**Framework Schedule 1 (Specification)**

**RM6194 Back Office Software**

This Schedule sets out what we and our Buyers want.

For all Deliverables, the Supplier must help Buyers comply with any specific applicable Standards to the Buyer.

The Deliverables and any Standards set out in Paragraph 2below 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 Call-Off Contract.

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1. **Summary**

**The scope of Deliverables covered by this framework:**

|  |  |
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| Enterprise Resource Planning | Core ERP |
| Human Capital Management | Includes Workforce, Time Recording, Learning, Payroll, Benefits, Absence Management, Talent. |
| Financial Accounting | Includes Budgets, Expenses, Revenue Management, Asset Management, Financials, Accounts Payable, Accounts Receivable, General Ledger, Tax, Inventory. |
| Procurement | Includes eSourcing, Procure to Pay, Source to Pay, Catalogues, Contract Management and Supply Chain Management. |
| Reporting | Includes Business Information, Dashboard, Analytics, Consolidation. |
| Customer Relationship Management | Includes Teleservice, Contact Management, Sales Lead Management, Forecasting. |
| Workflow Technologies | Includes Automation Technology, Identity Services. |
| Content Services | Inc. Document Management and Imaging Solutions, Knowledge Sharing. |
| Service Portal | Guidance, Policy Notes, Web Chat/Digital Assistant. |
| Integration Software | Link to myCSP, Training, Learning Recruitment, Mobility, Accessibility etc |

1. **Deliverables**
2. Suppliers awarded a place on this framework must comply with the following mandatory requirements and Deliverables:
3. Suppliers must have the capability to provide a range of software and open source software and associated services.
4. Suppliers will set out clear plans for sharing developments, including new developments, between Buyers using their systems to accelerate innovation and reduce development costs for their customers.
5. The Supplier must be able to provide the installation, implementation and configuration of software, where required by the Buyer.
6. The Supplier must be able to provide or make arrangements for the Software Support and Maintenance services for software products purchased via this Framework Contract.
7. The Supplier must be able to provide renewals of existing commoditised support and maintenance service agreements, where required by the Buyer.
8. The Supplier must provide pre-sales support for specification clarification, where required by the Buyer.
9. The Supplier must provide advice to Buyers on opportunities to transfer software licences to other public bodies when those licences are no longer required by the Buyer.
10. The Supplier must provide Application Support and data management.
11. The Supplier must ensure that systems are either enabled for mobile use or can easily be integrated with mobile enabled interfaces.
12. The Supplier must ensure that support and maintenance services are available for software licensed via Call-Off Contracts for a minimum of thirty six (36) months from the date of the original license sale, if required by the Buyer.
13. The Supplier must participate in Framework Contract management activities, for example, management meetings with CCS and/or its procurement partners in relation to this Framework Contract and their general public sector business. These would be at mutually agreed intervals.
14. The Supplier must provide all quotations in a manner that clearly demonstrates to the Buyers the different costs associated with their procurement, software, Services, on-going support and maintenance and any other costs and any limitations or assumptions that have been made in arriving at the proposed pricing.
15. The Supplier must ensure Software Support and Maintenance charges include all updates for changes to the taxation regime applied by HMRC, changes to law by legislators and changes in regulation by regulatory bodies. If the Supplier believes that an extraordinary charge is required to cover the cost for any changes this may only be issued to Buyers with the Approval of CCS.
16. The Supplier must attend regular Buyer review meetings and performance reporting with the Buyer, to review the solution matters such as Service Levels, software upgrades, risks and issues, resource utilisation, implementation progress and to agree future requirements and developments, including innovation and continuous improvement plans. The Supplier must provide and maintain records and reports to show Service Levels achieved for the solution. (Frequency and content to be agreed with the Buyer.)
17. The Supplier must provide advice and assistance to Buyers seeking to reduce their costs through shared services, aggregated procurements or asset management.
18. The Supplier must work with CCS to market and promote the Framework Contract to CCS’s customers. This may include and not be limited to, Case Studies from contracts awarded via the Framework Contract, marketing material, website pages and webinars. At frequencies mutually agreed between CCS and the Supplier.
19. The Supplier must work with the Buyer in order to agree Operational Level Agreements (OLA) and maintain these as part of the contract management process.
20. Optional Deliverables include but are not limited to the following:
21. The Supplier may provide management of updates and patches related to software purchased via this Framework Contract.
22. The Supplier may have the capability to assess options of utilising Open Source products.
23. The Buyer may direct award the following optional services, which must be intrinsic to an existing system already in use by the Buyer and only capable of being supplied by either the Supplier or its Key Subcontractor:

·   Licenses for individual software modules

·   Licenses for common configurations of modules for whole systems

·   Consultancy rates for installation, configuration, integration, application design, systems architecture, data migration and software development for Deliverables within the scope of this Framework Contract.

·  Software Support and maintenance services for the above.

1. Catalogue

Direct award may also be used by the Buyer to purchase the deliverables at C) above using catalogue pricing provided by the Supplier to CCS.

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| **Catalogue content** |
| The Supplier will manage the catalogue as follows;   * Ensure pricing submitted for the catalogue remains current for at least one (1) calendar month and that a live catalogue remains in place throughout the term of their Framework Contract. * Review the catalogue content, including pricing, at least once every calendar month, with pricing being available a minimum of 14 days. * Ensure that the catalogues are submitted to CCS in the correct format and with all required content. Please note, the information required from suppliers to populate catalogue content is subject to change. As a minimum, this will include Suppliers providing the information to populate the data fields as detailed in the minimum catalogue supplier content template which will be published at time of award. * Ensure that all sales related to catalogue purchases are recorded and reported appropriately to CCS via their monthly management information return. |

1. Software support and maintenance

The Supplier may provide the following support and maintenance services (but are not limited to):

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| * + - 1. **Service Desk**   **The Supplier must provide the following if required by Buyers** |
| The service desk acts as the primary user interface between the Buyer’s IT users and the information system support function. The role of the service desk is to:   * Take ownership of all calls made to it; * Ensure that the Buyers are provided with incident resolutions.   The service desk may include, but will not be limited to, the provision of the following services:   * A logical ‘single point of contact’ for all user contacts * Telephone and email support * Contact answering * Accurate recording of all contacts * Timely updating of contact data * Contact categorisation including contact type and severity levels * Contact prioritisation * Instigation of escalation procedures as appropriate * Direct and prompt resolution of contacts * Providing timely and accurate information to users * Obtaining Buyer’s agreement or sign off prior to the closure of any contact * Active ownership, tracking and management of all contacts within scope – to ensure contacts are resolved * To keep the caller updated of the status of any contact where they are unlikely to be resolved or completed within the agreed time * To update appropriate IT and user management of the status of all high priority and service affecting contacts * Where necessary provide on-site support to the repair process * Incident management system to be visible via a web browser or suitable dashboard * Incident management and reporting |
| **b)** **Maintenance Services**  **The Supplier must provide the following if required by Buyers** |
| The provision of maintenance services for software applications covered by this Framework Contract(inclusive of any customisation) including but not limited to:   * Break-fix support * Advisory services on the implementation of pre-built patches that the customer has rights to deploy and is licensed to use by the relevant software owner * Development, testing and implementation of bug fixes (or such bug fixes where available from the relevant software owner, advisory services in the implementation thereof) * Development, testing and implementation of workarounds where bug fix is not possible (or such bug fixes where available from the relevant software owner advisory services in the implementation thereof) * Development, testing and implementation of all necessary updates to ensure that the software undertakes all processing to include changes to the taxation regime applied by HMRC, changes to law by legislators and changes in regulation by regulatory bodies (or such bug fixes where available from the relevant software owner advisory services in the implementation thereof) * Monitoring of the operation of the software in order to assure application and information availability and integrity * Provision of a knowledge-base of known issues and solutions in respect of the software * Provision of release notes to customers * Assistance with upgrading, replacing, or otherwise changing the software |
| **c)** **User Support**  **The Supplier must provide the following if required by Buyers** |
| User support may include but will not be limited to the provision of the following services;   * Access to user documentation pertaining to the solution, including system manuals, user guides, on-line help, FAQs; * Updating of documentation to reflect new versions of the Supplier solution; * Provision of operational support as part of their application management service; * Provision of second line operational support and help desk services to the Buyers’ users in respect of the solution and its associated activities. Investigation and resolution of all technical issues arising from reported problems; * Resolution in line with the resolution Service Levels, as defined in the Call-Off Contract; * Provision of a single service management system for incident management, problem resolution and change management, with a designated account manager as a single point of contact for user support. |

1. Additional Services

The Supplier may offer the following additional services when linked to the service Deliverables;

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| 1. **Hosting Services**   **The Supplier must provide the following if required by Buyers** |
| Hosting services may include but will not be limited to the provision of the following services:   * Management of the hosting of the solution and making it available to users, via a secure website having a unique web address; * Development, test, production and live or production environments; * Management of the Supplier system infrastructure, including performance and management of the central server configuration, encryption management, firewall management, data filter management and WAN management; * Proactive monitoring of the Supplier system servers and related network for traffic and capacity, and reporting on traffic volumes, disk utilisation and percentage capacity free on disk, performance data, workload analysis, peaks and failures for each reporting period; and * Ability for the Buyer to choose an alternative compatible hosting environment if required. |
| **b) Data Handling and Validation**  **The Supplier must provide the following if required by Buyers** |
| Data handling and validation may include but will not be limited to the provision of the following services:   * Development of the specification of data extracts; * Physical, secure transfer of extract data from source systems in multiple organisations to the location where the validation and loading process is to be undertaken; * Regular refreshing of extract data, to support a refresh schedule throughout the lifetime of this Framework Contract and any Call-Off Contracts; * Processing capability for checking the quality and completeness of source data and to facilitate the ability to correct data errors within the source data prior to loading into the solution; * Management of continuous improvement of data quality, through an iterative cleansing and mapping process; * Building, operating, hosting and maintaining an analysis database ensuring that it is appropriately structured and optimised and has sufficient hardware resources to operate efficiently and effectively and loading all extract data into this analysis database. |
| **c) Application Software**  **The Supplier must provide the following if required by Buyers** |
| Application software may include but will not be limited to the following:   * Discrete application (including Third party apps) used to enhance the delivery or ongoing performance of the core system. * Complimentary or supportive of the core deliverables |
| **d) Managed Application Services**  **The Supplier must provide the following if required by Buyers** |
| Managed Application services may include but will not be limited to the provision of the following services:   * support and maintenance for third party applications * monitoring of application services on a Customer network * troubleshooting, modifying, maintaining and enhancing legacy systems |
| **e) Database Administrative Services**  **The Supplier must provide the following if required by Buyers** |
| Database Administrative services may include but will not be limited to the provision of the following services:   * installation, management, and support for databases required by the core software solution or supporting software packages * administration services including:   + installation of database software,   + setup and configuration of database instances,   + database security,   + patching,   + tuning and performance analysis,   + troubleshooting, |
| **f) Disaster Recovery and Backup Services**  **The Supplier must provide the following if required by Buyers** |
| Disaster Recovery and Backup services may include but will not be limited to the provision of the following Services:   * services including Backup as a Service and Disaster Recovery as a Service * data encryption * change management * incident management * provisioning management * patch management * access management * security management * continuity management * monitoring, reporting and analytics |
| **g) Solution Review**  **The Supplier must provide the following if required by Buyers** |
| Solution review process may include but will not be limited to the provision of the following Services:   * The provision of a designated account manager to act as a single point of contact on all matters relating to the solution implemented; * Provision of a monthly report to support review meetings covering the items described above; and * Maintenance of records and provision of monthly performance reports to demonstrate the levels of service provided, enabling the Buyer to determine the Supplier’s overall performance in providing the solution. |

1. Hardware, software and peripherals

The Supplier must provide the following if required by Buyers:

Provision of hardware and peripherals to enable the delivery and or use of the solution supplied on the condition that the costs (of the hardware and peripherals) fall below 50% of total contract value and Buyers are provided with the opportunity to substitute the proposed hardware or peripherals with those supplied by other sources if the alternative source will provide the Buyer with better value for money.

1. **Standards and Accreditations**
2. The Supplier shall at all times during the term of any relevant Call Off Contract, where required by a Buyer, comply with relevant Standards, which may include (but not be limited to the following):

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| **(a) Service Management** | |
| (i) | BS EN ISO 9001 “Quality Management System” standard or equivalent. |
| (ii) | ISO/IEC 20000-1 2018 “ITSM Specification for Service Management” or equivalent. |
| (iii) | ISO 10007:2017 “Quality management systems – Guidelines for configuration management”. |

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| **(b) Environmental / Sustainability** | |
| (i) | BS EN ISO 14000 2015 Environmental Management System standard or equivalent. |
| (ii) | Standards; Green Public Procurement Criteria  <http://ec.europa.eu/environment/gpp/eu_gpp_criteria_en.htm> |
| (iii) | Greening government ICT strategy  <https://www.gov.uk/government/publications/greening-government-sustainable-technology-strategy-2020> |

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| **(c) Accessible IT** | |
| (i) | The World Wide Web Consortium (W3C) Web Accessibility Initiative (WAI) Web Content Accessibility Guidelines (WCAG) 2.1 Conformance Level AA. |
| (ii) | ISO/IEC 13066-1:2011 Information Technology - Interoperability with assistive technology (AT) – Part 1: Requirements and recommendations for interoperability. |

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| **(d) Information Technology** | |
| (i) | Open standard principles  <https://www.gov.uk/government/publications/open-standards-principles> |
| (ii) | Government open data standards  <https://www.gov.uk/government/publications/open-standards-for-government> |
| (iii) | Technology code of practice  <https://www.gov.uk/government/publications/technology-code-of-practice/technology-code-of-practice> |

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| **(e) External Connectivity Standards (optional)** | |
| (i) | PCI DSS V3.2.1 (Card payment network) |
| **(f) Information Security and Cyber Essentials** | |
| (i) | ISO/IEC 27001:2013 Information Security Management standard or equivalent. |
| (ii) | Government Security Policy Framework  <https://www.gov.uk/government/publications/security-policy-framework> |
| (iii) | Cyber Security for Consumer IoT  <https://www.gov.uk/government/collections/secure-by-design> |

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| **(g) eCommerce** | |
| (i) | The Supplier shall enable ePayment Solutions and will adapt its own systems and processes, if necessary, to accommodate Buyer requirements. |
| (ii) | The Supplier acknowledges and agrees that the Government wide strategy of ‘Digital by Default’<https://www.gov.uk/government/publications/government-digital-strategy> endorses a commitment to implement e-commerce systems including, for example, purchase-to-pay (P2P) automated systems, as the preferred transacting model for all Government purchasing transactions. The intent is to migrate, wherever practically possible, all Government purchasing to an e-commerce environment. |
| (iii) | The Supplier acknowledges and agrees that when contracting with Central Government Bodies, the latter may use a specific e-commerce application and the Supplier shall be required to comply with the relevant requirements set out by the Central Government Body in their Statement of Requirements during the Further Competition Procedure and/or terms of the relevant Call-Off Contract. |

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| **(h) Miscellaneous** | |
| (i) | The Suppliers shall comply with the Governments supplier standard for digital and technology service providers  <https://www.gov.uk/government/consultations/supplier-standard-for-digital-and-technology-service-providers/supplier-standard-for-digital-and-technology-service-providers> |

1. **Cyber Essentials.** The Supplier shall from the Framework Contract commencement date, during the term of the Framework Contract and the term of any relevant Call Off Contract hold a current Cyber Essentials Scheme Basic Certificate, or an equivalent certification. Information about Cyber Essentials can be found at: <https://www.gov.uk/government/publications/cyber-essentials-scheme-overview>

Suppliers providing an equivalent certification to CCS will be required to provide evidence of how it meets with the Cyber Essentials standard.

Where required by the Buyer, the Supplier may be required to hold Cyber Essentials Plus certification.

1. The Supplier shall comply with any Standing Instructions. The Supplier will bear the cost for implementation.
2. From time to time, the Supplier shall review the standards from the source to ensure it is up to date with any new editions.
3. **Social Value**

1. 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-introductory-guide>

Recently 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:

* Environmental Sustainability – see Paragraph 4.2.1 below
* Energy Efficiency – See Paragraph 4.2.2 below
* Carbon Footprint Management – See Paragraph 4.2.3 below
* Waste Management – see Paragraph 4.2.4 below
* Accessibility – see Paragraph 4.2.5 below
* Modern Slavery - see Paragraph 4.2.6 below
* Standards in the Supply Chain 4.2.7 below
* COVID-19 Recovery 4.2.8 below

Buyers may identify further specific Social Value priorities based on the updated social value themes during a Call-Off Procedure.

1. Environmental Sustainability
2. Suppliers shall contribute towards the public sector’s goal of improving the sustainability of ICT purchases and their operation via the Services supplied to Buyers under this Framework Contract.
3. Suppliers shall where required to support Buyers in developing their environmental policies, by providing advice on the best use of Services supplied and where appropriate by proposing innovative Services.
4. Suppliers are required to consider the impacts of their business processes on the environment and take measures to reduce such impact including by supporting where possible the Government’s Environmental Policy and Sustainable Development Plan: <https://www.gov.uk/government/sustainable-development>.
5. Energy Efficiency

1. Suppliers must consider the energy efficiency of all Goods and/or Services offered to Buyers and provide appropriate solutions and advice:

DEFRA: Sustainability in information and communication technology (ICT): a Defra guide

Certification of Energy Efficiency for Data Centres: <https://www.ceedacert.com/>

1. Suppliers are required to follow the 2018 Best Practice Guidelines for the EU Code of Conduct on Data Centre Energy Efficiency <https://publications.jrc.ec.europa.eu/repository/bitstream/JRC110666/kjna29103enn.pdf>
2. **‘**Carbon Footprint’ measurement
3. Suppliers must provide Information on all relevant products and Services to assist Customers in the task of calculating their total carbon footprint.
4. Suppliers must offer itemised carbon footprint figures for all Goods and/or Services.

External links for guidance:

DEFRA: <https://uk-air.defra.gov.uk/>

PAS2050: <http://shop.bsigroup.com/en/forms/PASs/PAS-2050>

iSERVcmb: [www.iSERVcmb.info](https://iservcmb.info/)

1. Waste Management
2. Suppliers shall ensure that they have adequate waste management solutions for the Services.
3. Suppliers shall where requested provide Buyers with a waste management strategy for the Services including refresh, refurbishment or reuse of equipment and environmental recovery, recycling or disposal options.

External links for guidance:

WEEE Directive:

<http://www.environment-agency.gov.uk/business/topics/waste/32084.aspx>

and

<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:32002L0096:EN:NOT>

RoHS Regulations:

<http://www.rohs.gov.uk/>

1. Supplier Accessibility Responsibilities
2. Where required by Buyers, Suppliers shall provide suitable hardware and software to meet the diverse user needs. 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.
3. 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 Customer’s needs.
4. Where required by a Buyer, the Supplier shall provide an accessibility statement for Services provided under a Call-Off Contract.
5. 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.
6. Modern Slavery
7. The Suppliers shall at all times be compliant with the provisions of the Modern Slavery Act 2015.

<http://www.legislation.gov.uk/ukpga/2015/30/contents/enacted>

1. The Suppliers shall annually complete the Modern Slavery Assesment Tool as directed by CCS.

<https://supplierregistration.cabinetoffice.gov.uk/msat>

1. The Suppliers shall make the outcomes of their Modern Slavery Assessment available to the Buyer when requested.
2. Standards in the supply chain
3. Labour standards in the supply chain - CCS and Buyers expect that Framework Suppliers will address and manage the risk of labour standards violations in the supply chain. The Supplier shall be aware of and adhere to:
4. where applicable, the International Labour Organization (“ILO”) Forced Labour Protocol;
5. where applicable, OECD Guidelines on Conflict Minerals <http://www.oecd.org/daf/inv/mne/mining.htm>; and
6. duties imposed on commercial organisations by the Modern Slavery Act 2015 in relation to transparency in the supply chain. <http://www.ilo.org/global/lang--en/index.htm>.
7. **COVID-19 recovery**
8. In practical ways, COVID-19 recovery means conducting or enabling contributions and activities that:
9. support people at work or in the wider community to recover from COVID-19, for example by prompting effective social distancing, remote working where feasible, and sustainable travel solutions.
10. provide protections for people who are at risk of being worse affected, who are shielding or are experiencing mental and psychological challenges to their wellbeing
11. tackle inequalities through upskilling and supporting people to be successful in employment, especially those from vulnerable or disadvantaged groups.
12. pay people fairly for the work they do and work with other companies with similar values and policies.
13. create new and innovative ways of delivering value when providing services.
14. Covid 19 recovery also includes *tackling economic inequality* by conducting or enabling contributions and activities that promote the **resilience, capacity and diversity of supply chains**.
15. CCS and Buyer(s) want to ensure a diverse base of Suppliers and resilient supply chains. We require the Supplier to support delivery of this through activities such as:

* Enabling accessibility through promotion of supply chain opportunities with SMEs & Social Enterprises. We expect our Suppliers to support and build supply chain diversity through:

* Supply chain processes that enable the participation of Micro, Small to Medium Sized Enterprises (SMEs) and Social Enterprises (SEs)

* Subcontracting opportunities are open to Small to Medium Sized Enterprises (SMEs) and Social Enterprises (SEs), including the advertisement of all subcontracting opportunities over £10,000 on Contracts Finder as per Joint Schedule 12, Supply Chain Visibility

* Cascading prompt payment throughout Supplier supply chains as per Paragraph 4: Pricing and Payments of the Core Terms

* Growth & Development through provision of advice and support to SMEs & SEs to develop resilient local supply chains.

1. Buyers may have their own social value priorities although they will be within the scope of these priorities, these will be made clear to the Supplier at Call Off Contract.
2. CCS will expect Suppliers to measure and report the number, value and % of total contract spend of opportunities awarded to: SMEs, VCSEs, Mutuals.

**Annex 1 - Catalogue**

1. **Catalogue**
2. The catalogue and its constituent catalogue Items are to be used for the purpose of ordering by the Buyers using the direct award procedure.
3. The catalogue will comprise all of the Supplier’s live catalogue items.
4. A catalogue Item shall comprise only of Deliverables covered within the scope of the Framework Award Form.
5. Catalogue Items will be deemed to have been made available by the Supplier to Buyers on the first day the catalogue item appears on the catalogue.
6. All catalogue items must be continuously available on the catalogue for at least fourteen calendar days from first publication on the catalogue publication portal.

1. **Publishing the Catalogue**
2. The catalogue will be made available to Buyers using the catalogue publication portal.
3. By participating in this Framework Contract, the Supplier gives CCS the right to publish without amendment all catalogue items on any public facing portal or any media, including any electronic medium, CCS deems appropriate.
4. The Supplier shall maintain its catalogue on the catalogue publication portal.

1. **Catalogue items**
2. Please note, the Information required from Suppliers to populate catalogue content is subject to change. Each catalogue item must be described using the template which:
   * 1. identifies a unique reference number for each catalogue item;
     2. identifies the relevant Framework Contract;
     3. must include a suitable description of the catalogue item;
     4. must include a catalogue price;
     5. as a minimum, Suppliers must provide the Information to populate the data fields in the minimum catalogue supplier content template.

1. **Adding a catalogue item to the catalogue**
2. Crown Commercial Service will add the Suppliers catalogue items to the catalogue in accordance with paragraph 3.
3. The format for Suppliers to submit items to be added to the catalogue will be published at Intention to Award the Framework.
4. Crown Commercial Service reserves the right to change the format for catalogue items.

1. **Withdrawing a catalogue item offer from the catalogue**
2. Subject to Annex 1 paragraph 1.5, the Supplier may at any time withdraw a catalogue item and remove it from the catalogue publication portal.