DPS Schedule 1 (Specification)

1. Introduction

1.1 This Schedule sets out what we and our Buyers want.

1.2 The Supplier must only provide the Deliverables for the Filter Categories to which they have been appointed.

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

1.4 The Deliverables and any Standards set out below may be refined (to the extent permitted and set out in the Order Form) by a Buyer during an Order Procedure to reflect its Deliverables Requirements for entering a particular Order Contract.

1.5 In this Schedule the following terms take the following meanings;

"Assisted Digital"	Means providing support to anyone who cannot use Government's digital services independently. Provision of an Assisted Digital service means supporting users to complete a Government digital service transaction.
"Digital Inclusion"	Means helping people become capable of using and benefiting more widely from what the internet can provide. For example, connecting with friends, finding job opportunities and completing an application, and saving money through shopping online.
"Digital Inclusion Scale"	A measurement approach suggested by the Government Digital Service (GDS) to help understand what support users of government services need and how the government can help people go online. Annex 2 in the Government Digital Inclusion Strategy: https://www.gov.uk/government/publications/government-digital-inclusion-strategy/government-digital-inclusion-strategy#annex-2-digital-inclusion-scale-for-individuals
"Digital Inclusion Strategy"	The Government Digital Inclusion Strategy is detailed at: https://www.gov.uk/government/publications/government-digital-inclusion-strategy/government-digital-inclusion-strategy.
"Digital Service Standard"	A set of criteria to help Government create and run good digital services. The standard is detailed at: https://www.gov.uk/service-manual/service-standard

"Essential Digital Skills Framework"	Means the framework that is intended to be used by everyone in the UK involved in supporting adults to improve their essential digital skills. https://www.gov.uk/government/publications/essential-digital-skills-framework/essential-digital-skills-framework
"High Street"	The user visits the support provider.
"In-person"	Provision of service by a person (face to face).
"Online"	Provision of a service using the internet.
"Outreach"	The user is visited by the provider (for example, at home, at work, in a care or nursing home).
"Proxy"	Means that somebody inputs data on the user's behalf, and completes the transaction for them.
"Talk-through"	Means that somebody guides the user to complete the transaction themselves.

2. Scope of Specification

2.1 The Supplier shall provide Goods and Services as detailed at 2.4-2.6.

2.2 The core requirements of RM6209 – Digital Inclusion and Support DPS shall include but not be limited to provision of either one or a combination of Services in each of three (3) distinct Filter Categories:

- **Support Type (two (2) levels)**
- **Delivery Method (two (2) levels)**
- **Location/Postcode (two (2) levels)**

2.3 Within the Filter Categories for the Support Type, Delivery Method and Location/Postcode there is a second level of identification required as described in further detail below:

2.4 Filter Category - Support Type

Support Type – Level 1	Support Type - Level 2
Assisted Digital	Other community, social and personal services Training facilities Training services Staff training services Computer-user familiarisation and training services Computer-related services

	Provision of services to the community Training programme services Vocational training services Adult and other education services Computer training services Personal development training services Social services Office-support services (to include Telephone answering services)
Design	Computer-user familiarisation and training services Personal development training services Computer-related services Provision of services to the community Staff training services Adult and other education services Training facilities Computer training services Training programme services Vocational training services Social services Coaching services
Delivery	Training programme services Computer training services Staff training services Provision of services to the community Computer-related services Computer-user familiarisation and training services Social services Adult and other education services Training services Training facilities Vocational training services Personal development training services Coaching services

2.5 Filter Category - **Delivery Method**

Delivery Method – Level 1	Level 1 Definition	Delivery Method - Level 2	Level 2 Definition
Talk-through	Somebody guides the user	High-street	The user visits the support provider

	to complete the transaction themselves	Outreach	The user is visited by the provider (for example, at home, at work, in a care or nursing home)
		Telephone	
		Webchat or equivalent	
		Other	
Proxy	Somebody inputs data on the user's behalf, and completes the transaction for them	Telephone	
		Webchat or equivalent	
		High-street	The user visits the support provider
		Outreach	The user is visited by the provider (for example, at home, at work, in a care or nursing home)
		Other	
Online	Provision of a service using the internet	High-street	The user visits the support provider
		Outreach	The user is visited by the provider (for example, at home, at work, in a care or nursing home)
In person	Provision of service by a person (face to face)	High-street	The user visits the support provider
		Outreach	The user is visited by the provider (for example, at home, at work, in a care or nursing home)

2.6 Filter Category - Location/Postcode

Location/Postcode – Level 1	Location/Postcode Level 2
Post Code/ Radius	
Isle of Man	Isle of Man - All
Channel Islands	Channel Islands
Gibraltar	Gibraltar

3. Mandatory Service Requirements

3.1 This section provides details of the mandatory service delivery requirements that the Supplier shall be expected to fulfil in their entirety, in order to meet the requirements of this DPS Contract.

Digital Inclusion and Support Services

3.2 The Supplier shall ensure, where required, all technology and digital services are designed in line with the Government Digital Service (GDS) Digital Service Standard, and in particular number 5 which is “Make sure everyone can use the service”.

3.3 The Supplier shall ensure that, where applicable, systems are either enabled for mobile use or can easily be integrated with mobile enabled interfaces.

Support

3.4 This section relates to the provision of assisted digital support. This is the delivery of support to assist users through all or part of a government digital service. Exact requirements will be detailed in Order Procedures, based on user needs for the specific service.

3.5 The Supplier will be expected to provide or contribute to support for users who need it which:

- is aligned with assisted digital guidance in the government service design manual
- helps users build the skills or confidence to complete government digital services independently
- is easy for users to find and access, at the times and places they need it
- is free to use (no additional fees are charged, over any payment required for completing the digital service)
- gives a good end to end experience for users
- is trusted by users
- securely stores and handles users’ personal data, ensuring users’ privacy is maintained
- meets legal accessibility and language requirements
- is measured through analytics and user feedback, to improve the support and make the digital service better

3.6 Supplier Staff must be suitably trained to support users through specific digital services, including providing information about the Government service or the policy behind it.

3.7 Appropriate technology must be available by the Supplier as required to provide support for the specific digital service.

Design

3.8 This section relates to services relating to the design of a Digital Inclusion training course, product or intervention for any channel. This includes some or all of the below:

- design of a Digital Inclusion course, intervention or product
- design of a proposal to evaluate a course, product or intervention (see section on Measuring Digital Inclusion below)

- design of a training plan

Delivery

3.9 This section relates to the procurement of the delivery of Digital Inclusion training via any channel. This includes some or all of the below:

- delivery of basic digital skills training to meet broad or targeted user needs - this may focus on achievement of a particular outcome and/or may include a basic digital skills qualification
- the monitoring and evaluation of training (see section on Measuring digital inclusion below)
- establishment and/or management of a training programme
- establishment and/or management of one or more sites/network
- management of staff and/or volunteers who deliver training
- establishment of feedback arrangements with staff/volunteers and users to ensure interventions and products meet user needs.
- user engagement, feedback and use of analytics to make improvements to training and related products
- creation and/or enhancement as well as maintenance of bespoke courses, products and interventions during the contract
- co-ordination and/or collaboration with a range of national and/or local partners
- meeting evaluation and reporting requirements

4. Standards

4.1 The Supplier shall comply with the appropriate Standards (or equivalent) as updated and as applicable for the RM6209 Digital Inclusion and Support DPS which shall include but not be limited to:

Accessible IT Standards

- World Wide Web Consortium (W3C) Web Accessibility Initiative (WAI) Web Content Accessibility Guidelines (WCAG) 2.1 Conformance Level AA
- ISO/IEC 13066-1:2011 Information Technology - Interoperability with assistive technology (AT) – Part 1: Requirements and recommendations for interoperability

Essential Digital Skills Framework

- https://www.gov.uk/government/publications/essential-digital-skills-framework/essential-digital-skills-framework

Information Technology Standards

- https://www.gov.uk/government/publications/open-standards-principles
- · https://www.gov.uk/guidance/government-design-principles

- · https://www.gov.uk/service-manual/service-standard

Social Value Task Force National TOMs (Target Operating Models)

- http://socialvalueportal.com/social-value-taskforce/

Social Value in Government Procurement

Yet to be published on the .GOV.UK web site, but consultation on which it is based is here: https://www.gov.uk/government/consultations/social-value-in-government-procurement

Artificial Intelligence

- Artificial Intelligence (AI) Standards Suppliers must comply with Buyer requirements in respect of AI ethical standards where applicable

5. Security

5.1 The Supplier shall be required to have their own security operating procedures that shall be made available to Buyers.

5.2 The Supplier shall ensure appropriate security standards, controls and measures in place such as access to premises.

5.3 The Supplier shall ensure that any suspected or actual security breaches are reported to the Buyer's representative immediately.

5.4 The Supplier shall provide details of their personnel security procedures and upon request by Buyers, details of all personnel that they intend to use in the delivery of the Services.

6. Staff Vetting

6.1 Buyers may have a requirement for the vetting of personnel at the Order Procedure stage. In this event, the Supplier shall ensure that their personnel vetting procedures under the DPS Contract and individual Order Contracts entered into under it by Buyers comply with the British Standard, Security Screening of Individuals Employed in a Security Environment – BS 7858:2012 or agreed equivalent, unless otherwise specified by the Buyer at the Order Procedure stage.

7. Social Value

7.1 Social Value legislation and guidance[1] 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, and, in Scotland, to deliver them. These benefits are over and above the core deliverables of contracts. More information on social value can be found at:

https://www.gov.uk/government/publications/social-value-act-introductory-guide

[1] The Social Value Act; the Procurement Reform Scotland Act and the guidance in the Welsh Community Benefits guidance

7.2 CCS and Buyer(s) have identified the following social value priority themes for this procurement and we have included the potential outcomes beneath. Buyers may have their own social value priorities which they will make clear to Supplier at Call Off Contract.

- Diverse supply chains
  - Ensuring supply chains are accessible to all types of businesses, including SMEs and VSCEs
- Skills and employment
  - Improved employability and skills
- Inclusion, staff mental health and wellbeing
  - Ensuring businesses in the supply chain encourage increased representation of people with disabilities in the workforce
  - Ensuring businesses in the supply chain encourage improved gender pay balance
  - Ensuring businesses in the supply chain encourage increased Black, Asian and Minority Ethnic (BAME) representation in the workforce
  - Ensuring businesses in the supply chain encourage inclusion and improved staff mental health and wellbeing
  - Ensuring businesses in the supply chain encourage more cohesive communities
- Safe and Secure Supply Chains
  - Cyber security risks are reduced
  - Modern slavery risks are reduced

7.3 The Supplier shall identify Social Value options which are appropriate to Buyers at Order Procedure stage. Any Social Value options selected by Buyers at the point of Order Contract award, shall be in accordance with the Government's Social Values which are current at that point in time.

7.4 The Supplier shall complete annual Corporate Social Responsibility (CSR) assessments upon request from Buyers.

7.5 For more information on Social Value please see the following link

https://www.gov.uk/government/publications/social-value-act-introductory-guide

7.4 Social Value in Procurement guidance (soon to be published) will be of interest to all Buyers, and the Social Value Task Force National TOMs as mentioned above in 4.1 Standards section. The Supplier is recommended to familiarise themselves with the Social Value Themes, Outcomes and Measures therein.

8. Measuring Digital Inclusion - the Digital Inclusion Outcomes framework

8.1 A Digital Inclusion Evaluation Framework has been developed as a template for benchmarking and tracking Digital Inclusion and evaluating activities locally. This will provide evidence of the impact of digital inclusion/skills on improved outcomes across key policy areas. It also demonstrates the case for investment. CCS recommends that procuring bodies use this framework to measure their digital inclusion activities.

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8.2 Within the Government Digital Inclusion Strategy, the GDS propose a Digital Inclusion Scale - a 9-point scale measuring digital capability (see Annex 2 of that strategy).