

Framework Schedule 1 (Specification)

1 Introduction

- 1.1 This Schedule sets out what we and our buyers want.
- 1.2 The supplier must only provide the Deliverables for the Lot that they have been appointed to.
- 1.3 For all Deliverables, the Supplier must help Buyers comply with any specific applicable Standards of the Buyer.
- 1.4 The Deliverables and any Standards set out in Paragraph 3 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.

2 Delivering Social Value

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-information-and-resources>

Guidance published in [Procurement Policy Note 06/20](#) requires that Social Value should be explicitly evaluated in all central government procurement rather than just considered' as required under the Public Services (Social Value) Act 2012.

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>

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

- 2.1 Tackling economic inequality
 - 2.1.1 Suppliers must consider reducing the digital skills gap by supporting digital skill shortages across the UK.
 - 2.1.2 Create training opportunities particularly for those who face barriers to employment and/or who are located in deprived areas.
 - 2.1.3 Support educational attainment including training schemes which address the digital skills gap and result in recognised qualifications.
- 2.2 Equal opportunity
 - 2.2.1 Where required by Buyers, Suppliers shall provide suitable hardware and software to meet the diverse user needs and help reduce the digital skills gap in the UK. This may include individuals with a visual, auditory, physical, speech, cognitive,

- language, learning, behavioural or neurological impairment, as well as the needs of users for whom English is not their first language.
- 2.2.2 Suppliers shall assist Buyers in fulfilling their legal obligations with regards to accessibility, by offering help and guidance on how the Services can either support or be tailored to the Buyer's needs.
- 2.2.3 Where required by a Buyer, the Supplier shall provide an accessibility statement for Services provided under a Call-Off Contract.
- 2.2.4 The Supplier shall, where relevant, maintain an accessibility policy, and identify (and where requested provide the details to Buyers) a role or department within their organisations with responsibility for the policy.
- 2.3 The Buyer can identify further specific social value priorities, as set in the 5 social value themes in 2.3.1 to 2.3.5, within its Statement of Requirements as part of the Call-Off Award Procedure undertaken in accordance with Framework Schedule 7 (Call-Off Award Procedure).
- 2.3.1 COVID-19 Recovery
- Help local communities to manage and recover from the impact of COVID-19
- 2.3.2 Tackling economic inequality
- Create new businesses, new jobs and new skills
 - Increase supply chain resilience and capacity
- 2.3.3 Fighting climate change
- Effective stewardship of the environment
- 2.3.4 Equal opportunity
- Reduce the disability employment gap
 - Tackle workforce inequality
- 2.3.5 Wellbeing
- Improve health and wellbeing
 - Improve community cohesion
- 2.4 Suppliers must provide evidence of their commitment to social value and demonstrate an ability and willingness to work with Customers to help further their social value requirements in all Call Off Contracts. To satisfy this requirement, Suppliers must agree to provide or deliver reasonable and proportionate social value benefits within all Call Off Contracts.
- 2.5 Suppliers are expected to act with these priorities in mind and the Authority will discuss these priorities as part of the Framework Management meetings.

- 2.6 As a condition of participating on this Framework Agreement, the Authority requires Suppliers on this Framework Agreement to demonstrate they are committed to report on the impact of social value throughout the lifetime of the Framework Agreement to the Authority, every 12 months from the Framework Agreement start date
- 2.7 The Customer's social value requirements will be set out in the Further Competition procedure, including a social value priority impact statement, tender questions and evaluation criteria.
- 2.8 Customers' social value requirements will fall within the scope of the 5 social value themes detailed in paragraph 2.3.1 to 2.3.5 The Supplier shall comply with and/or identify proposed social value initiatives, proportionate and relevant to each Call-Off Contract.
- 2.9 The Supplier shall deliver measurable benefits and impacts in respect of the Social value priorities, when identified in the Call Off Contract.
- 2.10 The Supplier shall record and report performance against the social value requirements, when detailed in the Call Off Contract.

3 Specification

- 3.1 This Schedule sets out what We and our Buyers want.
- 3.2 The Supplier must be able to provide services in ALL 6 of the categories of services as follows;
 - 3.2.1 Cloud Migration Planning - the provision of planning services to enable customers to move to cloud software and/or hosting services
 - 3.2.2 Set Up and Migration - the provision of setup and migration services which involves the process of consolidating and transferring a collection of workloads. Workloads can include emails, files, calendars, document types, related metadata, instant messages, applications, user permissions, compound structure and linked components.
 - 3.2.3 Security Services - Maintain the confidentiality, integrity and availability of services and information, and protect services against threats
 - 3.2.4 Quality Assurance and Performance Testing - Continuously ensure that a service does what it's supposed to do to meet user needs efficiently and reliably.
 - 3.2.5 Training - provision of training to provide organisations with the ability to optimise the use of cloud based software and services, cloud security management and other cloud and virtualisation topics.
 - 3.2.6 Ongoing Support - Support user needs by providing help before, during and after service delivery.
- 3.3 Buyers may have requirements for services from one or any combination of all 6 of these service categories.

- 3.4 Call Off contracts for the services provided may only be awarded by Buyers via Further Competition
 - 3.5 The Supplier must only provide the Services as defined in this Schedule 1
 - 3.6 For Services, the Supplier must help Buyers comply with any specific applicable Standards of the Buyer, such as Management standards, Environmental/Sustainability standards, Accessible IT
 - 3.7 The Services and any Standards set out in this Schedule 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 Statement of Requirements for entering a particular Call Off Contract.
- 4 Cloud Migration Planning**
- 4.1 Where requested by the Buyer, Suppliers will provide planning services to enable the Buyer to move their existing on premise or cloud based services, to cloud software, cloud platforms and/or hosting services which may include but are not limited to:
 - 4.1.1 Capability analysis - identification of current business capability (as is) and that which will be needed for the future state (to be).
 - 4.1.2 Enterprise architecture using the open group architecture framework (TOGAF) or similar.
 - 4.1.3 Cloud gap assessments - the assessment and recommendation of the right cloud service(s) to plug the capability gap between the as-is and the to-be.
 - 4.1.4 Architectures - identification of the correct cloud architecture to deliver the cloud strategy (private cloud, hybrid or public cloud).
 - 4.1.5 Road-mapping - the development of cloud roadmaps to coordinate the Delivery of the cloud strategy.
- 5 Set Up and Migration**
- 5.1 Where requested by the Buyer, Suppliers will provide a range of setup and migration services which involves the process of consolidating and transferring a collection of workloads. Workloads can include emails, files, calendars, document types, related metadata, instant messages, applications, user permissions, compound structure and linked components. Services may include but are not limited to:
 - 5.1.1 Auditing and organising customer data/information in advance of the migration
 - 5.1.2 Recommendations for data/information structures for the future service
 - 5.1.3 Development of internal communication plans for staff engagement
 - 5.1.4 Management and governance of migration project plans

- 5.1.5 Optimisation/right sizing of customer requirements and migrated services.
- 5.1.6 Working with outgoing service providers to ensure successful and secure migration

6 Security Services

- 6.1 Where requested by the Buyer, Suppliers will provide a range of Services to Maintain the confidentiality, integrity and availability of services and information, and protect services against threats which may include but are not limited to:
 - 6.1.1 Security strategy
 - 6.1.2 Security risk management
 - 6.1.3 Security design
 - 6.1.4 Security incident management
 - 6.1.5 Security audit services
 - 6.1.6 Security quality assurance (QA) and testing

7 Quality Assurance and Performance Testing

- 7.1 Where requested by the Buyer, Suppliers will provide a range of Services to Continuously ensure that a service does what it's supposed to do to meet user needs efficiently and reliably. Services may include but are not limited to:
 - 7.1.1 development and implement test automation strategies and frameworks, typically to support cost effective continuous release methods. To support all aspects of software and platform engineering within a DevOps environment, from a QA perspective.
 - 7.1.2 identify, target and solve performance-based defects at any stage of the development lifecycle. The approach includes Load Testing, Stress Testing, Volume Testing, Soak Testing, Scalability Testing and Capacity Planning. Supporting performance engineering approaches where possible.
 - 7.1.3 establish and manage an appropriate level of QA and testing in line with programme delivery plans, validation and verification of a system against specifications and requirements covering functional and non-functional aspects. Testing will be automated by default with some requirement for manual, exploratory testing and assurance of testing owned by third-parties. Includes the ownership (design and execution) of complex, large scale integration testing.
 - 7.1.4 determine whether system infrastructures are performant, including network provisioning, platforms and hosting across LAN, WAN and Cloud infrastructures.

- 7.1.5 help prepare for operational readiness once the Service goes into production
- 7.1.6 assess how far a product or Service is easy for its intended audience to use. That audience includes users who access the Service via a range of assistive technologies like screen readers, voice recognition and input devices. This includes helping the wider QA or product team to understand accessibility of the Service through expert consultancy.

8 Training

- 8.1 Where requested by the Buyer, Suppliers will provide a range of Services to deliver training such that the Buyer is capable of day to day operation of the services. Services which may include but are not limited to:
 - 8.1.1 How to use the services provided at basic through to super user levels as specified by the buyer
 - 8.1.2 Basic and advanced troubleshooting skills to identify problems and the necessary remedial actions.
 - 8.1.3 Optimisation of service functionality through knowledge/skills transfer

9 Ongoing Support

- 9.1 Where requested by the Buyer, Suppliers will provide a range of Services to support user needs by providing help before, during and after service delivery. Services which may include but are not limited to:
 - 9.1.1 Product support capabilities, including elements of hardware and software support.
 - 9.1.2 Logging and management of incidents.
 - 9.1.3 Reporting and proactive results analysis of problem trends to suggest permanent fixes.
 - 9.1.4 The dispatch of service technicians and/or parts.
 - 9.1.5 End user training coordination and other cloud technology related issue