

COMPUTER BASED TESTING FRAMEWORK AGREEMENT

SCHEDULE 11

STANDARDS

1. SCOPE

1.1 This schedule 11 (Standards) describes the standards with which the Contractor must comply in accordance with clause 13 (Standards).

1.2 The Contractor shall comply with all of the Standards set out in this schedule 11 (Standards).

2. TECHNICAL

The Contractor shall comply with all of the following Standards:

2.1 www.cabinetoffice.gov.uk/e-government

2.2 **e-Government Interoperability Framework**

2.3 **Technical Standards Catalogue**

2.4 **e-Government Metadata Standard (e-GMS)**

2.5 **ITIL Guidelines**

2.5.1 The Contractor shall follow the guidelines contained in the Office of Government Commerce's IT Infrastructure Library ("**ITIL guidelines**") for delivering the Services or may propose alternatives that are broadly functionally consistent with the ITIL guidelines.

2.5.2 The Contractor shall ensure that its service support processes include:

2.5.2.1 Configuration Management;

2.5.2.2 Service Desk ("Help Desk");

2.5.2.3 Incident Management;

- 2.5.2.4 Problem Management;
 - 2.5.2.5 Change Management; and
 - 2.5.2.6 Release Management,
- 2.5.3 The Contractor shall ensure that its service delivery processes include:
- 2.5.3.1 Service Level Management;
 - 2.5.3.2 Financial Management;
 - 2.5.3.3 Capacity Management;
 - 2.5.3.4 Availability Management;
 - 2.5.3.5 Service Continuity Management; and
 - 2.5.3.6 Security Management.
- 2.5.4 Within 3 months after the Effective Date, the Contractor will prepare and deliver to the Framework Authority for approval full documentation of the processes listed at paragraphs 2.5.2 and 2.5.3 above and to a standard sufficient to achieve compliance with ISO 20000. If the documentation is not approved by the Framework Authority, the Contractor shall amend it within 15 working days of a notice of non-approval and re-submit to the Framework Authority for approval. No approval to be given by the Framework Authority pursuant to this paragraph 2.5.4 may be unreasonably withheld or delayed.
- 2.5.5 The Contractor shall initiate a project within three months of the Effective Date with the aim of achieving compliance with ISO 20000 (IT Service Management) within 18 months of the Effective Date. This standard is to apply to the service specified in the Framework Agreement and not to the Contractor's organisation as a whole.

- 2.5.6 The Contractor shall on reasonable request allow the Framework Authority to engage the services of a Registered Certification Body (RCB) to audit their compliance with the ISO 20000 standard, provided that such audit shall be on reasonable notice to the Contractor, shall not take place more frequently than once in any 12 month period and the cost of such audit is borne by the Framework Authority.
- 2.5.7 The Contractor's ICT service management functions shall interface with the Framework Authority's in accordance with the Framework Authority's ICT service management framework.
- 2.5.8 The Contractor shall on reasonable request provide the Framework Authority with documents showing how ITIL guidelines have been followed in the provision of the Services.
- 2.5.9 The Contractor shall on request allow the Framework Authority or its representatives to audit any or all of its ICT service management functions to ensure that ITIL guidelines are being followed in the delivery of the Services.
- 2.6 **ISO 27001**
- 2.7 **Safety of Information Equipment including electrical Business Equipment (EN 60950)**
- 2.8 **IEC 60950-1**
- 2.9 **Safety of Domestic Mains Powered Electronic Equipment (BS EN 60065)**
- 2.10 **Connection to Networks provided by Licensed Telecommunications Operators (BS EN 41 003)**
- 2.11 **Radiation Safety of Laser Products (BSEN 60 825 PT1 EN60825: PT1)**
- 2.12 **AMDIIIE60858: PT1 AMDII COR**
- 2.13 **Equipment Classification Requirements and Users Guide (IEC 60825)**
- 2.14 **Radio Frequency BS EN 55 014 CISPR 14.**

- 2.15 **Spurious Signals EN 55 022 BS55022 CISPR 22.**
- 2.16 **Electromagnetic Compatibility BSEN 61000-6-4 BSEN 50081 PT1EN 50 082-1BS EN 60 801-2 or IEC 801 Part 2BS 6667-3 or IEC 801 Part 3.**
- 2.17 **Visual Displays BS EN 29 241 Part 3ISO 9241 Part 3**
- 2.18 **Keyboards BS EN 29 241**
- 2.19 **ISO 9001:2000 under the Tick IT Scheme or CMM Level 3 (US Standard)**

3. BUSINESS

- 3.1 ITF 01/07
- 3.2 BS 25899 (or equivalent)

4. SECURITY

- 4.1 The Contractor shall ensure that security is maintained to the level required by the Standards set out in Schedule 2.5, and subject to the relevant audit rights at Clause 24.

5. ENVIRONMENT

- 5.1 The Contractor undertakes to follow a sound environmental management policy so that its activities comply with all applicable environmental legislation and regulations and that its products or services are procured, produced, packaged, delivered and are capable of being used and ultimately disposed of, in ways that are appropriate from an environmental protection perspective.
- 5.2 The Contractor warrants that it has obtained ISO 14001 certification or can demonstrate that the necessary systems are in place for robust environmental management in line with the principles of ISO 14001. The Contractor shall maintain such systems or certification requirements.
- 5.3 The Contractor shall comply with relevant obligations under the Waste Electrical and Electronic Equipment Regulations 2002/96/EC.
- 5.4 The Contractor shall ensure that the following noise levels are not exceeded in the delivery of the Services:

- 5.4.1 Airborne Noise: NNdB(A) measured in accordance with ISO 7779 BS 7135 Part 1 BS7135PT1 AMD 6977;
- 5.4.2 High Frequency Noise: NNdB(A) measured in accordance with EN 29 295 and BS 7135 Part 2;
- 5.4.3 BS EN 29241 Ergonomics of Design and Use of Visual Display Terminals in offices; and
- 5.4.4 Recommended values for airborne noise set out in Part 6 of the Code of Practice for the design of Visual Display Terminals work environments.

5.5 The Contractor shall comply with the Government Buying Standards.

6. PROJECT MANAGEMENT

The Contractor shall generally make use of PRINCE2 methodology or similar, supplemented where appropriate by the tools and methods of the Contractor's own project management methodologies.

7. SYSTEMS DEVELOPMENT ENVIRONMENT

Any requirements analysis or requirements capture shall be based on Structured System Analysis and Design Methodology, (SSADM) or Dynamic Systems Development Methodology (DSDM) or equivalents (tailored where appropriate and necessary) as agreed with the Framework Authority.

8. DATA STANDARDS

8.1 The Contractor shall develop, document, operate and maintain standards and procedures for ensuring the quality and integrity of all key data. These standards and procedures must be agreed with the Framework Authority.

8.2 Key data shall include:

- Financial data, including credit and debit card details;
- Candidate data; and
- Management Information.

Policies

- Information Risk Policy;
- Information Security Policy;
- Information Management Policy;
- Records Management Policy;
- Information Assurance Policy; and
- Information Charter.

9. INFORMATION STANDARDS

The Contractor will have in place systems and procedures which will be subject to external audit for the following areas of control over the Services:

- Reconciliation of monies with bookings received
- Candidate entitlement verification
- Reporting
- Refunds and expenses in line with policies
- User access rights including password configuration, starters, leavers, and transfer process
- External access including remote access
- Performance monitoring

- Testing of disaster Recovery Plans
- System Development
- Testing of Business Continuity Plans
- Compliance with policies
- Re-use, destruction and disposal of physical assets
- Transfer of data
- Staff Training
- Access logging and changes to personal data held
- Removable media
- Audits of third party suppliers and/or delivery partners to the suppliers for the purpose of delivering the contract to the Framework Authority.

10. VERSION CONTROL

The Contractor shall develop procedures which ensure that only the correct release or version of a Deliverable can be delivered to the Framework Authority. The Contractor shall provide a copy of the draft procedures to the Framework Authority for its approval. On receipt of such approval, the Contractor shall then operate those procedures.

11. PROVISION OF INFORMATION

The Contractor shall, on reasonable request from the Framework Authority, provide the Framework Authority with documentation demonstrating how the Standards referred to in this schedule 11 have been implemented and/or complied with by the Contractor in the provision of the Services.