

Framework Schedule 1 (Specification)

RM6259 Vertical Application Solutions

This Schedule sets out what we and our Buyers want.

For all Deliverables, the Supplier must help Buyers comply with any specific applicable Standards to the Buyer.

The Deliverables and any Standards set out in this Specification below may be refined (to the extent permitted and set out in the Order Form) by a Buyer during a Further Competition Procedure to reflect its Deliverables requirements for entering a Call-Off Contract.

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1. Summary

- 1.1. Vertical Application Solutions offers a range of vertical specific software solutions for the public sector - ranging from Local Authority customers to Bluelight, Education, Community Health and Social Care. Its purpose is to provide each sector with access to suppliers who are specialists in software solutions for that group of customers. Although Solutions can be designed to answer a specific customer need, all software within that solution will be Commercial Off-The-Shelf (COTS).
- 1.2. The Supplier must only provide the Deliverables for the Lot(s) that they have been appointed to.
- 1.3. The Supplier must help Buyers comply with any specific applicable Standards of the Buyer.
- 1.4. The Deliverables (including any Standards) set out in this Schedule may be refined (to the extent permitted and set out in Framework Schedule 7 (Call-Off Award Procedure)) by a Buyer during a Further Competition Procedure, to reflect the Deliverables requirements of a particular Call-Off Contract.
- 1.5. **The scope of Deliverables covered by this framework:**

The Framework Contract consists of five (5) Lots:

- 1.5.1. Lot 1- Business Applications Solutions
 - 1.5.2. Lot 2 - Education, Community Health and Social Care Solutions
 - 1.5.3. Lot 3 - Housing, Environment and Planning Solutions
 - 1.5.4. Lot 4- Citizen Services
 - 1.5.5. Lot 5 - Blue Light Solutions
- 1.6. The Table below in paragraph 1.8 details the scope of services for each Lot. Suppliers on each Lot must be able to supply at least one of the Lot specific deliverables, and must have experience with solutions of that nature within that sector area.
 - 1.7. The service descriptors for each Lot are non-exhaustive. Suppliers may provide additional services that are in scope for their Lot.
 - 1.8. Table A - Lot Service Descriptors

Lot 1 Business Applications Solutions	Provision of solutions including for Local Government-Specific solutions. Including identification, design, development, implementation, software, data take-on, migration, integration and security; user training, maintenance and support.
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Suppliers in this Lot must be able to supply at least one of the following deliverables(1) to (4):

- 1) A complete **Revenues and Benefits Solution**, which may include, but not be limited to, the following services
 - Council tax calculation and billing
 - Support for self-service enquiries and payments
 - Manage council tax discounts and exemptions
 - Benefit claims processing and payments
 - Revenues and Benefits workflow
 - Integration with Electronic Document & Records Management (EDRM)
 - Integration with Department for Work & Pensions
 - Integration with Valuation Office Agency (VOA)
 - Integration with Finance/BACS (Bankers' Automated Clearing Service) and/or a complete Business Rates (National Non-Domestic Rates, NNDR) solution including all of:
 - NNDR calculation and billing,
 - Self-service enquiries and payments
 - Manage discounts and exemptions
 - Integration with Finance/BACS
 - Integration with VOA
 - Integration with EDRM
- 2) A complete **payment processing and cash receipting solution**, which may include, but not be limited to:
 - Agent-mediated, online and automated payment processing
 - Payment tracking, classification, reporting and reconciliation
 - Interfaces to major UK merchant service platforms
 - Interfaces to customer's Customer Relationship Management (CRM), tax and financial accounting systems
 - Compliance with (Payment Card Industry Data Security Standard) (PCI DSS) standards
 - Grant Management and Grant Administration Software
 - Integration with Finance/BACS
- 3) **Civil Enforcement solutions** which may include, but not be limited to, the following services including all of but not limited to:
 - Application for parking permits,
 - Administration of penalty notices,
 - Challenges and appeals,
 - Receipt of payments and collections
- 4) Other Business Application Solution, including but not limited to:
 - Workflow, Asset and Document Management systems
 - Electronic Client Records

<p>Lot 2 Education, Community Health and Social Care Solutions</p>	<p>Provision of Health and Social Care solutions including solution identification, design, development, implementation, software, data take-on, migration, integration and security; user training, maintenance and support. and/or; Provision of Education-specific solutions including solution identification, design, development, implementation, software, data take-on, migration, integration and security; user training, maintenance and support.</p>
<p>Suppliers in this Lot must be able to supply at least one of the following deliverables(1) to (4):</p> <p>1) Learning Applications-including but not limited to:</p> <ul style="list-style-type: none"> • Virtual Learning • Special Educational Needs Software, and/or /Specific educational purposes • Curriculum Content and Remote Learning • Adult and Community Learning <p>2) Education, Academic Scheduling and Management Solutions including but not limited to:</p> <ul style="list-style-type: none"> • Education Management Information Systems including Special Education • Attendance Monitoring • Student Scheduling • Student Records System • Admissions • Enrolment • Course and Curriculum Management • Student Evaluation Systems • Awarding and Certification • Facilities/Premises Management • Academic Payment Solutions • Student Transport Systems • Education and Learning Analytics • Safeguarding Software <p>3) Community Health and Social Care market specific solutions including but not limited to:</p> <ul style="list-style-type: none"> • Public Health • Public Health Costing Solution • Health & Social Care • Social Care Case Management (Adult or children's) including Client services; Workforce planning and prioritisation; Care commissioning and Youth Services 	

<ul style="list-style-type: none"> • And/or Business area: Community Health or Social Care Finance. Tasks/functions to include all of: Personal budget management; Spend analysis; Financial assessment; Contract management; • And/Or Business area: Social Care e-Marketplaces. Tasks/functions to include all of: Catalogues for a range of services; Home care; Holistic therapeutic days out; Residential home places; Assistive equipment; Reporting tools; Integration with Finance/BACS • Safeguarding Software <p>4) Enterprise Health Solutions including but not limited to:</p> <ul style="list-style-type: none"> • E-Rostering • Electronic Job Planning software/tools • Electronic Appraisal & Revalidation software/tools • Acuity and dependency software/tools • Mobile Applications – Temporary staff booking applications • Electronic Client Records • HR & Payroll 	
<p>Lot 3 Housing, Environment and Planning Solutions</p>	<p>Provision of Housing, Environment and Planning solutions including solution identification, design, development, implementation, software, data take-on, migration, integration and security; user training, maintenance and support.</p>
<p>Suppliers in this Lot must be able to supply at least one of the following deliverables(1) to (10):</p> <p>1) Environmental Solutions including but not limited to:</p> <ul style="list-style-type: none"> • Case administration from initial report, • Hazard assessment and prioritisation, • Environmental Accounting systems (including CNZ) • Officer task management; • Modular support for: <ul style="list-style-type: none"> ○ Animal welfare, ○ Food safety, ○ Noise and pest control ○ Street works. <p>2) Planning including but not limited to:</p> <ul style="list-style-type: none"> • Administer all stages of planning application • Search and enquiries • Application of planning policy • Calculate charges and Community Infrastructure Levy • Process appeals • Planning enforcement 	

- Flood defence
- 3) **Building Control** including but not limited to:
 - Administer applications and payments
 - Application tracking
 - Manage site inspections
 - Support for dangerous, special and temporary structures and demolition works
- 4) **Local Land Charges** including but not limited to:
 - Land charges register management
 - Searches
- 5) **Regulatory Services** including but not limited to:
 - Database of Traders and past track record/behaviours
 - Manage and programme inspections / staff
 - Risk Assessment
 - Generation of forms/outputs required by statute
 - Regulatory Services
- 6) **Licensing** including all of but not limited to:
 - Licence administration and enforcement systems for;
 - Personal Alcohol Licences
 - Premises Licences
 - Club Premises Certificates
 - Temporary Event Notices
 - Hackney Carriage and Private Hire vehicles and drivers
 - Other licences
- 7) **Property, Housing Management** including all of but not limited to:
 - Application and waiting list with status enquiry
 - Property or housing stock management
 - Tenancy management
 - Rent accounting and default management
 - Homelessness Management Information Software
 - Self-service and agent-mediated case initiation
 - Incident tracking; procurement and commissioning
 - Repairs planning (including Time and Materials), job allocation and work
 - Recording
- 8) **Geographic Information System (GIS) solutions** including but not limited to:
 - Geospatial Systems
 - Meet Open Geospatial Consortium Standards
 - Services relating to INSPIRE compliance

<p>9) Waste Management Solutions including but not limited to:</p> <ul style="list-style-type: none"> • Domestic and Trade Waste collection planning and scheduling • Special collection booking and planning • Street Cleansing scheduling • Waste data flow management including collection of data from weighbridges and posting directly to DEFRA • Cesspool management and collections • Minerals and waste planning and management <p>10) Built Environment Solutions including but not limited to:</p> <ul style="list-style-type: none"> • project controls systems (including financial management and risk management) • cost management (including cost estimation and benchmarking) • design and document control (including BIM (Building Information Management) and Computer Aided Design (CAD)) • construction data management (including Common Data Environments (CDE)) • supply chain management and contract management • asset visualisation and simulation (including digital twin and simulated environments) • health and safety • asset lifecycle information management 	
<p>Lot 4 Citizen Services</p>	<p>Provision of Citizen Services solutions including solution identification, design, development, implementation, software, data take-on, migration, integration and security; user training, maintenance and support.</p>
<p>Suppliers in this Lot must be able to supply at least one of the following deliverables(1) to (6):</p> <p>1) Library solutions including at least one of:</p> <ul style="list-style-type: none"> • Catalogue search • Self-service reservation and renewal • Kiosk support • Asset Procurement / acquisition • Digital library provision • Membership management • Records archiving • Library Management Systems <p>2) Democratic and Citizen Engagement Systems including at least one of:</p> <p>i) Electoral Management Solutions including, but not limited to::</p> <ul style="list-style-type: none"> • Voter registration and validation, 	

	<ul style="list-style-type: none"> • Election management, • Proxy voting, • Postal voting administration, • Moving constituencies <p>Or</p> <p>ii) Citizen information provision and consultation including, but not limited to:</p> <ul style="list-style-type: none"> • Committee Paper Systems • Citizen consultation or survey systems • Social media management and monitoring tools <p>3) Museums systems including but not limited to:</p> <ul style="list-style-type: none"> • Collection management systems • Booking and ticketing systems <p>4) Sports and Recreation systems including but not limited to:</p> <ul style="list-style-type: none"> • Asset Management Systems • Parks and Countryside Management • Facilities booking systems • Ticketing systems • Community Event Management • Community Club Software <p>5) Registrar systems that include all of:</p> <ul style="list-style-type: none"> • Manage appointments for Birth, Marriage and Death registration • Staff / event allocation and management <p>6) Burials and Crematoria Solutions including but not limited to:</p> <ul style="list-style-type: none"> • Cemetery or crematoria administration/ management • Coroner Case Management
<p>Lot 5 Blue Light Solutions</p>	<p>Provision of Blue Light Service-specific solutions including solution identification, design, development, implementation, software, data take-on, migration, integration and security; user training, maintenance and support.</p>
<p>Suppliers in this Lot must be able to supply at least one of the following deliverables(1) to (2):</p> <p>1) Blue Light Operations including but not limited to:</p> <ul style="list-style-type: none"> • Crime (investigation) • Intelligence • Case and Custody Applications • Surveillance, Reconnaissance – overt and covert 	

- Forensics (including digital forensics)
- Command and Control, Integrated Command and Control Systems (ICCS)
- Emergency Response & Crisis Management
- Fraud Detection

2) **Blue Light Data and Information Management** including but not limited to:

- Digital Asset Management
- Recording and Audio-visual
- Data Analytics (including Management Information and Business Intelligence)
- Real-time analytics

2. Mandatory Service Requirements

- 2.1. Suppliers awarded a place on this framework must comply with the following mandatory requirements, which are applicable to all Lots:
- 2.1.1. Suppliers must have the capability to provide a range of software, including open source software, and associated services.
 - 2.1.2. Suppliers will set out clear plans for sharing developments, including new developments, between Buyers using their systems to accelerate innovation and reduce development costs for their customers.
 - 2.1.3. The Supplier must be able to provide the installation, implementation and configuration of software, where required by the Buyer.
 - 2.1.4. 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.
 - 2.1.5. The Supplier (where they are the incumbent software provider) must be able to provide renewals of existing commoditised support and maintenance service agreements, where required by the Buyer.
 - 2.1.6. The Supplier must provide pre-sales support for specification clarification, where required by the Buyer. This must include mapping functional and non-functional requirements to the proposed solution.
 - 2.1.7. 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.
 - 2.1.8. The Supplier must provide Application Support and data management.

- 2.1.9. The Supplier must ensure that systems are either enabled for mobile use or can easily be integrated with mobile enabled interfaces.
- 2.1.10. The Supplier must ensure that support and maintenance services are available for software licensed via Call-Off Contracts for a minimum of thirty six (36) months from the date of the original licence sale, if required by the Buyer.
- 2.1.11. Where the Supplier is responsible under a Call-Off Contract awarded under this framework for management of any element of the Buyer's ICT estate the Supplier must actively manage Legacy ICT risks within the scope of their responsibilities. These activities must be undertaken by Supplier Staff with appropriate digital and cyber expertise. Reports shall be provided to the Buyer as specified in the Call-Off Contract.
- 2.1.12. Buyers may on occasion wish to incorporate a pilot phase in the implementation of solutions procured under the Framework Contract, this potentially in recognition of [Sourcing Playbook](#)¹ guidance. Under these circumstances the Buyer shall make its requirements clear in its statement of requirements, and any resultant Call-Off Contract shall incorporate appropriate provisions, including but not limited to the nature, scope and goals of the pilot exercise, and conditions relating to wider roll-out of the solution.
- 2.1.13. 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.
- 2.1.14. 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.
- 2.1.15. 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

¹ Hyperlink to current edition The Sourcing Playbook May 2021.

<https://www.gov.uk/government/publications/the-sourcing-and-consultancy-playbooks>,

is required to cover the cost for any changes this may only be issued to Buyers with the Approval of CCS.

- 2.1.16. The Supplier must attend regular Buyer review meetings and performance reporting with the Buyer, to review the solution matters such as Service Levels, software upgrades, risks and issues, resource utilisation, implementation progress and to agree future requirements and developments, including innovation and continuous improvement plans. 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.)
- 2.1.17. The Supplier must provide advice and assistance to Buyers seeking to reduce their costs through shared services, aggregated procurements or asset management.
- 2.1.18. The Supplier must work with CCS to market and promote the Framework Contract to CCS's customers, to include providing CCS with a copy of all customer call-off contracts within 30 days of signature. This may also 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.
- 2.1.19. The Supplier must work with the Buyer in order to agree Service Level Agreements (SLA) and maintain these as part of the contract management process.
- 2.1.20. Where required by Buyers, the Supplier shall provide performance data for the government transparency reporting agenda as embodied in the [Sourcing Playbook's](#) policy requirement in respect of publication of Key Performance Indicators (KPIs). This requires that for key government contracts details of 3 KPIs and the Supplier's performance against them will be published into the public domain.
- 2.1.21. The Supplier must work with the Buyer to manage dependencies, risks and resolve issues resulting from interaction between their solution and other Supplier products on the Buyers estate. Including, but not limited to, working collaboratively with the Buyer's supply chain where required.
- 2.1.22. The Supplier must provide advice and assistance to the Buyer during a Call-Off Contract to include but not be limited to:

- Product functionality
- Product roadmaps
- Solution effectiveness and improvement
- Market developments which impact on the Suppliers offerings

2.1.23. **Account management** - the Supplier must provide at all times to the Buyer (and as required by CCS), a single point of contact for day to day account management for the tasks below; including but not limited to:

- account coordination and communication
- MI and market intelligence data (including sight of Supplier road maps or equivalent, and benchmarking as required)
- budget management
- issue resolution
- complaint handling and escalation
- Buyer feedback
- resource allocation and prioritisation
- technical engineers
- management of any third parties used by the Supplier to provide Goods and Services
- Continuous improvement
- Order and invoice management
- quotation responsiveness
- online order management
- Response times
- Compliance with clause 3 Standards and Accreditation

2.1.24. The Supplier will use project management methodologies to ensure solutions are implemented effectively and efficiently.

2.1.25. The Supplier will, where required by the Buyer, document all system and process changes during the lifetime of the contract and will use best endeavours to shared them with the customer to ensure knowledge capture and transfer to the Buyer prior to completion of the solution implementation.

3. Optional Deliverables

Include but are not limited to the following:

3.1. The Supplier may provide management of updates and patches related to software purchased via this Framework Contract.

3.2. The Supplier may have the capability to assess options of utilising Open Source products.

3.3. The Buyer may direct award the following optional services, which must be intrinsic to an existing system already in use by the Buyer:

- Licences for individual software modules
- Licences for common configurations of modules for whole systems
- Consultancy rates for installation, configuration, integration, application design, systems architecture, data migration and software development for Deliverables within the scope of this Framework Contract.
- Software Support and maintenance services for the above.

3.4. Catalogue

3.4.1. Direct award may also be used by the Buyer to purchase the deliverables at 3.3 above using catalogue pricing provided by the Supplier to CCS.

3.5. Software support and maintenance (Optional)

3.5.1. The Supplier may provide the following support and maintenance services (but are not limited to):

(1) Service Desk
<p>The service desk acts as the primary user interface between the Buyer's IT users and the information system support function. The role of the service desk is to:</p> <ul style="list-style-type: none">• Take ownership of all calls made to it;• Ensure that the Buyers are provided with incident resolutions. <p>The service desk may include, but will not be limited to, the provision of the following services:</p>

- A logical 'single point of contact' for all user contacts
- Telephone and email support
- Contact answering
- Accurate recording of all contacts
- Timely updating of contact data
- Contact categorisation including contact type and severity levels
- Contact prioritisation
- Instigation of escalation procedures as appropriate
- Direct and prompt resolution of contacts
- Providing timely and accurate information to users
- Obtaining Buyer's agreement or sign off prior to the closure of any contact
- Active ownership, tracking and management of all contacts within scope – to ensure contacts are resolved
- To keep the caller updated of the status of any contact where they are unlikely to be resolved or completed within the agreed time
- To update appropriate IT and user management of the status of all high priority and service affecting contacts
- Where necessary provide on-site support to the repair process
- Incident management system to be visible via a web browser or suitable dashboard
- Incident management and reporting

b) Maintenance Services

The provision of maintenance services for software applications covered by this Framework Contract (inclusive of any customisation) including but not limited to:

- Break-fix support
- Advisory services on the implementation of pre-built patches that the customer has rights to deploy and is licensed to use by the relevant software owner
- Development, testing and implementation of bug fixes (or such bug fixes where available from the relevant software owner, advisory services in the implementation thereof)
- Development, testing and implementation of workarounds where bug fix is not possible (or such bug fixes where

<p>available from the relevant software owner advisory services in the implementation thereof)</p> <ul style="list-style-type: none"> • Development, testing and implementation of all necessary updates to ensure that the software undertakes all processing to include changes to the taxation regime applied by HMRC, changes to law by legislators and changes in regulation by regulatory bodies (or such bug fixes where available from the relevant software owner advisory services in the implementation thereof) • Monitoring of the operation of the software in order to assure application and information availability and integrity • Provision of a knowledge-base of known issues and solutions in respect of the software • Provision of release notes to customers • Assistance with upgrading, replacing, or otherwise changing the software
<p>c) User Support</p>
<p>User support may include but will not be limited to the provision of the following services;</p> <ul style="list-style-type: none"> • Access to user documentation pertaining to the solution, including system manuals, user guides, on-line help, FAQs; • Updating of documentation to reflect new versions of the Supplier solution; • Provision of operational support as part of their application management service; • Provision of second line operational support and help desk services to the Buyers' users in respect of the solution and its associated activities. Investigation and resolution of all technical issues arising from reported problems; • Resolution in line with the resolution Service Levels, as defined in the Call-Off Contract; • Provision of a single service management system for incident management, problem resolution and change management, with a designated account manager as a single point of contact for user support.

3.6. Additional Services (Optional)

3.6.1. The Supplier may offer the following additional services when linked to the service Deliverables;

a) Hosting Services

Hosting services may include but will not be limited to the provision of the following services:

- Management of the hosting of the solution and making it available to users, via a secure website having a unique web address;
- Development, test, production and live or production environments;
- Management of the Supplier system infrastructure, including performance and management of the central server configuration, encryption management, firewall management, data filter management and WAN management;
- Proactive monitoring of the Supplier system servers and related network for traffic and capacity, and reporting on traffic volumes, disk utilisation and percentage capacity free on disk, performance data, workload analysis, peaks and failures for each reporting period; and
- Ability for the Buyer to choose an alternative compatible hosting environment if required.

b) Data Handling and Validation

Data handling and validation may include but will not be limited to the provision of the following services:

- Development of the specification of data extracts;
- Physical, secure transfer of extract data from source systems in multiple organisations to the location where the validation and loading process is to be undertaken;
- Regular refreshing of extract data, to support a refresh schedule throughout the lifetime of this Framework Contract and any Call-Off Contracts;
- Processing capability for checking the quality and completeness of source data and to facilitate the ability to correct data errors within the source data prior to loading into the solution;
- Management of continuous improvement of data quality, through an iterative cleansing and mapping process;
- Building, operating, hosting and maintaining an analysis database and ensuring that it is appropriately structured and optimised and has sufficient hardware resources to operate efficiently and effectively and loading all extract data into this analysis database.

c) Application Software

Application software may include but will not be limited to the following:

- Discrete application (including Third party apps) used to enhance the delivery or ongoing performance of the core system.
- Complimentary or supportive of the core deliverables

d) Managed Application Services

Managed Application services may include but will not be limited to the provision of the following services:

- support and maintenance for third party applications
- monitoring of application services on a Customer network
- troubleshooting, modifying, maintaining and enhancing legacy systems

e) Database Administrative Services

Database Administrative services may include but will not be limited to the provision of the following services:

- installation, management, and support for databases required by the core software solution or supporting software packages
- administration services including:
 - installation of database software,
 - setup and configuration of database instances,
 - database security,
 - patching,
 - tuning and performance analysis,
 - troubleshooting

f) Disaster Recovery and Backup Services

Disaster Recovery and Backup services may include but will not be limited to the provision of the following Services:

- services including Backup as a Service and Disaster Recovery as a Service
- data encryption
- change management
- incident management
- provisioning management
- patch management

<ul style="list-style-type: none">• access management• security management• continuity management• monitoring, reporting and analytics
g) Solution Review
<p>Solution review process may include but will not be limited to the provision of the following Services:</p> <ul style="list-style-type: none">• The provision of a designated account manager to act as a single point of contact on all matters relating to the solution implemented;• Provision of a monthly report to support review meetings covering the items described above; and• Maintenance of records and provision of monthly performance reports to demonstrate the levels of service provided, enabling the Buyer to determine the Supplier's overall performance in providing the solution.

3.7. Hardware, software and peripherals (Optional)

3.7.1. The Supplier may provide the following if required by Buyers:

Provision of hardware and peripherals to enable the delivery and or use of the solution supplied on the condition that the costs (of the hardware and peripherals) fall below 50% of total contract value and Buyers are provided with the opportunity to substitute the proposed hardware or peripherals with those supplied by other sources if the alternative source will provide the Buyer with better value for money.

4. Catalogue (Optional)

4.1.1. The catalogue and its constituent catalogue Items are to be used for the purpose of ordering by the Buyers using the direct award procedure.

4.1.2. The catalogue will comprise all of the Supplier's live catalogue items.

- 4.1.3. A catalogue Item shall comprise only of Deliverables covered within the scope of the Framework Award Form.
- 4.1.4. Catalogue Items will be deemed to have been made available by the Supplier to Buyers on the first day the catalogue item appears on the catalogue.
- 4.1.5. All catalogue items must be continuously available on the catalogue for at least fourteen calendar days from first publication on the catalogue publication portal.

4.2. Publishing the Catalogue

- 4.2.1. The catalogue will be made available to Buyers using the catalogue publication portal.
- 4.2.2. By participating in this Framework Contract, the Supplier gives CCS the right to publish without amendment all catalogue items on any public facing portal or any media, including any electronic medium, CCS deems appropriate.
- 4.2.3. The Supplier shall maintain its catalogue on the catalogue publication portal.

4.3. Catalogue items

- 4.3.1. Please note, the Information required from Suppliers to populate catalogue content is subject to change. Each catalogue item must be described using the template which:
 - i. identifies a unique reference number for each catalogue item;
 - ii. identifies the relevant Framework Contract;
 - iii. must include a suitable description of the catalogue item;
 - iv. must include a catalogue price;
 - v. must include details of any Supplier Furnished Terms eg COTS licence terms applicable to the Catalogue Item
 - vi. as a minimum, Suppliers must provide the Information to populate the data fields in the minimum catalogue supplier content template.

4.4. Adding a catalogue item to the catalogue

- 4.4.1. Crown Commercial Service will add the Suppliers catalogue items to the catalogue in accordance with paragraph 4.3.
- 4.4.2. The format for Suppliers to submit items to be added to the catalogue will be published at Intention to Award the Framework.

- 4.4.3. Crown Commercial Service reserves the right to change the format for catalogue items.

4.5. Withdrawing a catalogue item offer from the catalogue

- 4.5.1. Subject to paragraph 4.1.5, the Supplier may at any time withdraw a catalogue item and remove it from the catalogue publication portal.

4.6. Table B Catalogue Content

Catalogue content
<p>The Supplier will manage the catalogue as follows;</p> <ul style="list-style-type: none">• Ensure pricing submitted for the catalogue remains current for at least one (1) calendar month and that a live catalogue remains in place throughout the term of their Framework Contract.• Review the catalogue content, including pricing, at least once every calendar month, with pricing being available a minimum of 14 calendar days.• Ensure that the 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. As a minimum, this will include Suppliers providing the information to populate the data fields as detailed in the minimum catalogue supplier content template which will be published at time of award.• Ensure that all sales related to catalogue purchases are recorded and reported appropriately to CCS via their monthly management information return.

5. Standards and Accreditations

- 5.1. The Supplier shall at all times during the Framework Contract, and the Term of any relevant Call-Off Contract, comply with the Standards outlined below and shall also comply with any Standards required by Buyers set out during a Further Competition Procedure.
- 5.2. The Supplier shall comply with any Standing Instructions. The Supplier will bear the cost for implementation.

- 5.3. From time to time, the Supplier shall review the standards from the source to ensure it is up to date with any new editions.

(a) Service Management	
(i)	BS EN ISO 9001 “Quality Management System” standard
(ii)	ISO/IEC 20000-1 2018 “ITSM Specification for Service Management”.
(iii)	ISO 10007:2017 “Quality management systems – Guidelines for configuration management”.

(b) Environmental / Sustainability	
(i)	BS EN ISO 14000 2015 Environmental Management System standard.
(ii)	Standards; Green Public Procurement Criteria http://ec.europa.eu/environment/gpp/eu_gpp_criteria_en.htm
(iii)	Greening government ICT strategy https://www.gov.uk/government/publications/greening-government-sustainable-technology-strategy-2020

(c) Accessible IT	
(i)	The World Wide Web Consortium (W3C) Web Accessibility Initiative (WAI) Web Content Accessibility Guidelines (WCAG) 2.1 Conformance Level AA.

(ii)	ISO/IEC 13066-1:2011 Information Technology - Interoperability with assistive technology (AT) – Part 1: Requirements and recommendations for interoperability.
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(d) Information Technology	
(i)	Open standard principles https://www.gov.uk/government/publications/open-standards-principles
(ii)	Government open data standards https://www.gov.uk/government/publications/open-standards-for-government
(iii)	Technology code of practice https://www.gov.uk/government/publications/technology-code-of-practice/technology-code-of-practice
(iv)	Government Service Manual https://www.gov.uk/service-manual

(e) External Connectivity Standards (optional)	
(i)	PCI DSS V3.2.1 (Card payment network)
(f) Information Security and Cyber Essentials	
(i)	ISO/IEC 27001:2013 Information Security Management standard
(ii)	Government Security Policy Framework https://www.gov.uk/government/publications/security-policy-framework

(iii)	Cyber Security for Consumer IoT https://www.gov.uk/government/collections/secure-by-design
(iv)	Cyber Essentials Scheme Basic Certificate and/or Cyber Essentials Scheme Plus Certificate - https://www.gov.uk/government/publications/cyber-essentials-scheme-overview

(g) Miscellaneous	
(i)	The Suppliers 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

5.4. The Supplier shall comply with the following business standards;

(a) eCommerce	
(i)	The Supplier shall enable ePayment Solutions and will adapt its own systems and processes, if necessary, to accommodate Buyer requirements.
(ii)	The Supplier acknowledges and agrees that the Government wide strategy of 'Digital by Default' 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.
(iii)	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.
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6. Social Value

6.1. 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:

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

6.2. Recently updated social value themes for public bodies can be found on this link:

- <https://www.gov.uk/government/publications/procurement-policy-note-0620-taking-account-of-social-value-in-the-award-of-central-government-contracts>

6.3. The following Social Value priorities are intrinsic to the Specification for this Framework Contract:

- **Fighting climate change** - See Paragraph 6.5 below
 - Effective Stewardship of the environment - See Paragraph 6.5.1
 - “Carbon Footprint” Measurement – See paragraph 6.5.2
- **Equal opportunity** - See Paragraph 6.6
 - Reduce the disability employment gap - See Paragraph 6.6.1
 - Tackle workforce inequality - See Paragraph 6.6.2

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

6.5. Fighting climate change

6.5.1. 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](#). 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.

6.5.2. 'Carbon Footprint' measurement

- a) Suppliers must provide information on all relevant products and Services to assist Customers in the task of calculating their total carbon footprint.
- b) Suppliers must offer itemised carbon footprint figures for all Goods and/or Services.

External links for guidance on the types of information Suppliers will be required to provide for carbon footprint measures are detailed below. This guidance is non-exhaustive:

DEFRA: <https://uk-air.defra.gov.uk/>

GOV.UK: <https://www.gov.uk/guidance/carbon-calculator>

iSERVcmb: www.iSERVcmb.info

6.6. Equal opportunity

6.6.1. 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.

6.6.2. 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 in place to address workforce inequality are:

- Inclusive and accessible recruitment practices, and retention-focussed activities.
- Offering a range of inclusive equality opportunities with routes of progression if appropriate, including but not limited to: 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.

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- Positive action schemes in place to address under-representation in certain pay grades.
- Jobs at all levels are open to flexible working from day one for all workers.
- Collection and publication of retention rates, including but not limited to: pregnant women and new mothers, or for others with protected characteristics.
- Regular equal pay audits conducted.
- Demonstrating actions to identify and manage the risks of modern slavery, including in the supply chain.

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