

SCHEDULE W: INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT)

1. ICT Systems

1.1. The Provider shall provide a robust and suitable ICT system (**the Provider's System**):

1.1.1 for the provision of the Management Information as specified in Schedule B (Service Specification) and Schedule F (Performance and Monitoring Mechanism); and

1.1.2 for the production and management of the Worker Portfolio and Appraisal Record as set out in 2.9.5 of Schedule B (Service Specification).

1.2. The Provider shall use the Authority's ICT system (**the Authority's System**) in order to record Workers' attendance within the Workshops.

1.3. Access to the Authority's System for the purpose of recording Workers' attendance in accordance with paragraph 1.2 shall be provided to four (4) named Users as set out at paragraph 7 below.

1.4. The Provider will be permitted to export data such as Worker attendance information to the Provider's System upon the prior Approval of the Authority and in accordance with the Authority's Information Assurance and Information Security requirements. This Approval is required in respect of the data to be exported and the method of exporting that data from the Authority's System to the Provider's System.

2. Alterations to the Provider's System and Authority's System

2.1. The Provider shall be entitled to make alterations to the Provider's System to meet the requirements at paragraph 1.1 if these do not have any impact on the Authority or the provision of the Services. If any such alterations are made, the Provider shall inform the Authority of such changes.

2.2. The Authority shall inform the Provider of any alterations to the Authority's System that affect the Provider's ability to record Workers' attendance within the Workshops.

3. Information Assurance and Security

3.1 The Provider shall ensure that the Provider's System the Provider's Personnel and any of its Sub-contractor's Personnel comply with the requirements of Schedule U (Information Security) and Schedule X (Information Assurance).

4. Communications

4.1. The Provider shall provide a telephone number and a mail box approved to receive, send and store emails that is operated between 9am and 5pm Monday to Friday for the purpose of communication between the Provider and the Authority.

5. Approach to Green ICT

- 5.1. The Provider shall use reasonable endeavours to reduce the environmental impact of the Provider's System in accordance with the Government Digital Service – Technology Code of Practice which is available at <https://www.gov.uk/service-manual/technology/code-of-practice.html> , as updated from time to time.
- 5.2. The Provider shall comply with all relevant Greening Government Commitments as stated in Sustainable Development in Government – Greening Government Commitments. The Provider shall provide all relevant data to the Authority as soon as practicable after a request to do so from the Authority to enable the Authority to comply with its obligations to report on certain aspects of the Authority's System including that used by the Provider.
- 5.3. The Provider shall ensure that the Hardware in the Provider's System meets Sustainable Development in Government - Buying Standards at mandatory level or an equivalent international standard, such as EU Energy Star qualification or Electronic Product Environmental Assessment Tool (EPEAT) verification.
- 5.4. The Provider shall develop and implement a policy for disposing of the Provider's System devices (with emphasis placed on re-use and recycling) in accordance with the Sustainable Development in Government – Greening Government Commitments and will provide a copy of that policy to the Authority.

6. Assistive Technology

- 6.1. The Provider shall, to comply with the Equality Act 2010, provide Assistive Technology equipment for all persons using the Provider's System.
- 6.2. The Provider shall demonstrate its understanding of Assistive Technology issues to the Authority upon request and provide examples of its responsiveness to the needs of each person who requires Assistive Technology.
- 6.3. The Provider shall comply with the Authority's Assistive Technology Policy.
- 6.4. The Provider shall comply with measures set out in Section 6 – “Make Things Accessible” of the Government Digital Service – Technology Code of Practice which is available at <https://www.gov.uk/service-manual/technology/code-of-practice.html>.

7. Users

- 7.1. The Provider shall:
 - 7.1.1. ensure that all Users of the Authority's System are fully authorised with the appropriate role-based access controls (RBAC); and
 - 7.1.2. provide to the Authority details of the Users and applicable RBAC.

8. Workshop ICT Infrastructure

- 8.1. The Authority shall provide, as a minimum, the following ICT infrastructure in each Workshop for use by the Provider without charge:
 - 8.1.1. a single Quantum (NICTS) Workstation located in a secure area within the Workshop through which the Provider will be able to access the Authority's System and four User logins;

- 8.1.2. one internal telephone with Direct Dial-In (DDI) functionality, PIN protected voicemail and DDI for a fax machine;
- 8.1.3. one printer suitable for standard office functions;
- 8.1.4. access to a BT Direct Line; and
- 8.1.5. access to the Prisoner Self Service System.