

## Schedule 4

### Standards

#### 1 Definitions

In this Schedule, the definitions in Schedule 1 (Definitions) shall apply.

#### 2 General

- 2.1 Throughout the term of this Contract, the Parties shall monitor and notify each other of any new or emergent standards which could affect the Supplier's provision, or the Authority's receipt, of the Services. Any changes to the Standards, including the adoption of any such new or emergent standard, shall be agreed in accordance with the Change Control Procedure.
- 2.2 Where a new or emergent standard is to be developed or introduced by the Authority, the Supplier shall be responsible for ensuring that the potential impact on the Supplier's provision, or the Authority's receipt, of the Services is explained to the Authority (in a reasonable timeframe), prior to the implementation of the new or emergent standard.
- 2.3 Where Standards referenced conflict with each other or with Good Industry Practice, then the later Standard or best practice shall be adopted by the Supplier. Any such alteration to any Standard(s) shall require the prior written agreement of the Authority and shall be implemented within an agreed timescale.
- 2.4 It is acknowledged by the Authority that the Supplier A Services (as defined in Schedule 34 (ERP Supplier Terms)) (including the SaaS operational services, being the cloud services built, owned and operated by Supplier A, ordered by the Authority and provided under the terms of the Contract and Service Specifications (as defined in Schedule 34 (ERP Supplier Terms))) applicable to such Supplier A Services) have been designed in accordance with Good Industry Practice and are compliant with the relevant third party attestations listed on [www.oracle.com/uk/corporate/cloud-compliance](http://www.oracle.com/uk/corporate/cloud-compliance), and that the Supplier A Services meet the Authority's requirements and the requirements of the Contract to the extent relevant for cloud services. Supplier A and Supplier B agree to collaborate in good faith during the Term to ensure that the Supplier Solution is materially able to meet the Standards set out in this Schedule 4.

#### 3 Technology and digital services practice

The Supplier shall (when designing, implementing and delivering the Services) adopt the applicable elements of HM Government's Technology Code of Practice as documented at <https://www.gov.uk/service-manual/technology/code-of-practice.html>.

#### 4 Open Data Standards and Standards Hub

- 4.1 The Supplier shall comply to the extent within its control with UK Government's Open Standards Principles as documented at <https://www.gov.uk/government/publications/open-standards-principles/open-standards-principles>, as they relate to the specification of standards for software interoperability, data and document formats in the IT Environment.
- 4.2 Without prejudice to the generality of Paragraph 2.2, the Supplier shall, when implementing or updating a technical component or part of the Software or Supplier Solution where there is a requirement under this Contract or opportunity to use a new or emergent standard, submit a Suggested Challenge compliant with the UK Government's Open Standards Principles (using the process detailed on Standards Hub and documented at <http://standards.data.gov.uk/>). Each Suggested Challenge submitted by the Supplier shall detail, subject to the security and confidentiality provisions in this Contract, an illustration of such requirement or opportunity

within the IT Environment, Supplier Solution and Government's IT infrastructure and the suggested open standard.

- 4.3 The Supplier shall ensure that all documentation published on behalf of the Authority pursuant to this Contract is provided in a non-proprietary format (such as PDF or Open Document Format (ISO 26300 or equivalent)) as well as any native file format documentation in accordance with the obligation under Paragraph 4.1 to comply with the UK Government's Open Standards Principles, unless the Authority otherwise agrees in writing.

## **5 Shared Services for Government**

The Supplier shall comply to the extent within its control with UK Shared Services for Government Principles as documented at [Design Principles: Summary - GOV.UK \(www.gov.uk\)](https://www.gov.uk/design-principles-summary)

## **6 Functional Design standards**

The Supplier shall comply to the extent within its control with the UK Functional Strategy for Finance and HR as documented at [Government Finance Function Strategy - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/finance-function-strategy) and [Global HR Design - GOV.UK \(www.gov.uk\)](https://www.gov.uk/global-hr-design)

## **7 Technology architecture standards**

The Supplier shall produce full and detailed technical architecture documentation for the Supplier Solution in accordance with Good Industry Practice. If documentation exists that complies with the Open Group Architecture Framework 9.2 or its equivalent, then this shall be deemed acceptable.

## **8 Accessible digital standards**

- 8.1 The Supplier shall comply with (or with equivalents to):

- 8.1.1 the World Wide Web Consortium (**W3C**) Web Accessibility Initiative (**WAI**) Web Content Accessibility Guidelines (**WCAG**) 2.1 Conformance Level AA; and
- 8.1.2 ISO/IEC 13066-1: 2011 Information Technology – Interoperability with assistive technology (**AT**) – Part 1: Requirements and recommendations for interoperability.

## **9 Service management software and standards**

- 9.1 Subject to Paragraphs 2 to 4 (inclusive), the Supplier shall reference relevant industry and HM Government standards and best practice guidelines in the management of the Services, including the following and/or their equivalents:

- 9.1.1 ITIL v4;
- 9.1.2 ISO/IEC 20000-1 2018 "Information technology — Service management – Part 1";
- 9.1.3 ISO/IEC 20000-2 2019 "Information technology — Service management – Part 2";
- 9.1.4 ISO 10007: 2017 "Quality management systems – Guidelines for configuration management"; and
- 9.1.5 ISO 22313:2020 "Security and resilience. Business continuity management systems. Guidance on the use of ISO 22301" and, ISO/IEC 27031:2011 and ISO 22301:2019.

- 9.2 For the purposes of management of the Services and delivery performance the Supplier shall make use of Software that complies with Good Industry Practice including availability, change, incident, knowledge, problem, release and deployment, request fulfilment, service asset and configuration, service catalogue, service level and service portfolio management. If such Software has been assessed under the ITIL Software Scheme as being compliant to "Bronze Level", then this shall be deemed acceptable.

## **10 Hardware safety standards**

- 10.1 The Supplier shall comply with those BS or other standards relevant to the provision of the Services, including the following or their equivalents:
- 10.1.1 any new hardware required for the delivery of the Services (including printers), shall conform to BS EN IEC 62368-1:2020+A11:2020 or subsequent replacements. In considering where to site any such hardware, the Supplier shall consider the future working user environment and shall position the hardware sympathetically, wherever possible;
  - 10.1.2 any new audio, video and similar electronic apparatus required for the delivery of the Services, shall conform to the following standard: BS EN IEC 62368-1:2020+A11:2020 or any subsequent replacements;
  - 10.1.3 any new laser printers or scanners using lasers, required for the delivery of the Services, shall conform to either of the following safety Standards: BS EN 60825-1:2014 or any subsequent replacements; and
  - 10.1.4 any new apparatus for connection to any telecommunication network, and required for the delivery of the Services, shall conform to the following safety Standard: BS EN 62949:2017 or any subsequent replacements.
- 10.2 Where required to do so as part of the Services, the Supplier shall perform electrical safety checks in relation to all equipment supplied under this Contract in accordance with the relevant health and safety regulations.