

**Framework Schedule 1 (Specification)**

This Schedule sets out what we and our Buyers want.

The Supplier must only provide Deliverables for the Service Provisions set out in this Specification.

For all Service Provisions and/or Deliverables, the Supplier must help Buyers comply with any specific applicable Standards. 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 a Further Competition Procedure and, to a limited extent, in the Statement of Requirement under a Call-Off Contract.

In this Schedule, the following words and phrases shall have the following meanings:

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| **“Accountability Model”** | means those accountability models set out in Paragraph 3.2.4; |
| **“Alpha”** | means the alpha phase of agile delivery described in the Service Manual; |
| **“Beta”** | means the beta phase of agile development described in the Service Manual; |
| **“Capability Down-Select Matrix”** | means the matrix available for buyers to create shortlists of suppliers on Lot 1 by capability to run a down-select further competition; |
| **“Catalogue”** | means the online repository of supplier product & service offerings and pricing |
| **“DataSecOps”** | is the evolution of the ‘DevSecOps’ model specifically for data management. |
| **“Day Rates”** | an eight (8) hour Working Day, exclusive of breaks including lunch |
| **“DDaT”** | has the meaning given to it in Paragraph 2.1.8 and 4.1; |
| **“Deliverable Increment”** | means an incremented output provided as part of the Services prior to a final accepted Deliverables; |
| **“DevOps”** | DevOps is a set of practices that combines software development (Dev) and IT operations (Ops). In many cases, this is the name of the team operating a customer’s CI/CD pipelines and managing its environments. |
| **“Discovery”** | means the discovery phase of agile delivery described in the Service Manual; |
| **“Expression of Interest”** | also referred to as an ‘EOI’ means the pre-procurement supplier engagement activity undertaken by the Buyer, whereby suppliers can express their interest to participate in a Further Competition Procedure. |
| **“Further Competition Procedure”** | the further competition procedure described in Framework Schedule 7 (Call-Off Award Procedure); |
| **“GDS”** | means the Government Digital Service; |
| **“Live”** | means the live phase of agile development described in the Service Manual; |
| **“Open Standards Principles”** | means the Cabinet Offices’ Open Standards principles located at: <https://www.gov.uk/government/publications/open-standards-principles/open-standards-principles>; |
| **“Profession Capability Framework”** | means the GDS DDaT Profession Capability Framework located at: <https://www.gov.uk/government/collections/digital-data-and-technology-profession-capability-framework>; |
| **“Retirement”** | means the retirement phase of agile development described in the Service Manual; |
| **“Service Manual”** | means the GDS Service Manual, located at: <https://www.gov.uk/service-manual>; |
| **“Service Standard”** | means the Service Standard section of the Service Manual located at: <https://www.gov.uk/service-manual/service-standard>; |
| **“SFIA”** | means the Skills Framework for the Information Age, located at: <https://sfia-online.org/en>; |
| **"Statement of Requirement"** | a statement issued by the Buyer detailing its requirements and work needed in respect of Deliverables issued in accordance with the Call-Off Procedure; |
| **“Technology Code of Practice”** | means the GDS Technology Code of Practice located at <https://www.gov.uk/government/publications/technology-code-of-practice/technology-code-of-practice>; |

**1. Introduction**

Suppliers under the framework are required to provide one or more of the following **Service Provisions**.

**1.1 Lot 1: Design, Build & Run Services** - provision of ‘design, build and run’ big data and analytics services across one or more of the six defined capabilities: advanced analytics and cognitive, data management and acquisition; data risking; platform services; reporting and dashboards; and search and discovery services.

1.1.1 The maximum Call-Off Period for this provision shall be five years, including the initial term and any extensions.

1.1.2 Available via a Capability Down-select Matrix and Further Competition Procedure, Further Competition Procedure or Direct Award

**1.2 Lot 2: Commercial Off-The-Shelf (COTS) Software** - provision of COTS software specifically for big data and analytics capabilities, available as either on-prem, cloud, or hybrid, across one or more of five defined capabilities: big data management; data mining, risking and science; machine learning & Artificial Intelligence(AI); reporting & analytics, and search and data discovery.

1.2.1 The maximum Call-Off Period for this provision shall be five years, including the initial term and any extensions.

1.2.2 Available via Further Competition Procedure, Expression of Interest and Further Competition Procedure, or Direct Award.

**2. Scope of Services**

**2.1** **Service Provision 1: Design, Build & Run Services (Lot 1)**

2.1.1 The scope of this Framework Contract includes the GDS life-cycle phases Discovery, Alpha, Beta, Live and Retirement, as well as ongoing data collection, processing, management, distribution, reporting, migration and transformation

2.1.2 This service provision covers the following big data and analytics ‘design’, ‘build’ and ‘run’ capabilities. Suppliers must be able to provide one or more of these   
Capabilities.

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| **Advanced analytics and cognitive** |
| Design, build,run and improve analytics & cognitive products including Artificial Intelligence (AI) and Machine Learning (ML). Includes use of PaaS and SaaS processing high data volumes from diverse data sets.   * Operating existing analytics & cognitive services and APIs, along with any newly built solutions * Data labelling/annotation services * Service & product monitoring * Administration, configuration and upgrade of products * Management and resolution of incidents and problems * Operations and capacity/performance management * Design, delivery and change management of new analytics products using approved 3rd party tools, PaaS or SaaS * Delivering services utilising approved and roadmap technologies and environments * Provide Data Scientists to build, train, test, innovate, operate and improve services when required. |
| **Data Risking** |
| Design, build and run and maintain existing and build new risk products and related risk code   * Operating existing risk products, along with any newly built instances * Service & product monitoring, administration, configuration and upgrade of products * Management and resolution of incidents and problems, * Operations and capacity/performance management * Design, delivery and change management of new data risking products using approved 3rd party tools, PaaS and SaaS * Continuous Service Improvement * Delivering services utilising approved and roadmap technologies and environments |
| **Data Management & Acquisition** |
| Design, build, test and run products for Data Management including:   * Data acquisition * Data governance tooling and process operation * Data quality processes, management and reporting * Security, data import/export, transformation and classification * Metadata capture and Management * Creation, operation and management of Data Quality and virtualisation products and solutions * Operating existing data products within customer’s Data and Integration platform services * Run newly built services * Service and product monitoring & alerting * Administration, configuration, * Management and resolution of incidents/problems * Operations and capacity/performance management * Design, delivery and change management of data processes & flows including * Adding / Changing / Removing data sources continuous service improvement * Manage within a big data & cloud environment * Product and Service evergreening * Delivering services utilising approved and roadmap technologies and environments |
| **Platform Services** |
| Design, build, test and / or enhance data & integration platforms and run existing non-legacy platforms, including:   * Running existing and new non-legacy platforms * System & user administration * Configuration and operation of Continuous Integration (CI) and/or Continuous Delivery (CD) pipelines * Platform Monitoring and Alerting * Software installation and patching * Evergreening, maintenance and capacity management * Management and resolution of incidents problems, * Operations including performance management and optimisation. * Design, delivery & change management of platforms * Delivering services utilising approved roadmap technologies and environments |
| **Reporting & dashboards** |
| Design, build, test and run reporting and dashboarding products using bespoke development, off the shelf, PaaS and SaaS offerings   * Operating existing reporting and dashboarding products and newly built solutions * Administration, configuration, upgrade, management of reporting platforms and services * Service and product monitoring and alerting * Resolution of incidents and problems * Operations and capacity/performance management * Design, delivery and change management of new reporting and dashboarding solutions using approved 3rd party tools including cloud native products * Building new semantic layers, including cubes and universes, developing bespoke reporting solutions * Continuous Service Improvement * Provide data presentation and visualisation subject matter expertise * Delivering services utilising approved and roadmap technologies and environments |
| **Search & discovery services** |
| Design, build, test and run existing & new search products   * Administration, configuration and upgrade of products * Service & product monitoring * Management and resolution of incidents and problems * Management for search services and APIs * Using strategic search tools to develop new search products * Operations and capacity/performance management * Continuous Service Improvement * Delivering services utilising approved and roadmap technologies and environments |

2.1.2 Suppliers shall ensure all security artefacts are completed, including security risk assessment, data protection impact assessment, business impact assessment and relevant data movement requests are in place.

2.1.3 Suppliers must work closely with the buyer’s DevOps, DevSecOps, DataSecOps and Service Management teams to ensure a collaborative approach across the service.

2.1.4 Suppliers will adhere to the Buyer’s standards and processes, including service management and continuous service improvement.

2.1.5 While agreed upon at the operational level, Suppliers are required to be willing to rotate staff between operations, maintenance and enhancement.

2.1.6 A form of a continuously refined and prioritised backlog item list (or equivalent methodology) shall be used to evidence capture and delivery of enhancements.

2.1.7 Following the service provision, Suppliers will:

* ensure a thorough and suitable knowledge transfer to the Buyer
* execute the appropriate exit plan (as detailed in Call-off Schedule 10)

2.1.8 The skills and capabilities required are set out at Annex 1 which are mapped to the SFIA Framework and the Digital Data and Technology (DDaT) roles being promoted by GDS. There are a limited number of additional roles (for example, covering Cyber Security) which are yet to be reflected in SFIA, which are also included under Annex 1.

2.1.9 Annexes 1 and 2 may be refreshed on the two-year anniversary of the Framework Start Date and, thereafter, once per year by CCS, in consultation with the Buyer and Suppliers. Deliverables will not commence any Retirement under any Call-Off Contracts without the prior written agreement of the Buyer obtained by Variation.

2.1.10 The maximum Call-Off Initial Period for this provision shall be five years, including the initial term and any extensions.

2.1.11 Supplier staff must be BPSS cleared and SC cleared (or clearance in process) based on the standard exclusions.

2.1.12 Suppliers may be required to provide a comprehensive technical pack in support of:

* Creating and evolving the business case for investment
* Contributing to the pack to be issued to procure the build (Beta phase and beyond);
* Optionally supporting bid clarifications, technical evaluation and related activities; and
* Providing technical continuity into the build

2.1.13 The service provision covers the GDS phases from Discovery through to transition to Live and Retirement (as applicable) for larger projects / programmes.

2.1.14 This Service Provision includes GDS Alpha phase type activity such as:

* Building and testing prototypes;
* Demonstrating one or more options are technically possible;
* Identifying problems (technical spikes) and how to solve them;
* Estimating costs; and
* Refining risks for a future build (or buy)

2.1.15 The Buyer may run a Further Competition Procedure or a Capability Down-Select followed by further competition. (See Framework Schedule 7 – ‘Call-offs’ for further details).

2.1.16 In all instances of Further Competition, the Buyer will issue a Statement of Requirement which may cover a range of requirements, including the following:

* Private Beta - Developing the solution to a point where it can be user tested by “friendly” users;
* Public Beta - Rolling out the solution to a wider audience of end users; and
* Run & maintenance - running and maintaining the live solution
* Security - security architecture, security risk assessment, security processes (forming part of DevSecOps).

2.1.14 Capability Down-select suppliers will be contacted by the provided contact details when they enter the Framework or by the e-sourcing tool. It is the suppliers’ responsibility to ensure contact details are up to date. It is also the Supplier’s responsibility to monitor mailboxes provided.

2.1.15 The Capability Down-select will be offered to Buyers via an excel matrix tool. Buyers will use the Supplier shortlist generated from the Capability Down-select Matrix to run their Further Competition.

2.1.16 The Buyer may also Direct Award using the Supplier’s catalogue maximum day rates (as described in section 3) or price on request.

**2.2 Service Provision 2: Commercial Off-The-Shelf (COTS) Software**

2.2.1 This Service Provision covers COTS software offering any or all of the following technologies either via cloud, on-prem or hybrid solutions. The service provision includes software licences, support and maintenance. Also, implementation services for the related software.

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| **Big Data Management** |
| * Technology used for the collection, storage, governance, organization, quality assessment, control, virtualisation, administration and delivery of large repositories of data. *(Large repositories would be considered to be a collection of varied data stores holding structured, semi structured and/or unstructured data in volumes from megabytes to multiple petabytes.)* * Data cleansing, profiling, movement, classification, presentation, migration, integration, preparation, transformation and export |
| **Data Mining, Risking and Science** |
| * Technology used for extracting and discovering patterns in large data sets involving methods at the intersection of machine learning, statistics, and database systems. * Anomaly detection, association rule learning, clustering, classification, regression, summarization * Technology to enable risk and business rules to be defined and applied against data in transit and at rest * Technology used to provide enabling and core functionality required to carry out data science. |
| **Machine Learning & Artificial Intelligence** |
| * Model build, training, testing, deployment, monitoring. * Technology used to label/annotate raw data to add a more meaningful label to aid ML * Applying AI within a big data environment to provide systems the ability to automatically learn and improve from experience without being explicitly programmed. |
| **Reporting & Analytics** |
| * Technology used to translate data into information and transform data and information into insights, * Analysis of data or statistics, used for the discovery, interpretation, and communication of meaningful patterns in data. * Applying data patterns towards effective decision making. * Technology used to provide a range of visual representations of data sets. |
| **Search and Data Discovery** |
| * Technology used to allow a search through high volumes of data - including documents - to retrieve the required terms and information, making data more accessible, such as extracting text from images. * Technology used to detect patterns and outliers by visually navigating data or applying guided advanced analytics. |

2.2.2 This service provision includes:

2.2.2.1 Licenses for:

* + - individual software modules
    - configurations of modules for whole systems
    - anything as a Service, such as Software as a Service or Platforms as a Service
      1. Consultancy for installation, configuration, integration, application design, systems architecture, testing, data migration and software development of the above associated licenses.
      2. Support and maintenance services for the above.

2.2.3 Suppliers awarded a place on this Framework Contract for this Service Provision must comply with the following mandatory requirements and deliverables:

2.2.2.1 The Supplier must be able to provide the installation, implementation and configuration of software, where required by the Buyer.

2.2.2.2 The Supplier must be able to provide or make arrangements for the software support and maintenance services for software products purchased via this Framework Contract.

2.2.2.3 The Supplier must be able to provide renewals and enhancements of existing commoditised support and maintenance service agreements, where required by the Buyer.

2.2.2.4 The Supplier, if required during a Call-Off Contract, must be able to accommodate changes to the Buyer’s requirements and usage.

2.2.2.5 The Supplier must provide pre-sales support for specification clarification, where required by the Buyer.

2.2.2.6 The Supplier must provide advice to Buyers on opportunities to transfer software licences to other public bodies when those licences are no longer required by the Buyer. The Supplier must also provide advice on appropriate license types to meet usage needs.

2.2.2.7 The Supplier must provide Application Support and Maintenance. Ensuring the resolution of defects and maintaining the performance of applications in line with defined Service Levels.

2.2.2.8 As part of any COTS software offering, the supplier should have the following range associated to the extent appropriate for the offering:

* + - * Data Management
      * Identity and Access Management (IAM)
      * User Authentication
      * Monitoring
      * Intrusion Detection
      * Virus scanning
      * Security Logs
      * Encryption
      * Incident Management
      * Reliability and Backup
      * Disaster Recovery
      * Physical Security
      * Return of Customer Data
      * Deletion of Customer Data

2.2.3.9 The Supplier must ensure that support and maintenance services are available for the version of software licensed via Call Off Contracts for a minimum of twelve (12) months from the date of the original license sale, if required by the Buyer.

2.2.4 The Buyer may run a Further Competition Procedure or EOI followed by Further Competition. In both instances, the Buyer will issue a Statement of Requirements.

2.2.5 The Buyer may also Direct Award using the Supplier’s online catalogue listings (as described in section 3) or via price on request.

**3. Catalogue**

3.1 Direct Awards may be used by the Buyer to purchase the deliverables at 2.1.1 and 2.2.1 above. This may be done using CCS’s online Catalogue and the pricing provided by the Supplier within that or by approaching the Supplier directly via price on request.

3.2 The table below describes the Supplier’s obligations in relation to the digital catalogue.

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| **Catalogue content** |
| The Supplier will manage the catalogue as follows;   * For Lot 1, maximum day rates provided will be fixed for the duration of the framework, so will not change from that provided within the Supplier’s Framework Tender at Framework Schedule 2. * For Lot 2, a live Catalogue remains in place throughout the term of the Framework Contract. * Ensure Catalogues are submitted to CCS in the correct format and with all required content. Please note, the information required from suppliers to populate catalogue content is subject to change. * Ensure that all sales related to catalogue purchases are recorded and reported appropriately to CCS via their monthly Management Information (MI) return. |

**4. Ways of Working**

**4.1 General**

4.1.1 The Supplier must participate in Framework Contract management activities, for example, management meetings with CCS and/or its procurement partners in relation to this Framework Contract and their general public sector business. These would be at mutually agreed intervals, and based on the agreed SRM approach.

4.1.2 The Supplier must provide and maintain records and reports to show service levels achieved for the solution. (Frequency and content to be agreed with the Buyer.) This will include agreeing future requirements and developments, including innovation and continuous improvement plans.

4.1.2 The Supplier must provide all quotations in a manner that clearly demonstrates to the Buyers the different costs associated with their procurement, software, services, on-going support and maintenance and any other costs and any limitations or assumptions that have been made in arriving at the proposed pricing.

4.1.3 The Supplier must ensure software support and maintenance charges include all updates for changes to the taxation regime applied by HMRC, changes to law by legislators and changes in regulation by regulatory bodies. If the Supplier believes that an extraordinary charge is required to cover the cost for any changes, this may only be issued to Buyers with the Approval of CCS.

4.1.4 The Supplier must provide advice and assistance to Buyers seeking to reduce their costs through shared services, aggregated procurements or asset management.

4.1.5 The Supplier must work with CCS to market and promote the Framework Contract to CCS’s customers. This may include and not be limited to, case studies from contracts awarded via the Framework Contract, marketing material, website pages and webinars. At frequencies mutually agreed between CCS and the Supplier.

4.1.7 It is a clear expectation that the Suppliers shall invest in the establishment and maintenance of an ongoing relationship with the Buyer.

4.1.8 Suppliers shall meet the Buyer’s SLAs for timescales in providing impact responses, for signing Statements of Requirement and in the provision of resources following a signed Statement of Requirement.

4.1.9 The Supplier will provide a thorough knowledge transfer following the completion of work. Where appropriate, the Supplier will also support the reduction of skills gaps to assist with the generation of intelligent in-house capabilities.

4.1.10 Any Intellectual Property arising directly from work under a Call-Off Contract placed via the Framework Contract will be owned by and will remain with the relevant Buyer, as per our Core Terms.

**4.2 Methodologies**

4.2.1 Where appropriate, the Supplier will typically be expected to adopt an agile development process, (using methodologies including Scrum and Kanban) starting with user needs. The methodology will be outlined in the relevant Statement of Requirement.

4.2.2 Waterfall development methodology will only be used in exceptional circumstances, where it can be shown to better meet user needs and should be agreed in advance with the Buyer under a Statement of Requirement.

4.2.3 In some circumstances both waterfall and agile methodologies may need to be used, and this shall be agreed between the Supplier and Buyer under the Statement(s) of Requirement (SoR).

4.2.4 At Statement of Requirement (SoR) level, Suppliers will be required to work under any of the following **Accountability Models**:

* **Sole Responsibility:** where the Supplier takes on board full responsibility to deliver the discrete Milestones identified. This is most closely aligned with the “outcomes” model under other frameworks. The Supplier will be required to accept the full risk of delivery;
* **Lead Supplier Responsibility:** The Lead Supplier requirement exists on Projects or Programmes of work which will be delivered through statements of work covering products delivered by more than one supplier and/or under more than one capability.  One Statement of work will include the additional scope for taking the Lead Supplier role. The Lead Supplier responsibilities are the following:
  + - * Creation and co-ordination of an overall delivery plan including dependencies between capabilities;
      * Overall knowledge transition and knowledge capture plan;
      * Production and issue of weekly summary status report;
      * Attendance at Change Approval Boards (CAB);
      * Co-ordination of the Security approvals process;
      * Co-ordination of Live Service acceptance.
  + **Self-Directed Teams:** where the Supplier provides discreet delivery teams to produce Deliverable Increments as commissioned by the Buyer. This model lends itself to Buyer-led agile development where the specific Deliverable Increment is agreed closer to the point of delivery but where some risk is carried by the Supplier; or
  + **Rainbow Teams:** where the Supplier (or possibly more than one Supplier) provides a squad of individuals to work alongside Buyer staff. In this model individuals, whilst managed at a high level by the Supplier, may well be directed at an operational level by someone from another organisation.

**4.3 Pricing models**

4.3.1 To some extent aligned with the above Accountability Models (but not exclusively so), Suppliers will be expected to operate under one of three pricing models at Statement of Requirement level:

* **Time and Materials** (using maximum day rates);
* **Fixed Price** (based on Statement of Requirement)**; or**
* **Outcome-based pricing**

Provisions for a number of outcome-based options, for example whilst the Supplier may suggest the charging model, it is the Buyer who will decide and the applicable model will be incorporated into each Statement of Requirement.

The Supplier shall monitor the provision of the Deliverables and notify the Buyer where it considers that the activity of the Buyer may impact the Suppliers’ (or its Subcontractors) IR35 assessment in relation to the contractors including where there is any change to the IR35 legislation or any associated national insurance legislation and regulations which may affect the Buyer.

**5. Skills and Capabilities**

5.1 Under individual Statements of Requirement, Suppliers will be required to provide one or more teams of individuals consisting of capabilities listed under the GDS Digital, Data and Technology (“**DDaT**”) Profession Capability Framework supplemented as required by CCS under Annex 1.

5.2 The Buyer, under a specific Call-Off Contract or Statement of Requirement, may request additional capabilities (not included under DDaT) but wherever possible these should align with the wider SFIA Skills Framework.

5.3 The Supplier is required to evidence any stated capability profile (for validation purposes) if requested, at any time (with reasonable notice), by CCS and/or the Buyer.

5.4 The Supplier shall ensure all roles support the Service Manual description of what you need to build a successful service.

5.5 The Supplier shall provide capacity and capability covering the technologies specified by the Buyer. These technologies are listed in Annex 3.

**6. Standards**

6.1 The Supplier must:

* work according to the Technology Code of Practice;
* work according to the GDS Service Manual and understand what it means to work on one of the Discovery, Alpha, Beta, Live or Retirement phases described in this Specification.
* ensure all activity adheres to the DPS Delivery Methodology, including status reporting, tracking Risks and Issues and communicating key decisions
* ensure all services meet the Buyer’s service acceptance criteria
* ensure compliance with NCSC standards
* work collaboratively and share information with other Suppliers and the Buyer
* adhere to the agreed set of testing processes, producing test artefacts and assets described in these standards
* abide by all relevant policies, including specific security policies

6.2 The Supplier must support the Buyer:

* in complying with the GDS Service Manual;
* through successful Service Standard assessments;
* to develop Services based on Open Standards Principles and accessible data protocols, to ensure they are interoperable;
* to comply with any adopted open standards that are compulsory in government as described at the following link: <http://standards.data.gov.uk/challenges/adopted>;

6.3 The Supplier must comply with the Standards set out in Annex 3 where relevant (to the level requested by the Buyer) and with any specific Standards incorporated into the relevant Call-Off Contract and each Statement of Requirement.

**7. Code of conduct**

7.1 The Supplier must support the Buyer according to the Civil Service conduct and guidance, accessible at the following link:

<https://www.gov.uk/government/collections/civil-service-conduct-and-guidance>

**8. Collaboration Requirements**

8.1 The Deliverables supplied under the Call-Off Contract and each Statement of Requirement 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:

8.1.1 The Supplier shall:

* work pro-actively 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;
* cooperate with the Buyer’s other suppliers and contractors of other goods and/or services to enable and ensure efficient delivery;
* assist in sharing information with the Buyer’s other suppliers and contractors for the purposes of facilitating provision of the deliverables;
* 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; and
* procure that the Supplier’s Subcontractors provide all cooperation and assistance as required by the Buyer pursuant to the Call-Off Contract.

**9. Our social value priorities**

9.1 Social Value legislation 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. General information on The Social Value Act can be found at:

* Social Value Act Introduction:  <https://www.gov.uk/government/publications/social-value-act-introductory-guide>
* Updated Social Value Procurement Policy Note: <https://www.gov.uk/government/publications/procurement-policy-note-0620-taking-account-of-social-value-in-the-award-of-central-government-contracts>

9.2These Social Value priorities are intrinsic to the Specification for this Framework Contract:

* **Tackling economic inequality** – See Paragraph 9.2.1 below
  + Create new businesses, new jobs and new skills – See Paragraph 9.2.1 (i) below
  + Increase supply chain resilience and capacity - See Paragraph 9.2.1 (ii) below

## Manage cyber security risks – See Paragraph 9.2.1 (iii) below

* + **Fighting climate change** - See Paragraph 9.2.2 below
    - Effective Stewardship of the environment - See Paragraph 9.2.2 (i)
  + **Equal opportunity -** See Paragraph 9.2.3
    - Reduce the disability employment gap - See Paragraph 9.2.3 (i)
    - Tackle workforce inequality - See Paragraph 9.2.3 (ii)

Buyers may identify further specific Social Value priorities based on the updated social value themes during a Call-Off Procedure.

* + 1. **Tackling economic equality**

9.2.1 (i) Create new businesses, new jobs and new skills

CCS and Buyer(s) encourage suppliers to work with Small, Medium and Large organisations and Voluntary, Community and Social Enterprises to address the Big Data & Analytics skills shortage across the public sector. Support and proactive measures for upskilling the workforce and improving data literacy will be considered as high-quality delivery of public services. This is considered fundamental for cultivating a workforce that is inclusive, well-motivated, well-led and has appropriate opportunities for training and skills development.

Additionally, all organisations with 250 or more employees must publish and report specific figures about their gender pay gap, and we expect Suppliers to progress towards equalising this.

CCS expects our Suppliers and Supplier Supply Chains to support and encourage employment and skills development opportunities for priority groups, including (but not limited to):

* people with disabilities;
* Ex-offenders;
* BAME;
* long-term unemployed.

Support for upskilling may be through various activities. For example:

* Apprenticeship and work experience placements;
* Co-creation and/or co-design of services;
* Part-time and full-time employment and flexible working opportunities;
* Supporting individuals to fulfil their potential with further education, employment or training e.g. coaching, mentoring, CV and interview skills;
* Providing funded training and professional development opportunities for existing employees;
* Providing funded training opportunities (for individuals not employed by Supplier);
* Actively identify opportunities to grow supplier diversity;
* Fair and equal pay policy;
* Offering a range of employee assistance schemes;

We encourage Suppliers to diversify their supply chain in line with our goal to increase supply chain resilience, see section 9.2.1(iii). Buyers may test Suppliers’ proposed methods for delivering skills development and monitor performance as relevant to their specific requirements as part of the Call-Off Procedure.

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##### **9.2.1 (ii) Increase supply chain resilience and capacity**

CCS and Buyer(s) want to ensure a diverse base of Suppliers and resilient supply chains; this is a key focus at a framework level. CCS and Buyer(s) expect that Suppliers collaborate with SMEs to ensure the service and products provided remain relevant and of high quality.

We expect our Suppliers to support and build supply chain diversity through:

* Subcontracting opportunities to Small to Medium Sized Enterprises (SMEs) and Social Enterprises (SEs), including the advertisement of all subcontracting opportunities over £10,000 on Contracts Finder as per Joint Schedule 12, Supply Chain Visibility
* Enabling Accessibility through promotion of supply chain opportunities with SMEs & Social Enterprises.
* Supply chain processes that enable the participation of Micro, Small to Medium Sized Enterprises (SMEs) and Social Enterprises (SEs)
* Cascading prompt payment throughout Supplier supply chains as per Paragraph 4: Pricing and Payments of the Core Terms
* Growth & Development through provision of advice and support to SMEs & SEs to develop resilient local supply chains.
* Learning & Development opportunities to improve data literacy in the supply chain and public sector.

Buyers may test Suppliers’ methods for diversifying their supply chain and provision of services under specific requirements as part of the Call-Off Procedure. Appropriate cyber security measures must be in line with section 9.2.1 (iii) Managing cyber security risks.

**9.2.1 (iii) Managing cyber security risks**

Suppliers and subcontractors will be expected to have effective measures to mitigate, detect and manage cyber security risks relating to the contract and subsequent services. The supply chain is particularly vulnerable to attacks and CCS expects Suppliers to demonstrate vigilance with their tier 2 suppliers. Demonstrating an understanding of the CCS requires Suppliers and (where appropriate) Key Subcontractors to hold current Cyber Essentials certification for the duration of the framework term. Buyers may require Suppliers to hold current certification for a longer period depending on the term of Call Off Contracts.

Suppliers and key sub contractors will be required to undertake CHECK compliant Penetration Testing, with an NCSC approved provider, prior to ‘Go Live’ and annually thereafter. Further information can be found at:

* + - [NCSC\_Using a CHECK Provider](https://www.ncsc.gov.uk/information/using-check-provider)
    - [NCSC\_Penetration Testing](https://www.ncsc.gov.uk/guidance/penetration-testing)

Buyers are at liberty to use additional Security Questionnaires that are proportionate to the risk and sensitivity of data processed and scope of the project as part of the Call-Off Procedure

#### 9.2.2 Fighting climate change

**9.2.2 (i) Effective Stewardship of the Environment**

The 25 Year Environment Plan sets out what the Government intends to do to improve the environment: <https://www.gov.uk/government/publications/25-year-environment-plan>.

A priority for CCS and Buyer(s) is for Suppliers to support Government targets through best endeavours to reduce harm to the environment. The UK government set the ambitious climate change [target to reduce emissions by 78% by 2035 into law](https://www.gov.uk/government/news/uk-enshrines-new-target-in-law-to-slash-emissions-by-78-by-2035). Suppliers should demonstrate understanding of the negative impacts of their industry and how they are addressed, through action, supply chain collaboration and innovation. An example of this is the implementation of sustainable software engineering and decarbonising the supply chain.

All Government Departments are mandated to buy in line with the Government Buying Standards (GBS) which set minimum mandatory buying standards for certain goods and services, including ICT equipment. Suppliers will be expected to support the delivery of the Government’s targets for eliminating the use of single use plastics, ensuring the safe disposal of waste, tackling climate change and cutting greenhouse gases.

Buyers may test Suppliers’ approaches to supporting environmental sustainability, where relevant to their specific requirements as part of the Call-Off Procedure.

**9.2.3 Equal opportunity**

##### **9.2.3 (i) reduce the disability employment gap**

CCS and Buyer(s) recognise the importance and benefit of a diverse workforce. Suppliers must ensure there are opportunities in the contract workforce to employ and develop more disabled people in new skills relevant to the contract, including through training schemes that result in recognised qualifications.

Examples of appropriate methods include, but are not limited to;

* Inclusive and accessible recruitment practices, and retention-focussed activities, including those provided in the Guide for line managers on recruiting, managing and developing people with a disability or health condition.
* Introducing transparency to pay and reward processes.
* Offering a range of quality opportunities with routes of progression if appropriate, e.g. T Level industry placements, students supported into higher level apprenticeships.
* Working conditions which promote an inclusive working environment and promote retention and progression.
* Other measures to provide equality of opportunity for disabled people into employment, including becoming a Disability Confident employer and inclusion of supported businesses in the contract supply chain

Buyers may test Suppliers’ approach and incentives that support a diverse workplace where relevant to their specific requirements as part of the Call-Off Procedure.

##### **9.2.3 (ii)Tackling workforce inequality**

CCS and Buyer(s) have an important role to ensure the Suppliers they work with understand their role reducing workforce inequality. Suppliers must understand the issues affecting inequality in employment, skills and pay in the market, industry or sector relevant to the contract, and in the tenderer’s own organisation and those of its key sub-contractors. Illustrative examples of measures on place to address workforce inequality are:

* Inclusive and accessible recruitment practices, and retention-focussed activities.
* Offering a range of quality opportunities with routes of progression if appropriate, e.g. T Level industry placements, students supported into higher level apprenticeships.
* Working conditions which promote an inclusive working environment and promote retention and progression.
* Demonstrating how working conditions promote an inclusive working environment and promote retention and progression.
* A time-bound action plan informed by monitoring to ensure employers have a workforce that proportionately reflects the diversity of the communities in which they operate, at every level.
* Including multiple women, or others with protected characteristics, in shortlists for recruitment and promotions.
* Using skill-based assessment tasks in recruitment.
* Using structured interviews for recruitment and promotions.
* Introducing transparency to promotion, pay and reward processes.
* Positive action schemes in place to address under-representation in certain pay grades.
* Jobs at all levels open to flexible working from day one for all workers.
* Collection and publication of retention rates, e.g. for pregnant women and new mothers, or for others with protected characteristics.
* Regular equal pay audits conducted.

The buyers can access a supplier's planned or existing measures as part of the Call-Off procedure.

### 9.3 Social Value reporting requirements

CCS expects Suppliers to be prepared to:

* provide delivery plans and reporting of impacts and performance of social value to buyers (e.g. method statements and KPIs), as may be required at call-off.
* provide delivery plans and reporting of impacts and performance of social value to CCS covering one or more call-off contracts throughout the life of this contract.
* measure and report (when requested) the number, value and % of total contract spend of opportunities awarded to: SMEs, VCSEs and Mutuals.

**ANNEX 1**

**Required Skillsets**

|  |  |  |
| --- | --- | --- |
| **Cluster** | **SFIA Role Family** | **DDaT Roles** |
| Data | DataEngineer | Head of Data Engineering, Lead/Senior/]Data Engineer |
| DataScientist | Head of Data Science, Lead/Principal/Associate/ Trainee Data Scientist |
| PerformanceAnalyst | Head of Performance Analysis, Lead/Senior/Associate/Performance Analyst |
| Data Analyst | Associate Data Analyst Senior Data Analyst Principal Data Analyst |
| IT Ops | BusinessRelationshipManager | Lead/Senior/Business Relationship Manager |
| ChangeandReleaseManager | Change and Release Manager/Analyst, Configuration Analyst |
| CommandandControl | Head of Command and Control, Operational Control Manager, Senior Ops/Ops Analyst C&C |
| ApplicationsOperations | Principal/Lead/Senior/Associate/  Engineer - Application Operations |
| EngineerEndUser | Principal/Lead/Senior/Associate/  Engineer - End User Computing |
| EngineerInfrastructure | Principal/Lead/Senior/Associate/  Engineer - Infrastructure Ops |
| ITServiceManager | Head of IT Service Management, Senior/IT Service Manager, IT Service Analyst |
| ProblemManager | Problem Manager, Problem Analysis |
| ServiceDeskManager | Head of Service Desk, Service Desk Manager, Senior/Service Desk Analyst |
| ServiceTransitionManager | Lead Service/Service Transition Manager, Service Readiness/Acceptance Analyst |
| Product Delivery | BusinessAnalysis | Principal/Senior/Junior/Business Analyst |
| Delivery | Head of Delivery Management, Service Owner, Programme/Senior/Associate/ Delivery Manager |
| ProductManager | Head/Lead/Senior/Associate/Product Manager |
| **Cluster** | **SFIA Role Family** | **DDaT Roles** |
| Quality Assurance and Testing | QATAnalyst | Lead QAT Tester, QAT Analyst, Lead/Data Engineer |
| TestEngineer | Lead/Test Engineer, Lead Data Engineer, Tester |
| TestManager | Test Manager |
| Technical | DataArchitect | Chief/Senior/Data Architect |
| DevOps | Principal/Lead/Senior/Junior/  Apprentice/Dev Ops |
| InfrastructureEngineer | Principal/Lead/Senior/Associate/  Infrastructure Engineer |
| NetworkArchitect | Lead/Associate/Network Architect |
| SecurityArchitect | Principal/Lead Security Architect, Senior Technical Architect |
| Security Risk Assessor | Principal/Lead/Senior/Associate/Risk Assessor |
| SoftwareDeveloper | Principal/Lead/Senior/Associate/  Software Developer |
| TechnicalArchitect | Principal/Lead/Senior/Associate/  Technical Architect |
| User Centred Design | ContentDesigner | Head of Content Design, Lead/Senior/Associate/Junior/ Content Designer |
| GraphicInteractionDesigner | Head of Graphic/Interaction Design, Lead/Senior/Associate/Junior/ Graphic/Interaction Designer |
| ServiceDesigner | Head of Service Design, Lead/Senior/Associate/Junior/ Service Designer |

The above role titles may be different to those currently in use by your organisation. There are various online resources (e.g. sfia-online.org), which map commonly used specific roles into the above table structure.

The Role Cluster on Security is not yet formally covered by SFIA. This is based on the team capabilities on Security whilst the Cyber Security Consultant is based on the digital specialists roles for such a title and both are being used in the Digital Outcomes and Specialists framework.

Maximum day rates will not be requested for roles not listed above.

**ANNEX 2**

**Standards**

The Supplier shall be required to comply with the following Standards where relevant (Section 5 of this Schedule) and where a Standard is accessed via a URL, the version of the Standard set out on that web page shall be the version of the Standard that shall apply to a Call-Off Contract or Statement of Requirement upon execution of the same:

|  |  |
| --- | --- |
| **1.** | **General** |
| **1.1** | ISO 9000; ISO 9001:2015 Quality Management |
| **2.** | **IG and Security** |
| **2.1** | 10 Steps to Cyber Security’ guidance: <https://www.ncsc.gov.uk/guidance/10-steps-cyber-security> |
| **2.2** | BS ISO 22301:2012 Societal security – Business Continuity management systems – Requirements |
| **2.3** | BS ISO 27001:2013 Information and Data Security |
| **2.4** | BS ISO/IEC 27002:2013 Information technology — Security techniques — Code of practice for information security controls |
| **3.** | **Development and System Design Services** |
| **3.1** | BS ISO/IEC 12207:2017 Systems and software engineering. |
| **3.2** | BS 8878:2010 Web accessibility. Code of Practice. |
| **3.3** | Open Standards: "Open Standards Principles 2018: For software interoperability, data and document formats in government IT specifications" (which can be found at <https://www.gov.uk/government/publications/open-standards-principles> ) and any supplementary or replacement government guidance. |
| **3.4** | Adopted Open Standards as detailed on the Standards Hub <https://www.gov.uk/government/publications/open-standards-for-government> |
| **3.5** | Web Content Accessibility Guidelines (WCAG) 2.0 to level AA; or WCAG 2.1, (as updated pursuant to the Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018), WCAG 2.2 (once in place) |
| **4.** | **Buyer Standards** |
| **4.1** | Such other standards and requirements as notified by the Buyer to the Supplier (including successor standards and requirements). |

**ANNEX 3**

**Technologies & Products**

The following table details common/existing tools and products used by Buyers.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Advanced Analytics and Cognitive** | **Data Acquisition and Management** | **Platforms** | **Reporting and Dashboarding** | **Risking** | **Search and Discovery** |
| * RStudio * RStudio Connect * RShiny * SAS * SAS Viya * OpenStreetMaps * Anaconda * Python | * Pentaho PDI * Talend * Denodo * Informatica Axon * Informatica EC * Informatica DPM * Informatics PM * RDS (MySQL) * MySQL * RDS (Oracle) * Oracle * Postgres * Amazon Redshift * Neo4J * Cloudera CDH/CDP * RabbitMQ * Apache KAFKA * Logstash * SAP PowerDesigner * S3 * Selenium Grid * Flume * Scala | * SOS Berlin JobScheduler * Telegraf * Kibana * Filebeat * Journalbeat * Vault * Device42 * OpenLDAP * Kerberos KDC * Cloudera Director * Jenkins * Bash * Abacus * Artifactory * Terraform * Attunity Connect * RedHat Enterprise Linux (RHEL) * OpsView * Jira * Confluence * Jira Service Desk * Graphana * Windows Server * Gitlab | * PowerBI Premium * Pentaho BA * Jira * Confluence | * BRMS * Drools * Java * Spring * Angularjs * SAS Intelligent Decisioning * SAS Decision Manager | * Java (Bespoke) * Guardium * CGI Strata * Solr * ElasticSearch * Spring * Angularjs * Python |