

SCHEDULE 18
STANDARD AND POLICIES

1. GENERAL

1.1. In addition to any standards stated elsewhere in this Agreement the Contractor shall as a minimum meet the current Authority service and information technology standards detailed in this Schedule including any changes thereto which occur during the life time of this Agreement, subject to the Change Control Procedures as modified by Clause 45.

1.2. The standards shall include but not be limited to:

1.2.1. Jobcentre Plus Customers' Charter;

1.2.2. Child Support Agency Charter;

1.2.3. Pension Service Customer Charter;

1.2.4. Disability & Carers Customer Charter;

1.2.5. Audit Trail Guidance;

1.2.6. Not Used

1.2.7. Not Used

1.2.8. Information Systems Security Standards (See Item 2.1.19)

1.2.9. Security Accreditation Policy; and

1.2.10. The Civil Service Code (which can be obtained online at www.cabinet-office.gov.uk or in hard copy from the Cabinet Office).

2. INFORMATION TECHNOLOGY

2.1 The Contractor shall at all times comply (and shall ensure Subcontractors and Staff comply) with all of the mandatory statements and policies detailed below:

- 2.1.1 DWP IT accessibility standards;
- 2.1.2 DWP Sustainable Development policy;
- 2.1.3 Not Used - Not Received
- 2.1.4 OGC Sponsored Intellect Code of Best Practice;
- 2.1.5 BS 7799 for Information System Security;
- 2.1.6 Not Used – Not Applicable
- 2.1.7 Not Used – Not Applicable
- 2.1.8 Not Used – Not Applicable
- 2.1.9 Not Used
- 2.1.10 Not Used
- 2.1.11 Not Used – Not Applicable
- 2.1.12 Document Management Application Architecture Version 1.4 (Where Applicable to the Scanning Operation undertaken by Xerox Only)
- 2.1.13 DWP Enterprise IT Architecture – EITA Level 0 Version 2.1;
- 2.1.14 Not Used - Not Received
- 2.1.15 Not Used – Not Received
- 2.1.16 Electronic Access Policy;
- 2.1.17 Financial Control Framework;
- 2.1.18 ISO9000 for Quality Management and Post Handling;
- 2.1.19 IT/IS Security Standards Version 1 (ISSSG)
- 2.1.20 Not Used – Not Received
- 2.1.21 Not Used – Not Received
- 2.1.22 Manual of Protective Security; (Section 24 exempt)
- 2.1.23 PRINCE 2
- Security IT Architecture Version 1.0; and
- 2.1.24 Welsh Language Framework.

2.2 The Contractor shall also ensure that the the Services are delivered in accordance with the following:

- 2.2.1 BIP008 Scanning Standard; (Where Applicable to the Scanning Operation undertaken by Xerox Only)
- 2.2.2 Computer Misuse Act 1990;
- 2.2.3 Copyright, Designs and Patents Act 1988;
- 2.2.4 Data Protection Act 1998;
- 2.2.5 Not Used – Not Applicable
- 2.2.6 Disability Discrimination Act 1995;
- 2.2.7 Not Used – DPA above 2.2.4 applies
- 2.2.8 Freedom of Information Act 2000;
- 2.2.9 Human Right Act 1998;
- 2.2.10 Official Secrets Act;
- 2.2.11 Prevention Of Corruption Act 1905 and 1915;
- 2.2.12 Race Relations Act 2000; and
- 2.2.13 Social Security Administration Act 1992.

2.3 The Contractor shall comply with the terms and conditions of all licences for the Authority Software and Authority Third Party Software which they choose to licence from the Authority.

2.4 The Contractor shall ensure that any Contractor IT system which connects to and uses core

Authority Data, including current Authority operational strategy systems, shall interface with those Authority systems using the required interfaces, protocols, Authority data/file formatting standards, approved data access controls, any specific software, hardware or infrastructure components mandated by the Authority for the particular Authority system and shall comply with all corresponding security and audit facilities.

- 2.5 Where the IT system of the Contractor used in the performance of the Services has, or will have, some interface or interchange of information with an existing IS/IT system of the Authority or one of its suppliers, the Contractor shall ensure conformance, within the Contractor IS/IT systems, to all applicable interface standards, without cost or inconvenience to the owners or operators of the targeted IS/IT system(s).
- 2.6 If more than one supplier delivers any element of office services, the Contractor shall co-operate with the other suppliers to enable its supporting IS/IT system to interchange any data or information held therein, such that the receiving IT system can incorporate the information in a useable fashion.
- 2.7 The Contractor shall ensure that any Contractor system which uses electronic information shared or exchanged with other Authority business units shall comply with shared data definitions agreed with the Authority.
- 2.8 The Contractor shall ensure that any systems which transmit data to any databases containing Authority Data do so in accordance with rules governing data verification. Such rules will be specified by the Authority following any Contractor proposal to connect to such a database. Data updates shall be applied by the Contractor using authentication and access controls, with event logging and an audit trail service, in accordance with the requirements of Schedule 17.
- 2.9 The Contractor shall ensure that hardware and software employed by the Contractor in the provision of the Services shall have sufficient performance and capacity to provide for any foreseeable increase in business volumes. The Contractor has provided a solution to meet the requirements of Schedule 2 and to deliver these requirements in accordance with Schedule 3. The Contractor will work with the Authority in the context of these documents and the Agreement Change Control Procedure.
- 2.10 The Contractor shall ensure that software used by the Contractor in the provision of the Services shall, wherever it is suitable and available, be commercial off-the-shelf software adhering to de facto industry standards and having some or all of the attributes listed in the appropriate Authority guidance.
- 2.11 The Contractor shall ensure that any IT systems management tools employed by the Contractor shall be capable of an upgrade which will provide remote access management functions for an operator acting on behalf of the Authority to perform tasks in connection with MIS, security and audit for Contractor systems.
- 2.12 Not Applicable – Electronic Payment Systems are not used
- 2.13 The Contractor shall update the protocols which underpin the production of electronic reports—on a regular basis as agreed with the Authority. The protocols shall be reviewed and updated as necessary at least once every three (3) years.
- 2.14 The Contractor shall confirm that where required they will develop and deliver new protocols.
- 2.15 IS/IT-based solutions proposed by the Contractor following the award of business

shall be subject to review and agreement by the Authority before their adoption, to ensure conformance to relevant standards, and interfaces within the Authority's corporate and Agency IS/IT strategies.

- 2.16 Authority Data created and kept by Contractor IT systems on behalf of the Authority shall be handled in conformance with the relevant provisions of the Data Protection Act. In addition, and subject to Clause 31, the Contractor must conform to any requirements of the Authority's Data Protection Unit in respect of DWP business data.
- 2.17 The Contractor shall ensure that any electronic documents created by the Contractor's IT system, which contain Authority Data or information which may be used in legal proceedings of any kind, shall be treated in accordance with the British Standards Institute (BSI) Code of Practice for Legal Admissibility and Evidential Weight of Information Stored Electronically (BIP 0008).
- 2.18 The Contractor shall ensure that information provided by the Contractor in electronic format for the public domain shall conform to the relevant Authority house-style for the media used. The Contractor shall ensure that information about the service which is published on the Internet or any other public network is cross referenced to other relevant Authority information sites, by arrangement with the Authority acting on behalf of DWP Information Branch.
- 2.19 The Contractor shall ensure that software applications used by the Contractor to create data structures, including databases, documents and other formatted electronic files, shall meet certain standard formats which shall be specified by the Authority.
- 2.20 The Contractor shall be responsible for ensuring compliance with the standards, regulations and legislative requirements set out in this Schedule 18 or the equivalent standards of other EU member states together with any other standards, regulations and legislative requirements from time to time in force.
- 2.21 Safety of information technology equipment including electrical business equipment:
 - 2.21.1 BS EN 60950;
 - 2.21.2 EC 60950; and
 - 2.21.3 BS 7002.
- 2.22 UK Provision and Use of Work Equipment Regulations, 1998 (Health and Safety Executive).
 - 2.22.1 IEC 60435.
 - 2.22.2 Safety of electrical energised office machines:
 - 2.22.3 0380.
- 2.23 Safety of domestic mains powered electrical equipment:
 - 2.23.1 BS 415; and
 - 2.23.2 BS EN 60065.
- 2.24 Safety of apparatus for connection to BT Networks:

2.24.1 EN 41003.

2.25 Radiation and Safety of Laser Products and Systems:

2.25.1 BS EN 60825; and

2.25.2 PD IEC 60825.

2.26 UK Workplace (Health, Safety and Welfare) Regulations 1992.

2.27 Measurement of Airborne Noise:

2.27.1 BS EN ISO 7779.

2.28 Not Applicable

2.29 Electrical Interference:

2.29.1 BS EN 55014;

2.29.2 CISPR 14;

2.29.3 BS EN 55022; and

2.29.4 CISPR 22.

2.30 Electromagnetic Compatibility:

2.30.1 BS EN 60801-2;

2.30.2 BS EN 61000-4-1;

2.30.3 BS EN 61000-4-3;

2.30.4 BS EN 61000-6-1;

2.30.5 BS EN 61000-6-3;

2.30.6 EU Directive 89/336/EEU; and

2.30.7 EU Directive 92/31/EEU.

2.31 Ergonomics:

2.31.1 BS EN 29241; and

2.31.2 EU Directive 90/270/EEU.

3.32 All applicable EU and UK Legislation on the use of VDUs and display screens including:

2.32.1 The UK Health and Safety (Display Screen Equipment) Regulations 1992; and

2.32.2 BS EN 29241 - European Standard on ergonomic requirements for office with Visual

2.32.3 Display Terminals.