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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

**Commercial Services Kent Limited
(T/A Employment Check)**

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Commercial Services Group is a trading brand for Commercial Services Kent Ltd (Reg No. 5858177) – a private limited company wholly owned by Kent County Council.

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Introduction

Our history

Commercial Services Kent Ltd (part of Commercial Services Group) is one of the largest Local Authority owned trading organisations (LATCo) in the UK. Since its inception over 70 years ago as a division within Kent County Council, the business has grown to become a leading supplier of products and services to the public sector.

Our unique heritage provides us with a rare blend of commerciality, backed by social conscience and integrity. Social value is at the core of our business, with our profits flowing back into re-investment within front-line services. Our success is achieved through:

Delivering a wide range of services, including a product range of over 20,000 lines, with a supply chain of over 400 organisations and a worldwide educational supplies business.

Offering a comprehensive portfolio of support services, with a proven track record of sustainable solutions.

Our solution

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
• Online application, ID verification, and submission process. • DBS-approved E-Bulk platform through a registered E-Broker. • Accessible 24/7 through an internet enabled device using a modern browser. • Intelligent auto-validation of data to minimise errors. • Integrated online verification service (Digital ID Check) - a simple and secure way to prove an applicant's identity online. • Bulk upload feature allows for 250 applications to be created from a templated CSV file. • Integrated real time application tracking to monitor DBS progress. • Comprehensive reporting tools. • Extensive suite of email templates for automated progress updates. • Role Based Access Controls (RBAC). • Multi Factor Authentication (MFA) solution. • 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.	• Error-free applications. Online validation built into the solution delivers error rates of <0.02%. • Fast turnaround of disclosure results. • Compliance peace of mind through the utilisation of a DBS approved platform which is regularly audited. • Dedicated support team made up of technical and operational experts with extensive experience. • Simple transactional billing with transparent pricing. • Fully hosted, maintained, and DBS-compliant via an ISO 27001 approved supplier. • Tablet and mobile compatibility. • Distribution of restricted user access allows for effective self-service control. • No downloads required, secure cloud-based access.

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 17:00 (UK time), Monday to Friday excluding English Bank Holidays.
Email Support	08:30 to 17:00 (UK time), Monday to Friday excluding English Bank Holidays.

Service Constraints

There are no constraints applicable to this service.

Training v 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, 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.



Implementation Plan

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.

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 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 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 associated our standard 'Terms and Conditions of Sale' for rights to terminate.

All offboarding process and exit plans must be agreed 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 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 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.

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

While this is our standard approach, our aim is to make partnering with us as simple as possible. If you would like to discuss further options, please contact us by email bids@hrconnect.org.uk.

Contract Termination

For details relating to contract termination, please refer to the G-Cloud framework terms and associated our standard '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 DBS solutions. Our extensive Local Authority experience means we are uniquely sensitive to the delicate data risks associated with DBS 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 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.