a) take account of ISO/IEC 27002:2013 - Information technology; and
- (b) comply with BS ISO/IEC 27001:2013 Information Security Management: Code of practice for information security management, BIP 0008:2014, Code of practice for legal admissibility and evidential weight of information stored electronically and BS 10008:2014 Specification for evidential weight and legal admissibility of electronic information