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# G-Cloud 15

## Lot 2b - Cloud Software

# EmploymentCheck✓.

## EmploymentCheck E-Bulk Online Disclosure and Barring Service (DBS) Umbrella Platform

### Service Definition Document

**Cantium Business Solutions Limited.**  
**(T/A Employment Check)**

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Commercial Services Group is a trading brand for Cantium Business Solutions Limited (Reg No. 11242115) – a private limited company wholly owned by Kent County Council.

## Contents

|                                                           |           |
|-----------------------------------------------------------|-----------|
| <b>Introduction .....</b>                                 | <b>3</b>  |
| EmploymentCheck Online DBS E-Bulk Umbrella Solution.....  | 3         |
| Features and Benefits .....                               | 4         |
| About Us.....                                             | 4         |
| <b>Service Management.....</b>                            | <b>5</b>  |
| SLA, Including Support Hours and Availability .....       | 5         |
| Service Desk Availability .....                           | 6         |
| Service Constraints .....                                 | 6         |
| Training and Support / Consultancy.....                   | 6         |
| Financial Recompense for not meeting Service Levels ..... | 6         |
| <b>Onboarding and Offboarding .....</b>                   | <b>7</b>  |
| Onboarding.....                                           | 7         |
| Implementation Plan .....                                 | 8         |
| Offboarding.....                                          | 10        |
| Outcomes and Deliverables .....                           | 11        |
| Trial Availability .....                                  | 11        |
| <b>Responsibilities and Requirements.....</b>             | <b>11</b> |
| Customer Responsibilities.....                            | 11        |
| Technical Requirements.....                               | 11        |
| <b>Prices, Invoicing and Contracts.....</b>               | <b>11</b> |
| Pricing Model.....                                        | 11        |
| Ordering and Invoicing .....                              | 12        |
| Contract Termination .....                                | 12        |
| <b>Security and Resilience.....</b>                       | <b>12</b> |
| Data Backup, Data Restoration and Disaster Recovery.....  | 12        |
| Business Continuity and Disaster Recovery .....           | 12        |
| Business Continuity and Disaster Recovery Objectives..... | 13        |
| Information Security .....                                | 13        |
| Our Organisational Controls .....                         | 13        |
| Security Management .....                                 | 14        |
| Data Protection .....                                     | 14        |
| <b>Accreditations .....</b>                               | <b>15</b> |

# Introduction

## EmploymentCheck Online DBS E-Bulk Umbrella Solution

Our Disclosure and Barring Service (DBS) system is a quick and easy way to carry out DBS checks through our fully accredited and compliant E-bulk solution, EmploymentCheck. The system allows customers to process high volumes of DBS checks quickly and efficiently, whilst providing a platform that encourages customer growth and reduces cost.

We offer an Umbrella Body service which enables customers to process their DBS Standard/Enhanced and Basic checks online, without the need for a DBS registration of their own. Supported by our team of DBS experts, customers can access the online application process and make the most of the operational efficiencies delivered by the extensive functionality included within this service offering. Our internal team manages the countersigning of DBS checks on your behalf, allowing for accurate, error-free submission and fast turnaround of results.

Through our fully compliant, online, DBS solution, we:

- Manage an approved E-Bulk platform where we act as the registered body on behalf of our customers, through our established Umbrella Body service.
- Handle more than 300,000 DBS checks per year across the platform across all levels and services.
- Provide a reliable service to thousands of organisations across the spectrum of public, private, health, and charitable sectors.
- Deliver a comprehensive cloud-based platform securely, effectively, and efficiently.
- Process the full range of checks available including DBS Standard, DBS Enhanced (inc. barred lists if applicable) and DBS Basic applications.
- Provide secure access 24/7/365 from any laptop, PC, mobile or tablet with a browser and internet connection. Protected by Multi-Factor Authentication (MFA) and full role-based access controls (RBAC).

## Features and Benefits

| Features                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Benefits                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Online application, ID verification, and submission process.</li> <li>• DBS-approved E-Bulk platform through a registered E-Broker.</li> <li>• Accessible 24/7 through an internet enabled device using a modern browser.</li> <li>• Intelligent auto-validation of data to minimise errors.</li> <li>• Integrated online verification service (Digital ID Check) - a simple and secure way to prove an applicant's identity online.</li> <li>• Bulk upload feature allows for 250 applications to be created from a templated CSV file.</li> <li>• Integrated real time application tracking to monitor DBS progress.</li> <li>• Comprehensive reporting tools.</li> <li>• Extensive suite of email templates for automated progress updates.</li> <li>• Role Based Access Controls (RBAC).</li> <li>• Multi Factor Authentication (MFA) solution.</li> <li>• Leverage additional integrated modules just as Reference, Digital ID and Right to Work checks - for fast and simple pre-employment checks via a single platform.</li> </ul> | <ul style="list-style-type: none"> <li>• Error-free applications. Online validation built into the solution delivers error rates of &lt;0.02%.</li> <li>• Fast turnaround of disclosure results.</li> <li>• Compliance peace of mind through the utilisation of a DBS approved platform which is regularly audited.</li> <li>• Dedicated support team made up of technical and operational experts with extensive experience.</li> <li>• Simple transactional billing with transparent pricing.</li> <li>• Fully hosted, maintained, and DBS-compliant via an ISO 27001 approved supplier.</li> <li>• Tablet and mobile compatibility.</li> <li>• Distribution of restricted user access allows for effective self-service control.</li> <li>• No downloads required, secure cloud-based access.</li> </ul> |

## About Us

As a Local Authority owned trading organisation (LATCo) and wholly owned by Kent County Council, Cantium Business Solutions Limited has over 35 years' experience supplying IT services to the Public sector. As such, we have developed a comprehensive managed service portfolio, built alongside a strong partner network, to support and complement the services we deliver in-house.

We are in the privileged position of being part of a collection of brands under the Commercial Services Group with a joint focus on improving services within the Public Sector, from legal and procurement services to education advice, supplies and energy procurement.

Our highly experienced and dedicated teams consist of over 300 ICT specialists, who

support over 33,000 service users across 700 organisations with expert advice and guidance.

As a Local Authority owned business, we are in the unique position to truly understand the Local Government landscape. We appreciate the budget restraints faced within the Public Sector and the delicate balance between implementing new technologies and innovations, whilst ensuring the vital public services remain robust and unaffected by change.

- The Public Sector is part of our DNA
- Wholly owned by Kent County Council with our profits staying in the public sector.
- Successfully traded for over 35 years both as part of the Local Authority and as a standalone company.
- Experienced at delivering back-office services to a diverse range of customers.
- Commercially astute with a collaborative, partnership-based ethos and approach.
- ICT and Professional partner to over 700 organisations including local authorities, central government, NHS trusts, Multi-Academy Trusts and colleges.

Customer experience is at the heart of what drives us as a business, which has been solidified in our recent glowing report from our Customer Service Excellence (CSE) accreditation.

## Service Management

### SLA, Including Support Hours and Availability

We deliver a standard support service to the following SLAs:

| Priority | Response Target   | Resolution Target | Description                                                                                                                                      |
|----------|-------------------|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| P1       | 2 Business Hours  | 10 Business Hours | Complete loss of service. Resolution target relates to RPO (Recovery Point Objective).                                                           |
| P2       | 5 Business Hours  | 20 Business Hours | An issue that results in a degradation/loss of service affecting over 50% of users. Resolution target relates to RPO (Recovery Point Objective). |
| P3       | 10 Business Hours | 10 Business Days  | A minor issue that results in a degradation/loss of service functions affecting more than one user but less 50% of users.                        |

For service requests, the standard response times are as follows:

| Response Target | Resolution Target | Description                                                    |
|-----------------|-------------------|----------------------------------------------------------------|
| 5 Business Days | 10 Business Days  | Service requests such as bespoke reporting or ad hoc requests. |

## Service Desk Availability

| Helpdesk Support  | Availability                                                                  |
|-------------------|-------------------------------------------------------------------------------|
| Telephone Support | 08:30 to 17:30 (UK time), Monday to Friday<br>excluding English Bank Holidays |
| Email Support     | 08:30 to 17:30 (UK time), Monday to Friday<br>excluding English Bank Holidays |

## Service Constraints

There are no constraints applicable to this service.

## Training and Support / Consultancy

Any training necessary for the deployment of this solution will be discussed with your onboarding team.

As a DBS Umbrella Body, we ensure that all users of the EmploymentCheck system undertake appropriate training. Training is required to provide assurance that DBS applications are completed accurately, ensuring that all data fields determined by the DBS as mandatory are completed in full. We are also obliged under the DBS Code of Practice to ensure that where evidence checkers complete any part of the administration of the application process, sufficient training has been provided to enable the same degree of accuracy required by DBS of the counter signatory. In order to comply with this requirement, new ID Verifier's must view EmploymentCheck's ID Verification training video before access is granted by the customer. This is also outlined in the 'Terms and Conditions' within EmploymentCheck We will provide supportive and constructive consultancy throughout the lifetime of your solution.

## Financial Recompense for not meeting Service Levels

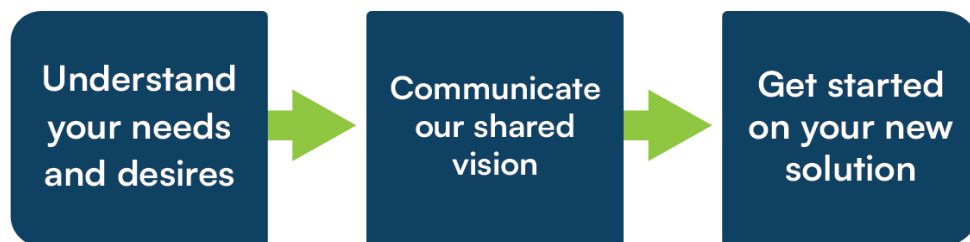
Please refer to our terms and conditions of sale for financial recourse arising from default by either party. Service credits are not included in this framework offer, unless defined within the service or product Service Level Agreement (SLA).

# Onboarding and Offboarding

## Onboarding

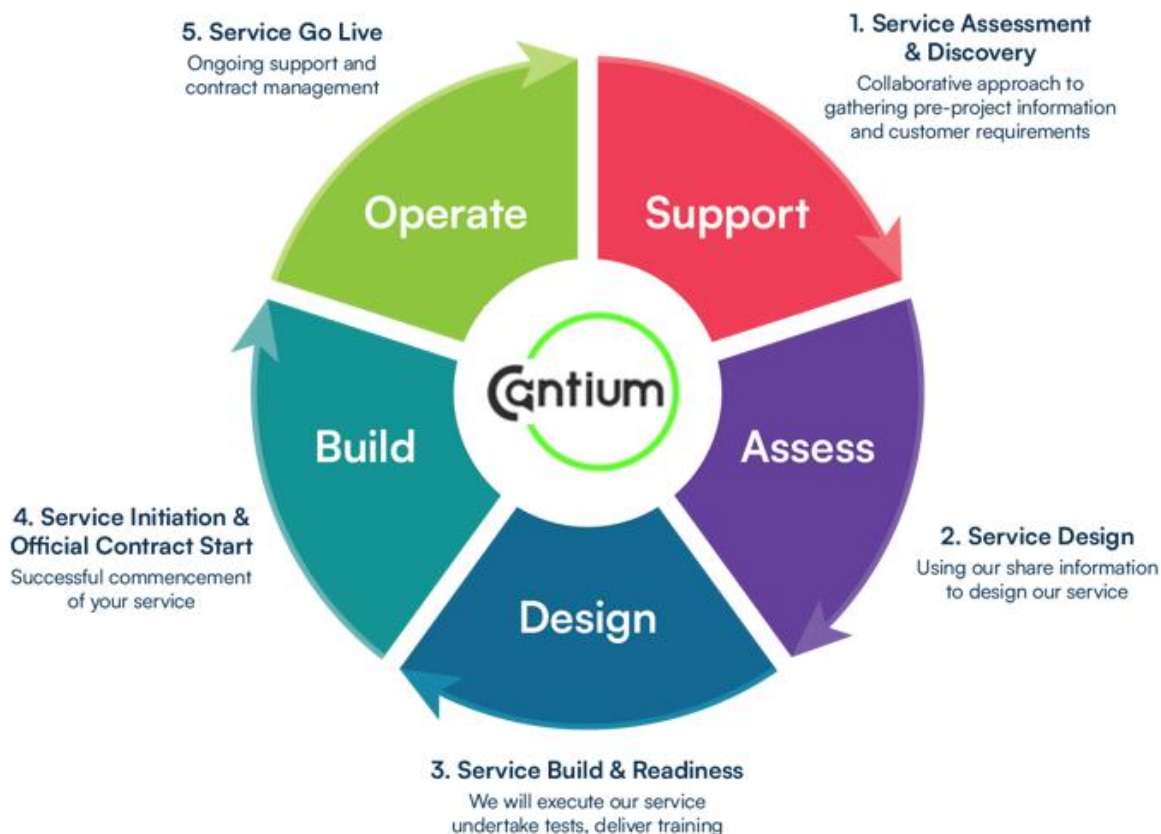
We prioritise establishing a clear and effective onboarding strategy with every new customer. We will ensure that every migration to a new application, software, or service is performed with the least possible disruption and highest possible satisfaction.

We make every effort to be as transparent as possible during the onboarding process.



We take a collaborative approach to implementation, working together to incorporate your needs and requirements. To maintain transparency throughout the process, we will work together to outline your aims and establish key stakeholders.

Your implementation plan will follow the principles of our project delivery approach. Every service, software, application, and consultancy that we offer follows these principles, ensuring your solution is planned and executed thoroughly.



## Implementation Plan

From day 1, we will work with you in order to respect your needs and requirements.

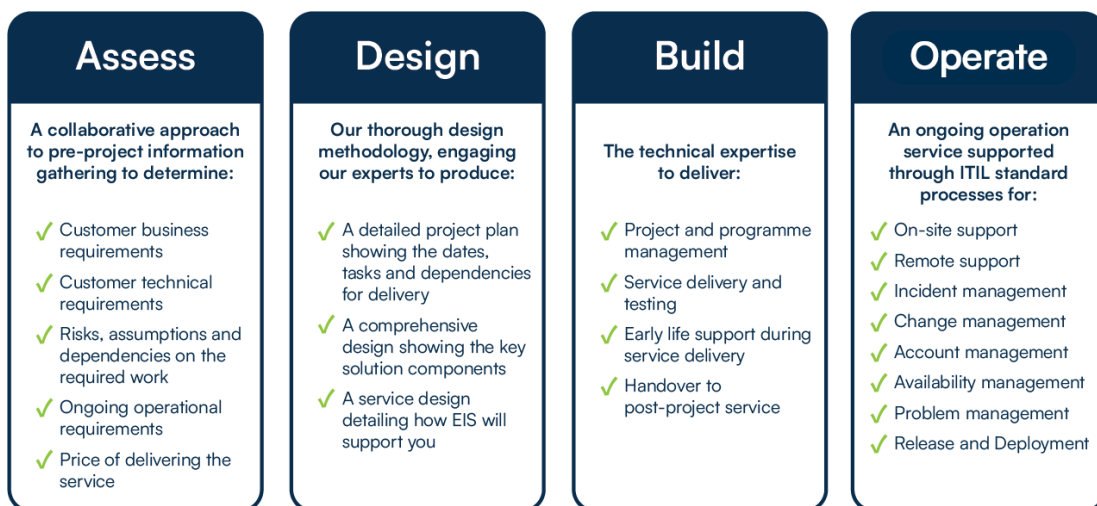
We will work together to outline your aims, create an implementation plan, and establish stakeholders in order to keep the Onboarding process as transparent as possible.

Our experience and expertise combine to create a truly bespoke service for your organisation. Using industry-leading, proven methods, we can work hand-in-hand with you to take your ICT Services to the next level.

We will work with you to create a bespoke support plan that caters to your organisation's individual needs. Your configuration set will be delivered in line with your priorities as part of the overall project scope.

Your Implementation Plan will follow the principles of our Project Delivery Approach. Every service, software, application, and consultancy that we offer follows these principles, ensuring your solution is planned and executed thoroughly.

Our delivery approach covers four key principles: Assess, Design, Build and Operate. A summary of these principles is as follows:



For the Umbrella solution, a typical implementation plan incorporates the following steps:

- Receipt of information from the customer outlining their requirements.
- Creation of a Business Unit on the EmploymentCheck for the customer to provide segregated data access.
- Customer user details for the individuals that will administer the service (to maintain a high level of security, the number of administrators for this service is limited to 5 unless agreed otherwise).
- EmploymentCheck Team set up unique admin accounts for designated administrators. Admin users will be required to view online videos covering process, procedures, eligibility and ID verification associated with managing DBS Checks (any additional training requirements are available at an additional cost).
- EmploymentCheck can offer additional set up options, such as bespoke email templates, reports, locations, positions for an additional cost, should these be requested.
- The organisation can then start creating checks which will be countersigned by our DBS team.

#### **Customer Access Allows:**

- The customer can set up online applications via the EmploymentCheck system for an applicant requiring a Disclosure and Barring Service check. A bulk upload facility is available upon request.
- The customers 'Applicant' users can complete and submit a DBS application form online through the EmploymentCheck system.
- The customers 'ID Verifier' users can submit manual ID verification through the EmploymentCheck system.

- The customer has access to integrated external ID Validation checks through Experian if any Standard or Enhanced level DBS check must go down Route Two, namely checking the ID via an external ID validation process. Additional charges will apply.
- EmploymentCheck countersign and submit completed checks to the DBS under our registered body number via secure e-Bulk. The customer will be notified of any checks that cannot be processed due to application ineligibility.
- The EmploymentCheck system manages and tracks each application through the process once the form has been submitted through the e-Bulk system.
- The customer will receive an electronic notification of disclosure results to the nominated manager.
- The customer has access to grant ID Verifier access to the system for the purpose of undertaking manual documentation verification as part of the DBS application process. (Admin access must be requested via EmploymentCheck. Additional charges will apply.) The customer will be assigned the standard email templates for correspondence of all stages of the application lifecycle.

The customer has access to a standard reporting suite (as amended from time to time) for easy analysis of DBS checks.

## Offboarding

We take offboarding and exit planning seriously, ensuring that our transparency and flexibility at the end of your solution's lifetime matches that of the beginning

When offboarding, all property, data and information held in connection with the Framework or call off contract will either be returned or destroyed as per our Secure Disposal Policy

An exit Plan specific to the individual customer's service requirements will be agreed as part of the offboarding process ensuring that you receive a bespoke service and will be issued as part of the call-off contract.

A typical exit plan for our EmploymentCheck DBS Umbrella solution is as follows:

- Agree cut-off date with customer for submitting applications to the DBS.
- Remove the ability to create new applications after agreed date (outstanding results in progress will still be received back from the DBS).
- Grant view only access for an agreed period to meet data retention requirements. All non-essential users accounts would have their access to the system revoked.
- Archiving of application data and pass data to customer if required.
- All data destroyed after retention period specified in contract.

For details relating to contract termination, please refer to G-Cloud framework terms and conditions of sale for rights to terminate

All offboarding process and exit plans must be agreed with in line with our Terms and Conditions of Sale.

## **Outcomes and Deliverables**

Specific outcomes and deliverables will be agreed upon with your onboarding officer as part of the initial implementation plan. Part of communicating our shared vision is establishing clear outcomes and deliverables, working towards them, and reviewing them as part of our ongoing transparency.

## **Trial Availability**

There is no trial available for this service.

# Responsibilities and Requirements

## **Customer Responsibilities**

All responsibilities between EmploymentCheck and the customer will be agreed upon before the Implementation Plan is executed. These responsibilities will be agreed upon in an SLA.

## **Technical Requirements**

There are no specific technical requirements for this service.

# Prices, Invoicing and Contracts

## **Pricing Model**

Please refer to our G-Cloud rate card.

Implementation of the DBS platform may be subject to a set-up fee, dependant on the complexity of the customer's requirements. Any such charges will be levied in accordance with the published rate card.

## Ordering and Invoicing

Customers will be required to complete and sign the G-Cloud framework offer terms and conditions order form.

All customers will be required to apply for a trade account and provide supporting evidence relating to all financial due diligence enquiries requested by us.

Trade account payment terms are 30 days from issue date of an undisputed invoice.

While this is our standard approach, we aim is to make partnering with us as simple as possible. If you would like to discuss further options, please contact us at [info@hrconnect.org.uk](mailto:info@hrconnect.org.uk) or telephone 0330 124 9996.

## Contract Termination

For details relating to contract termination, please refer to the G-Cloud framework terms and conditions of sale for rights to terminate.

# Security and Resilience

## Data Backup, Data Restoration and Disaster Recovery

Protecting our customer's data is of paramount importance to us across all our services and sectors. Responsibility and openness when providing backup and restore services lies at the heart of every partnership we share with our customers.

## Business Continuity and Disaster Recovery

Our approach to Business Continuity Management is aligned with industry best practice and standards including ISO 22301:2019. It provides a framework for corporate and service level management of business continuity to ensure that we remain resilient and able to continue to deliver services and recover effectively from any significant business disruptions.

Our Business Continuity and Disaster Recovery (BCDR) plan details the processes and arrangements we (and our subcontractors) will follow to:

- Ensure continuity of our customers' business processes and operations supported by the services following any failure or disruption of any element of the deliverables; and
- Recover the deliverables in the event of a disaster.

Our BCDR plan is tested regularly to ensure its effectiveness in the event of a failure or disruption to the services.

## Business Continuity and Disaster Recovery Objectives

Our Business Continuity and Disaster Recovery plan supports the delivery of the following objectives:

- To ensure continuity of provision of the deliverables in accordance with the Contract at all times during and after invocation of the BCDR plan.
- To minimise, as far as reasonably possible, the adverse impact of any disaster.
- To provide a process for the management of disaster recovery testing.
- To ensure compliance with security standards is maintained for any period during which the plan is invoked.
- To ensure BCDR arrangements are upgradeable and sufficiently flexible to support changes to the deliverables and business operations supported by them.
- To recover to standard operation mode with minimal disruption to services.
- To ensure lessons are learned and inform the continuous improvement of BCDR arrangements.

We undertake due diligence on subcontractors to ensure adequate BCDR arrangements are in place before engaging them as part of our supply chain and review this on an ongoing basis.

Where elements of the services are supported by any subcontractors, we and the subcontractor will each notify the other party in the event their respective BCDR plans are invoked. We will work together with the subcontractor to manage any failure or disruption in line with the BCDR arrangements in our contract with the subcontractor.

## Information Security

We commit to ensuring that all personal and sensitive data processed on behalf of our customers is done so in accordance with Data Protection legislation, information governance and security best practice.

## Our Organisational Controls

We will maintain appropriate organisational and technical measures to ensure the services we provide are secure and fully compliant with Data Protection legislation. These include, but are not limited to, the following:

- Data Protection, Information Security, Information Governance and related policies and procedures are in place and reviewed regularly. Copies of these can be provided upon request.
- All staff are required to complete mandatory Information Governance, GDPR/ Data Protection and Cyber Security e-learning which is renewed every two years.

- Physical access controls including swipe card/ ID card access to buildings, buildings opened and locked by security each day, clear desk and screen policy and control of access to secure areas.
- All staff contracts of employment include a clause detailing the responsibilities required of every individual when handling data of any kind.

## Security Management

It is our policy to maintain an Information Security Management System designed to meet the requirements of ISO 27001. We have a dedicated Strategy & Governance team that is responsible for ensuring our organisation complies with all legal requirements, codes of practice and requirements prescribed to maintain our certifications which include ISO 9001, ISO 14001, ISO 27001 and Cyber Essentials Plus.

We have a range of established policies and processes to support the controls mentioned above, meaning you can feel safe in the knowledge that we have the necessary controls already in place to deliver a fully secure and compliant service. These include, but are not limited to:

- Statement of Applicability for Security Measures
- Acceptable Use Policy
- Access Control Policy
- Cyber Security Incident Management Policy
- Disposal and Destruction Policy
- Information Security Policy
- Password Policy
- Safe Use of Removable and Online Storage
- Software Update and Patch Management Policy
- Supplier Security Policy.

## Data Protection

We are committed to fulfilling our obligations under the UK Data Protection Act 2018 (DPA 2018), the UK General Data Protection Regulation (UK GDPR) and the Data (Use and Access) Act 2025 and any subsequent data protection legislation, incorporating any appropriate additional obligations as required by the customer.

We are registered with the Information Commissioners Office (ICO) and have appointed a Data Protection Officer to monitor compliance with data protection legislation across our business activities.

# Accreditations

