

ICT SERVICES AGREEMENT SCHEDULES

SCHEDULE 2.3

STANDARDS

CONTENTS

Section A: Product Description

**Sections
B and C: Guidance with Pro-forma/Example Schedule**

Section A

Product Description

1. PRODUCT TITLE

ICT Services Agreement - Schedule 2.3 (Standards).

2. PURPOSE OF PRODUCT

To specify the standards to apply (and with which the Contractor will comply as appropriate) in the provision of the Services. The standards will cover the following areas:

- Technical;
- Quality;
- Security; and
- Business.

(See Section B and C: Guidance and Pro-Forma/Example Schedule)

3. COMPOSITION

A list of the applicable standards. The schedule may refer to specific standards based on the Authority's requirements and government standards for ICT projects.

4. DERIVATION

Authority requirements

5. RELATED CLAUSES & SCHEDULES

Clauses: 9 (Guidance Paragraph 4)

 12 (Standards)

 13 (Quality Assurance and Performance Monitoring)

 24.1.13 (Audits)

 45.2.1 (Warranties)

Schedules: 2.1 (Service Description)

2.5 (Security Requirements and Plan)

6. ALLOCATION

- Authority to submit to bidders for discussion during the dialogue phase.
- Authority to complete and issue final version with ITT.

7. QUALITY / REVIEW

Authority expertise: technical, project management.

Sections B and C

Guidance with Pro-forma/Example Schedule

The Contractor shall comply with the following standards:

[Guidance: When considering which standards are applicable to the project, the Authority should first evaluate whether the example standards set out below are appropriate or whether better value or a more appropriate quality level which still meets the needs of the Authority is achieved through allowing the Contractor to use their own.]

1. TECHNICAL

[Guidance: This list is provided by way of example, showing some of the current general standards and latest versions applicable to ICT projects. See the Cabinet Office website e-government page for more information about ICT standards and to ensure that the current versions are being used:

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

1.1 e-Government Interoperability Framework

[Guidance: defines the technical policies and specifications governing information flows across government and the public sector. They cover interconnectivity, data integration, e-services access and content management. Also contains the high level policy statements, management, implementation and compliance regimes. Technical policies and specifications are contained in the Technical Standards Catalogue.]

1.2 Technical Standards Catalogue

[Guidance: The Technical Standards Catalogue contains the e-GIF technical policies, tables of specifications, a glossary and abbreviations list. In former versions it was known as e-GIF Part Two.]

1.3 e-Government Metadata Standard (e-GMS)

[Guidance: The e-GMS lists the elements and refinements that will be used by the public sector to create metadata for information resources. It also gives guidance on the purpose and use of each element.]

1.4 ITIL Guidelines

- 1.4.1 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.]
- 1.4.2 The Contractor shall ensure that its service support processes include:
- 1.4.2.1 Configuration Management;
 - 1.4.2.2 Service Desk;
 - 1.4.2.3 Incident Management;
 - 1.4.2.4 Problem Management;
 - 1.4.2.5 Change Management; and
 - 1.4.2.6 Release Management,
- 1.4.3 The Contractor shall ensure that its service delivery processes include:
- 1.4.3.1 Service Level Management;
 - 1.4.3.2 ICT Financial Management;
 - 1.4.3.3 Capacity Management;
 - 1.4.3.4 Availability Management;
 - 1.4.3.5 ICT Service Continuity Management; and
 - 1.4.3.6 Security Management.
- 1.4.4 The Contractor shall initiate a project within three months of the Effective Date with the aim of achieving BS15000 (IT Service Management) certification within 18 months of the Effective Date. This certification is to apply to the service specified in the Agreement and not to the Contractor's organisation as a whole.

- 1.4.5 The Contractor shall on reasonable request allow the Authority to engage the services of a Registered Certification Body (RCB) to audit their compliance with the BS15000 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 Authority.
- 1.4.6 The Contractor's ICT service management functions shall interface with the Authority in accordance with the Authority's ICT service management framework.
- 1.4.7 [The Contractor shall on reasonable request provide the Authority with documents showing how ITIL guidelines have been followed in the provision of the Services.]
- 1.4.8 The Contractor shall on request allow the 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. BUSINESS

- 2.1 *[Guidance: the Authority will need to highlight any business policies, practices or procedures which the Contractor should adhere to. This clause will need to be expanded to reference these specific practices.]*

3. ENVIRONMENT

- 3.1 [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.]
- 3.2 [The Contractor warrants that it has obtained ISO 14000/14001 certification for its environmental management and shall comply with and maintain such certification requirements.]
- 3.3 [The Contractor shall comply with relevant obligations under the Waste Electrical and Electronic Equipment Regulations 2002/96/EC.]

4. [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.]

5. [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 Authority.]

6. [DATA STANDARDS

6.1 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 Authority.

6.2 Key data shall include:

[Guidance: insert details of key data such as names, addresses etc];]

7. [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 *[insert details of the Deliverables, Services or Systems]*:

- *[insert lists here, ie access via passwords, controls over leavers and joiners, user access rights etc.]*

8. [VERSION CONTROL

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