

Framework Schedule 1 –

Software Design and Implementation Services

Reference number

RM6193

Attachment 1a

Framework Schedule 1 (Specification)

RM6193 Software Design and Implementation Services

This Schedule sets out what we and our buyers want.

The supplier must only provide the Deliverables for the Lot that they have been appointed to.

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 the Paragraphs 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 particular Call-Off Contract.

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1. Summary

The scope of Deliverables covered by this framework:

Strategy	<ul style="list-style-type: none">• Business Justification• Readiness Assessment• Review/Apply Lessons• Statement of Concept
Architecture	<ul style="list-style-type: none">• Enterprise Architecture• Security Architecture• Interoperability
Design	<ul style="list-style-type: none">• Environment type (On premise, Public/Private Cloud)• Operational Analysis• Security• Requirements• Convergence• Business Process Management• Process Automation
Software selection	<ul style="list-style-type: none">• Proof of Concept• RFP Pack• Options Appraisal
Impact assessment	<ul style="list-style-type: none">• Sandpit & Product Exposure• Data Preparation
Integration	<ul style="list-style-type: none">• Integration of service components from other vendors• Integration of Buyers Apps

Data migration	<ul style="list-style-type: none"> • Standards • Preparation • Access • Hosting • Security • Location • Masking
Change management	<ul style="list-style-type: none"> • Readiness Assessments
Training	<ul style="list-style-type: none"> • Knowledge Transfer
Transition	<ul style="list-style-type: none"> • Onboarding • Stabilisation • Early Life Support
Robotic Process Automation	<ul style="list-style-type: none"> • User Experience
BAU & Continuous Improvement	<ul style="list-style-type: none"> • Change management • Operational review • Decommissioning • Service management reviews

2. Deliverables

2.1 Suppliers awarded a place on this framework must comply with the following mandatory requirements and Deliverables:

2.1.1 The Supplier must assist in delivering the aims of further accelerating the development of open systems, data sharing and the interoperability of IT systems in government so that services can be delivered efficiently and respond more flexibly to the needs of citizens and businesses. Such flexibility may apply, for example allowing a different vendor to integrate with the Supplier's system to provide the User Interface or workflow and / or may include functionality to enable other systems to connect to the Supplier's system to enable data sharing or access to a service.

- 2.1.2 The Supplier must 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 ensure that systems are either enabled for mobile use or can easily be integrated with mobile enabled interfaces.
- 2.1.4 The Supplier must ensure that support and maintenance services are available for any software licensed via Call-Off Contracts for a minimum of thirty six (36) months from the date of the original license purchase.
- 2.1.5 The Supplier must ensure that support and maintenance Charges are to 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 a 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.
- 2.1.6 The Supplier must provide pre-sales support for specification clarification, where required by the Buyer.
- 2.1.7 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.
- 2.1.8 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 such as anticipated number of days.
- 2.1.9 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.)
- 2.1.10 The Supplier must provide advice and assistance to Buyers seeking to reduce their costs through shared services, aggregated procurements or asset management.

2.1.11 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.

2.1.12 The Supplier must work with the Buyer in order to agree Operational Level Agreements (OLA) and maintain these as part of the contract management process.

2.2 Application-related consultancy services

Suppliers awarded a place on this framework will be required to provide the following:

2.2.1 Provide services to design, install, integrate and commission any Back Office Software system.

2.2.2 Provide prices for services offered in relation to which they are appointed to, these will be matched to SFIA (Skills Framework for the Information Age) categories and include;

2.2.3 Day rates or packages for solution development and implementation

2.2.4 Day rates or packages for service management

2.2.5 Day rates or packages for business change (including training)

2.2.6 Day rates or packages for related strategy or architecture consultancy services.

2.3 Support and Maintenance Services

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

a) Service Desk

The Supplier must provide the following if required by Buyers

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 take ownership of all calls made to it, and to ensure that the Buyers are provided with incident resolutions.

The service desk must be ITIL compliant and may include, but will not be limited to, the provision of the following services:

- A logical 'Single Point of Contact' for all user contacts
- Contacts can be by telephone and email.
- 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 signoff 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
- Provide visibility via a web browser of the appropriate section of the incident management system
- Incident management and reporting

b) Maintenance Services

The Supplier must provide the following if required by Buyers

The provision of maintenance services for software applications within the scope of the Lot (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/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 available from the relevant software owner advisory services in the implementation thereof)
- 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

c) User Support

The Supplier must provide the following if required by Buyers

User support may include but will not be limited to the provision of the following services;

- 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.

2.4 Hardware, software and peripherals

- 2.4.1 Provision of hardware, software and peripherals to enable the 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.

2.5 Additional Services

- 2.5.1 The Supplier may offer the following additional services when linked to the service Deliverables;
- 2.5.2 In addition to the above, the Supplier may offer the following, as long as they can provide all of the above core requirements;
- Provide business process services
 - Application hosting
 - Application Management Services
 - Disaster recovery and backup services

d) Hosting Services

The Supplier must provide the following if required by Buyers

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 and live access 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 shall report on traffic volumes, disk utilisation and percentage capacity free on disk, performance data, workload analysis, peaks and failures for each reporting period; and

Hosting of the Supplier system flexibly for the Supplier to host the system initially but with the ability for the Buyer to choose a different hosting environment of its own choice if required.

e) Data Handling and Validation

The Supplier must provide the following if required by Buyers

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 ensuring that it is appropriately structured and optimised and has sufficient hardware resources to operate efficiently and effectively;
- Loading all extract data into this analysis database.
- Database administration services including:
 - installation of database software,
 - setup and configuration of database instances,
 - database security,
 - patching,
 - tuning and performance analysis, troubleshooting.

f) Solution Review Process

The Supplier must provide the following if required by Buyers

Solution review process may include but will not be limited to the provision of the following services:

- The provision of a designated account manager to act as a single point of contact on all matters relating to the solution implemented;
- Regular solution performance review meetings with the Buyer (frequency and format to be agreed), to review the solution matters such as Service Levels/ Key Performance Indicators (KPIs), software upgrades, risks and issues, resource utilisation, implementation progress and to agree future requirements and developments, including innovation and continuous improvement plans;
- Provision of a Monthly report to support review meetings covering the items described above; and
- Maintenance of records and provide monthly performance reports to demonstrate the levels of service provided, enabling the Buyer to determine the Supplier's overall performance in providing the solution.

g) Managed Application Services

The Supplier must provide the following if required by Buyers

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

h) Disaster Recovery and Backup Services

The Supplier must provide the following if required by Buyers

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
- access management
- security management
- continuity management
- monitoring, reporting and analytics

3. Standards and Accreditations

- 3.1 The Supplier shall at all times during the Framework Contract, and the Term of any relevant Call-Off Contract, comply with the relevant Standards outlined below and shall also comply with any Standards required by Buyers set out during a Further Competition Procedure.
- 3.2 The Supplier shall comply with any Standing Instructions. The Supplier will bear the cost for implementation.
- 3.3 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 or equivalent.
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(ii)	ISO/IEC 20000-1 2018 “ITSM Specification for Service Management” or equivalent.
(iii)	ISO 10007:2017 “Quality management systems – Guidelines for configuration management”.

(b) Environmental / Sustainability

(i)	BS EN ISO 14000 2015 Environmental Management System standard or equivalent.
(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.
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(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

(e) External Connectivity Standards (optional)	
(i)	PCI DSS V3.2.1 (Card payment network)
(f) Architecture Standards	
(i)	TOGAF 9.2 Architecture Framework and Standards or equivalent

(g) Information Security and Cyber Essentials

(i)	ISO/IEC 27001:2013 Information Security Management standard or equivalent.
(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

(h) Miscellaneous

(i)	The Suppliers shall comply with the Government's 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
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(i) Portfolio, Programme and Project Management Standards

(i)	PRINCE2 and MSP methodologies or equivalent methodology
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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.

4. Social Value

4.1 Social Value legislation¹ 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>

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>

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

TACKLING ECONOMIC INEQUALITY – See Paragraph 4.2.1 below

- **Create new businesses, new jobs and new skills** – See Paragraph 4.2.1 (i) below
- **Increase supply chain resilience and capacity** – See Paragraph 4.2.1 (ii) below
 - **Cyber security risks** – See Paragraph 4.2.1 (ii) (a) below

EQUAL OPPORTUNITY – See Paragraph 4.2.2 below

- Tackling workforce inequality reducing modern slavery risks – See Paragraph 4.2.2 (i) below

FIGHTING CLIMATE CHANGE – See Paragraph 4.2.3 below

- **Effective Stewardship of the Environment** – See Paragraph 4.2.3 (i) below

WELLBEING – See Paragraph 4.2.4 below

COVID-19 RECOVERY – See Paragraph 4.2.5 below

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

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

4.2.1 TACKLING ECONOMIC INEQUALITY

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

CCS and Buyer(s) consider the delivery of high quality public services to be critically dependent on a workforce that is inclusive, well-motivated, well-led and has appropriate opportunities for training and skills development.

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 through the performance of this Framework Agreement, with a specific focus on opportunities for priority groups, including (but not limited to):

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

This support may be through various activities. For example:

- Apprenticeship and work experience placements;
- Part-time and full-time employment and flexible working opportunities;
- Providing stable employment and hours of work, and avoiding exploitative employment practices including, for example, no inappropriate use of zero hour contracts or other forms of demand driven contracts;
- 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);
- Fair and equal pay policy;
- Offering a range of employee assistance schemes;
- Supporting individuals and/or groups affected by the COVID-19 pandemic.

Buyers may test Suppliers' proposed methods for delivering skills development within the local community and monitor performance as relevant to their specific requirements as part of the Call-Off Procedure.

4.2.1 (ii) Increase supply chain resilience and capacity

CCS and Buyer(s) want to ensure a diverse base of Suppliers and resilient supply chains. We require the Supplier the support to deliver this through activities such as:

- Enabling Accessibility through promotion of supply chain opportunities with SMEs & Social Enterprises. We expect our Suppliers to support and build supply chain diversity through:
 - Supply chain processes that enable the participation of Micro, Small to Medium Sized Enterprises (SMEs) and Social Enterprises (SEs)
 - Subcontracting opportunities are open 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
 - 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.

4.2.1 (ii) (a) Cyber security risks

Suppliers and key sub contractors will be expected to have effective measures to mitigate and manage cyber security risks relating to the contract. 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](#)
[NCSC Penetration Testing](#)

4.2.2 EQUAL OPPORTUNITY

4.2.2 (i) Tackling workforce inequality - reducing modern slavery risks

CCS and Buyer(s) have an important role to ensure the Suppliers - including sub-contractors - with whom we do business comply with the provisions of the Modern Slavery Act 2015, understand the risks of modern slavery in supply chains, and take appropriate action to identify

and address those risks. Where a Supplier has a turnover of £36 million (or more) they must publish a statement in accordance with [Section 54 of the Modern Slavery Act \(2015\)](#). CCS will require Suppliers to comply with this provision and to demonstrate compliance throughout the term of the Framework Agreement.

Suppliers will be required to comply with the provisions of the [Supplier Code of Conduct](#) and the standards set out in Joint Schedule 5 on Corporate Social Responsibility including the reporting (see Framework Schedule 5 Management Charges and Information) and continuous improvement (see Call-Off Schedule 3 Continuous Improvement) requirements.

Specific risks exist for the technology sector with the manufacturing and sourcing of devices and hardware. Where Suppliers sell computer hardware as part of Call Off contracts made under this Framework Agreement, CCS and Buyers expect that Suppliers will address these known risks within the supply chain through supplier annual slavery and human trafficking report as requested in Joint Schedule 5 (Corporate Social Responsibility). CCS may provide the reports to Buyer as part of their Call-Off Procedure.

Suppliers must provide a slavery and human trafficking report (see Joint Schedule 5 - Paragraph 3) to the Authority on an annual basis.

4.2.3 FIGHTING CLIMATE CHANGE

4.2.3 (i) Effective Stewardship of the Environment

Environmental Sustainability in support of the Government's 25 Year Environment Plan

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>. Suppliers will be expected to demonstrate understanding of the negative impacts of their industry and how they are addressed, through action, supply chain collaboration and innovation.

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.

4.2.4 WELLBEING

CCS expects our Suppliers to make a positive impact on individual wellbeing and contribute to transforming our local communities in a real and sustainable manner. The framework sets out the requirement for website and application accessibility in line with WCAG 2.1. and with ISO/IEC 13066-1:2011 Information Technology - Interoperability with assistive technology (AT).

Other ways in which the Supplier may be able to support wellbeing and community benefits include (but are not limited to):

- Supporting local businesses (not currently part of the existing supply chain) e.g. SMEs & SEs;
- Improving the experience of service users with specific diversity profiles or needs e.g. ensuring accessibility, undertaking staff sensitivity training, fostering a culture of respect for Buyers of diverse profiles;
- Creating cohesive communities: initiatives to support vulnerable people and address social issues such as homelessness, loneliness such as (but not limited to) donations to charities, staff volunteering, fundraising activities, befriending schemes etc;
- Staff wellbeing e.g. promoting awareness about mental health, substance misuse, domestic abuse, first aid training, anti-bullying campaigns, gender equality and diversity training etc.

It is expected that Buyers may have different wellbeing and community benefits priorities specific to their local communities, and that they may therefore test Suppliers' proposed methods for delivering wellbeing and community benefits as relevant to these specific requirements as part of the Call-Off Procedure.

4.2.5 COVID-19 RECOVERY

In practical ways, COVID-19 recovery means conducting or enabling contributions and activities that:

- support people at work or in the wider community to recover from COVID-19, for example by prompting effective social distancing, remote working where feasible, and sustainable travel solutions.

- provide protections for people who are at risk of being worse affected, who are shielding or are experiencing mental and psychological challenges to their wellbeing
- tackle inequalities through upskilling and supporting people to be successful in employment, especially those from vulnerable or disadvantaged groups.
- pay people fairly for the work they do and work with other companies with similar values and policies.
- create new and innovative ways of delivering value when providing services.

4.2.6 Social Value reporting requirements

CCS will expect 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, Mutuals.