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EmploymentCheck✓.

Employment Check Online Social Media Check 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

Introduction	3
EmploymentCheck Online Social Media Check Platform	3
Features and Benefits	4
About Us.....	4
Service Management.....	5
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
Onboarding and Offboarding	6
Onboarding.....	6
Customer Access Allows:.....	7
Offboarding	7
Outcomes and Deliverables	8
Trial Availability	8
Responsibilities and Requirements.....	8
Customer Responsibilities	8
Technical Requirements	8
Prices, Invoicing and Contracts.....	8
Pricing Model	8
Ordering and Invoicing	9
Contract Termination	9
Security and Resilience.....	9
Data Backup, Data Restoration and Disaster Recovery.....	9
Business Continuity and Disaster Recovery	9
Business Continuity and Disaster Recovery Objectives.....	10
Information Security	10
Our Organisational Controls	10
Security Management	11
Data Protection	11

Introduction

EmploymentCheck Online Social Media Check Platform

Our pre-employment social media check platform is a quick and easy way to carry out social media checks through our online solution.

Checking someone's social media history is an important step in the hiring process that can help you make informed decisions about whether or not to hire a candidate.

The service complements our DBS and Right to Work check functionality allowing for the complete application cycle to be processed.

Social Media Checks allows you to process checks for new (or current) employees online, as well as receive notifications when a completed check is successfully returned.

Through our online Social Media Check solution, we:

- Provide a reliable service to organisations across the spectrum of public, private, health, and charitable sectors.
- Enable access 24/7/365 from any laptop, PC, mobile or tablet with a browser and internet connection.

Features and Benefits

Features	Benefits
• Accessible anytime, anywhere, on any internet-enabled device. • Online creation and submission process. • Fully hosted and maintained system. • Dashboards and analytics. • Intelligent auto-validation ensures accurate data submissions. • Email suite with reminders and completion notifications. • Multi Factor Authentication (MFA) solution available	• Increased completion rates with automated check email reminders. • Expert support offered by dedicated internal team members. • Fast results via an efficient online platform. • Real-time application management through dashboards and reporting. • Smartphone and tablet accessible for mobile convenience. • Continuous improvements from development teams. • Simple transactional billing with transparent pricing. • No downloads required, secure cloud-based access.

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 will respond to service-related incidents and/or requests submitted by the customer within the following timeframes:

Priority	Resolution Target	Description
P1	8 Business Hours	Issues classified as High priority.
P2	48 Business Hours	Issues classified as Medium priority.
P3	5 Business Days	Issues classified as Low priority.

Remote assistance will be provided in-line with the above timescales, dependent on the priority of the support request.

Service Desk Availability

Helpdesk Support	Availability
Telephone Support	08:30 to 17:30 (UK time), Monday to Friday excluding English Bank Holidays
Email Support	08:30 to 17:30 (UK time), Monday to Friday 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.

Our team of experts provide an in-depth system manual. We will provide supportive and constructive consultancy throughout the lifetime of your solution.

Financial Recompense for not meeting Service Levels

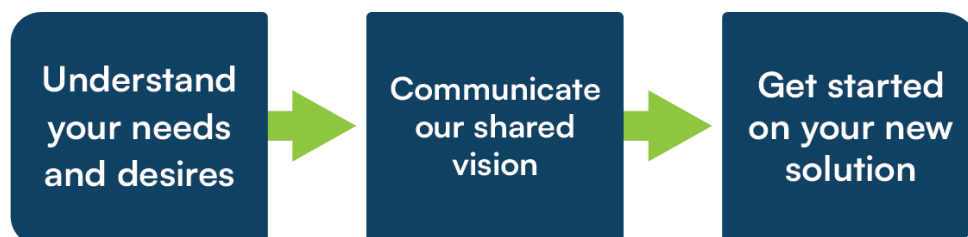
Please refer to our terms and conditions of sale for financial recourse arising from default by either party. Service credits are not included in this framework offer, unless defined within the service or product Service Level Agreement (SLA).

Onboarding and Offboarding

Onboarding

We prioritise establishing a clear and effective onboarding strategy with every new customer, ensuring 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.

A typical implementation plan incorporates the following steps:

- Receipt of information from the customer outlining their requirements.
- EmploymentCheck Team creates a Business Unit on SocialMediaCheck for the Customer.
- Customer provides EmploymentCheck with 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 set up unique Admin accounts for designated administrators.
- The organisation can then start processing Social Media Checks.

Customer Access Allows:

- Customer can set up applications for any individual requiring an online social media check request
- The customer will receive an electronic notification of completed check results to the nominated manager.

Offboarding

We take offboarding and exit planning seriously, ensuring that our transparency and flexibility at the end of your solution's lifetime matches 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 onboarding 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 online Social Media Check solution is as follows:

- Agree cut-off date with customer for submitting checks.
- Remove the ability to submit new checks after the agreed date.

- 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 our 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 a limited trial available for this service.

Responsibilities and Requirements

Customer Responsibilities

All responsibilities between both parties 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 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.

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 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; this is particularly true of our EmploymentCheck solution. Our extensive Local Authority experience means we are uniquely sensitive to the delicate data risks associated with software.

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 are resilient and able to continue to deliver services and recover effectively from a significant business disruption.

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

- Ensure continuity of the customer's 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 subcontractors, Commercial Services and the subcontractor will 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

We have a range of established policies and processes to support the controls mentioned above, ensuring we 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 EU General Data Protection Regulation 2016 (GDPR) and UK Data Protection Act 2018 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.