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**APPLICATIONS AND HOSTING SERVICES**

**CALL OFF SCHEDULE 7**

**STANDARDS**

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**1 INTRODUCTION**

- 1.1 A “Standard” in this Call Off Schedule is a document, established by consensus or by legislation and approved by a recognised body, that provides, for common and repeated use, rules, guidelines or characteristics for activities, products or their results.
- 1.2 This Call Off Schedule sets out certain Standards, Laws and methods, to which the Supplier must conform. It is the Supplier’s responsibility to ensure their obligations are fully discharged. Where this Call Off Schedule refers to any Laws with which the Supplier must comply, this is without prejudice to the Supplier’s broader obligations to adhere to applicable Laws in accordance with this Call Off Contract.

**2 ABBREVIATIONS USED WITHIN THIS CALL OFF SCHEDULE**

- 2.1 All British Standards use the product identifier "BS".
- 2.2 All British adoptions of European Standards are identified with "BS EN".
- 2.3 All International Standards are identified with "ISO".
- 2.4 All International Standards adopted as British Standards are identified with "BS ISO".

**3 STANDARDS THAT ARE APPLICABLE**

- 3.1 The Supplier shall deliver the Services in accordance with the following Standards and those set forth in Table 1 or in each case their replacement or equivalent from time to time (and where a general category is identified, the Supplier shall notify the Customer upon request of, and shall comply with, the relevant Standards within that category in accordance with Good Industry Practice):
  - 3.1.1 All applicable Laws.
  - 3.1.2 Relevant operating system Standards.
  - 3.1.3 Relevant communications Standards.
  - 3.1.4 Relevant quality management (e.g. conformance to ISO 9000 Standards).
  - 3.1.5 Systems development Standards (e.g. use of SSADM Standards or equivalent).
  - 3.1.6 Service management Standards (e.g. follow the guidelines contained in the Office of Government Commerce’s IT Infrastructure Library (ITIL Guidelines) for delivering the service).
  - 3.1.7 Relevant project management Standards (e.g. use of PRINCE or equivalent).
  - 3.1.8 Relevant risk management Standards (e.g. use of HMG IAS1/2 risk

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assessment method or similar).

3.1.9 ISO/IEC 27001:2013, ISO/IEC 27002: 2013 and ISO22301:2012 and ISO27031:2011 relating to business continuity management.

3.1.10 Safety of DP Equipment IEC380.

3.1.11 Human Factors - Ergonomics BS7179.

3.1.12 Health and Safety at Work Act 1974.

3.1.13 Equality Act 2010.

3.1.14 Data Protection Legislation.

3.1.15 Freedom of Information Act 2000.

**4 POLICIES AND STANDARDS**

4.1 The Supplier shall comply with all legislative and policy requirements explicitly or impliedly required by this Call Off Contract.

4.2 The Supplier's project management procedures shall be compatible with PRINCE 2 and the Supplier shall manage the provision of new systems and changes to systems as a project in accordance with the agreed project management methodology.

4.3 The Supplier shall ensure that any external data links (including but not limited to any established pursuant to the PSN community security policy and code of connection) are protected in accordance with relevant UK government policy, Standards and guidance and that these links are fully documented within the relevant assurance case (formerly RMADS - Risk Management and Accreditation Document Set).

4.4 The Supplier shall conform to diversity needs as governed by applicable Law (including the Equality Act 2010) and the Customer's diversity policy (which may be published from time to time on the Customer's website). This includes, but is not limited to, Standards that are appropriate for use of screens for the visually impaired and keyboards for the physically impaired.

4.5 The Supplier shall only employ the services of third party vendors and suppliers who conform to the Laws and Standards covered by this Call Off Schedule and/or as otherwise provided in this Call Off Contract in delivering the Services.

4.6 The Supplier shall only provide and/or utilise CE marked components (where such compents are within the scope of the Laws requiring CE marking) from reputable manufacturers that conform to the appropriate Standards specified in this Call Off Contract or under applicable Law and shall ensure that all Components of the hardware and networks comprising the Services shall operate in accordance with their technical specifications and the Standards.

4.7 The Supplier shall take reasonable steps to support the Customer in adhering to the Customer's own environmental management policy (including in relation to the

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manner of delivery of the Services by the Supplier).

- 4.8 The Supplier shall take reasonable steps to support the Customer in achieving the Customer's own sustainability/green targets (including in relation to the manner of delivery of the Services by the Supplier).
- 4.9 The Supplier shall collate waste statistics in connection with the Services, which shall be provided to the Customer Representative in the form of a written report on a quarterly basis with an annual summary being provided within 10 Working Days after 31 March of each year during the Call Off Contract Period. The quarter days for these purposes are 1 January, 1 April, 1 July and 1 October. This report should provide waste arising statistics broken down by waste going to landfill, recycle and reuse statistics.
- 4.10 The Supplier shall provide an annual written report on sustainability in connection with the Services which shall be presented to the Customer Representative within 10 Working Days of each anniversary of the Call Off Commencement Date.

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Table 1: Standards

<b>SUBJECT MATTER</b>	<b>STANDARD</b>
Safety of Information Technology Equipment including Electrical Business Equipment	EN 60 950
Safety of DP Equipment	BS 7002
Safety of Electrically Energised Office Machines	IEC 950
Safety of Apparatus for Connection to BT Networks	BABT approval
Connection to Networks provided by Licensed Telecommunications Operators	BS EN 41 003
Data network cabling, both copper and fibre optic	Fibre optic cable, CAT6
Radiation Safety of Laser Products	EN 60 825
Safety of LANs	ECMA - 97
Equipment Classification, Requirements and Users Guide	IEC 825
Electrical Interference	BS EN 55 014
Radio Frequency	CISPR 14
Radio Disturbance	BS EN 55022:1995
Spurious Signals	EN 55 022 BS 6527 CISPR 22
Electromagnetic Compatibility	EN 50 081 – 1 EN 50 082 – 1 IEC 801 Part 2 & 3 BS 6667 Part 3:1985
Human Factors – Ergonomics	BS7179
Visual Displays	BS EN 29 241 Part 3 ISO 0241 Part 3

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<b>SUBJECT MATTER</b>	<b>STANDARD</b>
Keyboards	EN 29 241 Part 4 BS 7179 Part 4 ISO 9241-4 - 1998
Laser Safety E.G. Printers	BS EN 60825-1:1994
Noise	ECMA 109 ECMA 160
Quality	EN 29 001 ISO 9001 BS 5750 Part 1
Code of Practice for IT Service Management	PD 0005 ITIL Guidelines
Environmental Management	ISO 14001
Development and maintenance of public facing web sites.	Guidelines for UK Government Websites (e- Envoy)
Diversity Needs	Equality Act 2010 Customer's Diversity Policy
Security Standards	HMG Security Policy Framework HMG InfoSec Standards CESG / NCSC Good Practice Guides NCSC Cloud Security Principles ISO27001:2013 ISO27002:2013
CJIU Standards	UK Government Interoperability Framework (e-GIF) Draft Version 6.1
Disaster recovery services	ISO22301:2012 ISO27031:2011
IEEE	Institute of Electronics and Electrical Engineers Standards

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<b>SUBJECT MATTER</b>	<b>STANDARD</b>
Confidential Network	HMG IA Standard 1 risk calculation and a privacy Impact Assessment (PIA)
Code of Connection (CoCo) for the x.GSI	As published by OGC Buying Solutions
GSI Code of Connection for GSI	As published by OGC Buying Solutions
CJX Code Of Connection	As published by ACPO
Code of Connection and related documentation for the GCF	As published by the Government Procurement Service