

Crown
Commercial
Service
Supplier



Managed Web Application

G-Cloud 15 Service from Connect Internet Solutions



CONTENTS

SERVICE OVERVIEW	5
INFRASTRUCTURE.....	5
END-TO-END.....	5
FLEXIBILITY	5
UK-BASED	6
DATABASES & TECH STACK	6
SUPPORTED APPLICATION TYPES	6
SERVICE MODELS	6
SERVICE FEATURES	7
Service Scope.....	8
SERVICE CONSTRAINTS	8
SERVICE LEVELS	8
PRIVATE CLOUD	8
SUPPORT & MAINTENANCE SERVICE	9
User SERVICE INTERFACE	10
TECHNICAL REQUIREMENTS	10
USER SUPPORT	10
CLIENT RESPONSIBILITIES.....	10
Service Management	11
CHANGE REQUESTS.....	11
BACKUP/RESTORE AND DISASTER RECOVERY.....	11
DATA RESTORATION / SERVICE MIGRATION.....	11
On-boarding & Off-boarding	13
Termination	14
Optional Services.....	15
Service Assurance	16
ISO 9001 CERTIFIED QUALITY MANAGEMENT SYSTEM (QMS).....	16

Security	17
SHARED RESPONSIBILITY MODEL	18
Information Assurance	19
Certifications.....	20
Social Value.....	21
MISSION: KICKSTARTING ECONOMIC GROWTH	21
MISSION: MAKING BRITAIN A CLEAN ENERGY SUPPLIER	21
MISSION: BREAKING DOWN BARRIERS TO OPPORTUNITY AND TACKLING INEQUALITY	22
MISSION: BUILDING HEALTHIER COMMUNITIES FIT FOR THE FUTURE	22
Environment & SUSTAINABILITY	24
MINIMISE WASTE.....	24
USE RESOURCES SUSTAINABLY AND EFFICIENTLY	24
MITIGATE AND ADAPT TO CLIMATE CHANGE	24
PROMOTE SOCIAL, LEGAL, AND ETHICAL ICT.....	25
APPLY BEST PRACTICE PRINCIPLES TO MAKE OUR DATA CENTRE ENERGY EFFICIENT.....	25
SEEK OUT OPPORTUNITIES FOR ENVIRONMENTAL INNOVATION.....	26
MAKING OUR TECHNOLOGY SUSTAINABLE	26
STRATEGY ALIGNMENT: SUPPORTING THE GREENING GOVERNMENT STRATEGY.....	26
The ‘Coding for a Greener Planet’ Initiative	27
G-Cloud 15 related services from COnnect.....	28
CONTACTS	29
SERVICE CONTACT.....	29
INVOICING CONTACT	29

Managed Web Application

G-Cloud 15 Lot 2b: Software as a Service (SaaS)

SERVICE OVERVIEW

This service offers scalable management of your web application. Cyber Essentials, ISO 27001:2022 & ISO 9001:2015 certified. Tailor-made solutions available include private cloud and Disaster Recovery. All services are entirely UK based. The service is quickly mobilised and scalable (up or down) within 24 hours. Skills for delivery of the service include: Windows, IIS, .NET, Linux, Apache, MySQL, PHP.

INFRASTRUCTURE

Delivered from our ISO 27001:2022 certified data centre in the UK and managed by a team of professional system administrators, with optional offsite Disaster Recovery (DR) at an ISO 27001 accredited partner data centre, again wholly within the UK.

END-TO-END

Includes management of the application server, allocated databases, allocated storage, secure file access (SSH), DNS, bandwidth and network/security monitoring.

FLEXIBILITY

We offer a range of options for your service depending on your application:

1. Shared Environment - Your web application will be managed from a shared environment located at our UK data centre.
2. Dedicated Environment - You get all of the features of a shared environment with the benefits of your own in our data centre. A dedicated environment offers 100% of available system resources, providing optimum performance for your application. Specifications and associated services (such as bandwidth) can be tailored to suit your application. Dedicated environments can be virtual or physical (virtualised or un-virtualised).
3. Custom Cloud - A complete tailor-made solution for your application, running cloud management platform on a mix of hardware, depending on your needs. We offer application servers, database servers, load balancing/fail-over appliances, firewall appliances and custom networking, either in our data centre or yours.

Optional offsite DR at a UK based partner data centre is also available.

Customers select from a variety of performance and sizing options to create a tailor made server solution. Bespoke work and consultancy services are available to assist in the transition to your new server.

UK-BASED

Our service operates entirely within UK based data centres.

DATABASES & TECH STACK

Choice of databases for your solution include: Microsoft SQL Server, MySQL (including MariaDB), SQL Express and PostgreSQL. Choice of tech stack includes, but not limited to: Linux/PHP/, Windows/.NET. Please enquire for more information.

SUPPORTED APPLICATION TYPES

Includes, but not limited to: websites, intranets / extranets, CMS, bespoke web apps, APIs, portals, complex data platforms, citizen science tools. Please enquire for more information.

SERVICE MODELS

The service models used can be private, public or hybrid cloud.

All equipment is owned/operated by Connect from within our data centres and access to systems is via the public internet. Should you need to co-locate your own equipment within the service, this can be catered for.

SERVICE FEATURES

SERVICE FEATURES

- Scales seamlessly from single application to complex high-availability platforms
- Entirely UK-based data centres supporting sovereignty and regulatory compliance
- ISO 9001, ISO 27001 and Cyber Essentials certified operations
- Flexible shared, dedicated and custom cloud environments
- Optional off-site disaster recovery with hot, warm or cold standby
- Optional 24/7 rapid response and on-call incident support
- Supports Linux, Apache, MySQL, MariaDB, PHP application stacks
- Supports Windows, IIS, .NET and Microsoft SQL application stacks
- High-availability architecture with managed redundancy and optional load balancing
- Managed application updates, upgrades and lifecycle support
- Proactive vulnerability scanning and rapid security patching

SERVICE BENEFITS

- 24/7/365 monitoring ensures issues identified before service disruption
- High performance achieved through low contention, non-overprovisioned environments
- Rapid delivery enables mobilisation to demanding public-sector timelines
- Built-in resilience reduces risk of service interruption
- Designed for mission-critical public sector digital services
- Supports secure business-as-usual operations
- Enables scalable demand management without service degradation
- Meets UK data residency, security & compliance expectations
- Aligns with GOV.UK Service Standard and Open Standards principles
- Lower total cost of ownership through preventative maintenance
- Supports secure application configuration following OWASP best practice
- Clear accountability through a single managed service provider
- Reduced operational risk through proactive security management

SERVICE SCOPE

This service is fully managed, from our UK-based, cloud-based data centre. Multi Cloud is supported.

SERVICE CONSTRAINTS

Service maintenance normally takes place 4pm – 6 pm on the third Tuesday of every month; occasionally, maintenance may need to be scheduled at alternative times in which case you will be notified in advance.

Critical security-related software updates normally take place within 48 hours of release.

Scheduled service maintenance is outwith any SLA that may be in place.

Expected data transfer 1mbps per transfer. A Fair Usage Policy applies.

SERVICE LEVELS

Support Hours - 9am-5pm, Monday to Friday (excluding bank holidays)

PRIVATE CLOUD

Priority	Nature of Request	Target Response Time*	Target Resolve Time^
Emergency	Complete loss of an entire service for all users, or severe degradation resulting in inability to function	<=30 mins	<= 1 hour
Urgent	Site functioning improperly resulting in some loss of service/system failure removing service from a number of users	<= 1 hour	<= 4 hours
Non-critical	Site functioning at less than optimal performance/system problem impacting but not removing service, resolve minor bugs/site errors	<= 2 hours	<= 4 days
Requests for Change	Submitting a change request.	<= 4 hours	<= 10 days
<i>*You can seek support between 8am – 6pm (GMT), Monday – Friday (ex. bank holidays).</i>			

Availability – 99.9%

Supported Hours - 9am-5pm, Monday to Friday (excluding bank holidays)

SUPPORT & MAINTENANCE SERVICE

Priority	Nature of Request	Target Response Time*	Target Resolve Time^
High	A major incident / urgent problem affecting critical operations, e.g. - <i>An immediate security threat</i> - <i>CMS is unusable</i>	2 hours	4 hours
Normal	A change that is not business critical, e.g. - <i>Fixing a bug on the site</i> - <i>Adding new functionality</i>	4 hours	4 days
*Times do not apply to spend ahead & roll forward ^Lengthier pieces of work will require a work plan			
Supported hours are between 9am- 5pm (GMT), Monday – Friday (ex. bank holidays).			

USER SERVICE INTERFACE

TECHNICAL REQUIREMENTS

The service is accessed via an online interface, available to the client 24x7 over any Internet-enabled device using a modern, standard web browser.

USER SUPPORT

45 calendar days' free support is offered following handover for user acceptance testing. Thereafter support contracts are available (see ancillary services).

CLIENT RESPONSIBILITIES

- The client is required to provide the relevant resources throughout, for example decision-maker support, user acceptance testers etc.
- The client is required to adhere to our Acceptable Use Policy.
- The client is not permitted to resell the service.

More information is available in our Terms and Conditions, including Appendix H of the same.

SERVICE MANAGEMENT

The service is managed using Connect's internal management processes and subject to ISO9001 certified quality standards.

Project management is typically based on PRINCE2 (our Project Managers are PRINCE2 Practitioners), including AGILE methodology.

Service delivery is supported by:

- A board level sponsor (i.e. company director)
- A named PRINCE 2 accredited Practitioner Service Manager – directly responsible to the customer for the accuracy, timeliness and quality of the service delivered (first point of contact)
- A named, second point of contact
- A Help Desk (optional) offering:
 - o Direct telephone line
 - o Email support
 - o Online logging of issues with tracking (24x7)
 - o Enhanced support (e.g. outside of office hours, around key events etc) is optionally available
- Monitoring system and alerts

CHANGE REQUESTS

Requests for Change can be made using our online logging system. Customers will be provided with password-protected access to Connect's web-based logging tool to make requests and thereafter track the progress and status. Each request is logged, categorised and prioritised.

BACKUP/RESTORE AND DISASTER RECOVERY

Any data held on Connect's infrastructure is backed up daily and can be restored to any day within the past week, any week within the past month and any month within the past year.

Backups are stored in a fireproof safe in a separate physical building.

DATA RESTORATION / SERVICE MIGRATION

Where the service requires inward content migration, the following options are all supported:

- Identical (Simple) Migration – where migration is from an existing site with information architecture, content and data attributes all to be retained
- Partial Migration – where some aspects of the existing site are to be copied across

- Reordered Migration – where the existing information architecture is not to be retained in the new site

If migration is required, Connect can produce a Site Mapping Document which reflects the customer's requirements in terms of:

- The relationship between the old site architecture and the new
- A mapping of page content from old site to new

Determined by the system from which migration is to be done, migration will be performed in accordance with the Site Mapping Document via:

Automated migration

Connect deploys a range of programmatic methods of automatically and quickly moving data from one site to another. Methods applicable are identified following inspection of the site.

Manual migration

This is used where automated migration is not possible or appropriate.

Most migrations are most easily and cost-effectively managed by automated means supplemented by small amount of manual migration.

ON-BOARDING & OFF-BOARDING

On-boarding and off-boarding are fully supported by a named, dedicated Project Manager, who provides a point of contact for the customer throughout the entire service delivery.

On-boarding

Orders can be placed by email (gcloud@connectinternetsolutions.com) or by phone (0151 282 4321), referencing the G-Cloud 15 Service Name.

The order will be activated on receipt of a Purchase Order or signed Sales Order.

Payment Milestones and responsibilities under the Shared Responsibility Model are agreed on placement of order.

Client signs off at each milestone; Connect invoices client for payment milestone.

Off-boarding

Off-boarding occurs on sign-off of pre-agreed deliverables.

All data collected is returned to the customer.

TERMINATION

Each party may terminate the service by giving the other 30 days written notice, terminating on the contract anniversary.

Purging And Retention

Following cessation of the service Connect purges data in accordance with IL2. Discs are overwritten using an appropriate tool. On disposal of equipment, hard disks from servers are either completely over-written or physically destroyed.

Retention policy is for a maximum of 12 months.

OPTIONAL SERVICES

Options available:

- Creative design
- Database management
- Data visualisation
- Interface management
- API integration
- Advanced features
- Performance testing / optimisation
- Scaleable resources

SERVICE ASSURANCE

Connect is registered with the ICO as a data controller for its own personal data. We are GDPR compliant for client personal data where we act as Data Processor. Connect's information security management system is ISO27001 accredited. Our staff are routinely vetted; enhanced vetting is optionally available.

ISO 9001 CERTIFIED QUALITY MANAGEMENT SYSTEM (QMS)

Delivery of this service is managed within our ISO9001 certified delivery processes.

Process flows are described within our QMS as controlled documents, denoted as Flow Charts with outputs from each process well defined. Adherence to quality standards and industry standards are embedded, including conformance with Open Standards.

Continuous Improvement

Continuous Improvement is fundamental to, and evident in, all our operational processes, facilitated through adoption of a well-structured Plan-Do-Check-Act method for service delivery, whereby:

- In response to a client request for support, a course of action is planned.
- Client approval for the plan is obtained prior to executing the plan.
- The work completed, along with outcomes, impact and consequences are reviewed; lessons learnt are recorded centrally within our ISO 9001 process documented feedback.
- Acceptable outcomes are documented in our technical repository for future reference.
- Lessons learnt are reviewed by our Service Manager quarterly where recommendations are made for relevant teams and/or Senior Management
- Our Quality Manager reviews the processes and their outcomes at a company-wide level to ensure alignment, resulting in maximum consistency.

This approach ensures we continuously approve through:

- Making incremental stages, which are more sustainable
- Engaging our staff who are directly involved in service delivery, to ensure best practice informs decisions
- Engaging our client, to better reflect client needs
- Effective management and mitigation of risk, through making less disruptive changes.

SECURITY

- By not using subcontractors, all aspects of cybersecurity are handled in-house by our expert teams, ensuring consistent standards, accountability and direct oversight.
- Zero Trust principles ensure every user, device and connection is verified, minimising risk from bad actors, threats & DoS/DDoS attacks, while maintaining secure, controlled access.
- A least-privilege approach ensures data is accessible only to users in roles where necessary, minimising risk and maintaining strict control over information and system access.
- Manual systems monitoring performed by our Operations team; 24/7/365 automated systems monitoring via a proven combination of systems.
- Our implementation teams follow the OWASP Top 10 to address the web security risks, ensuring our code is resilient, vulnerabilities are minimised & your website maintains protection against common cyber threats.
- We utilise guidance, best practices and threat intelligence from the National Cyber Security Centre to strengthen our defences, manage risks & implement robust cybersecurity measures.
- Software updates are fully managed by our in-house Operations team, allowing you to focus on continuous improvements that advance your strategic goals.
- Regular vulnerability scans performed by our Operations team alert us to potential security risks, enabling prompt remediation before they can be exploited and ensuring your website remains secure and resilient.
- We apply critical security patches, including zero day and those addressing recently-discovered vulnerabilities, within 48 hours of release. This rapid response mitigates risks and strengthens protection against threats.
- A routine maintenance window (3rd Tuesday of each month) aligns with typical software releases, ensuring regular updates and enhancements to our infrastructure, keeping software up to date and systems secure and optimised for maximum performance and reliability.
- We implement the futureproof TLS 1.3 protocol (with fallback to 1.2 in the short term) to ensure stronger encryption for all data in transit, reducing latency whilst maximising security.
- We maintain up-to-date encryption ciphers to ensure that in-transit data benefits from current best practices and remains resistant to emerging threats.
- We utilise HTTP Strict Transport Security to force browsers to connect securely, preventing accidental unencrypted access and enhancing protection against attacks like protocol downgrade.

- Additionally, we implement server-level encryption at rest as standard, safeguarding all stored data with industry-standard protocols to ensure maximum security and protection against unauthorised access.

SHARED RESPONSIBILITY MODEL

The Shared Responsibility Model will be agreed collaboratively between the buyer and supplier, and will be defined in line with the final scope and configuration of the core and any ancillary services provided.

INFORMATION ASSURANCE

This service operates at IL0, IL1 and IL2.

Confidentiality

The technologies and techniques we employ include:

- Firewalls operating in failover behind which all live services sit
- Restricted access to servers
- Use of secure FTP for data transfer
- Use of secure certificates

Passwords are not stored either electronically (except in the encrypted form on the server) or on paper, apart from the administrative server password, which is stored in a sealed, signed envelope in a secure location for use in a disaster recovery scenario.

Integrity

Our processes ensure error-checking is performed through data processing and management. Our approach includes the use of XML and validation of data against appropriate schemas.

Availability

Services operate from Connect's secure data centre, which is powered by two ring mains, one of which runs on an Uninterruptible Power Supply (UPS) that is also backed up by a generator. We feed power from both supplies to kit installed in racks.

CERTIFICATIONS

Demonstrating our commitment to security and quality, we hold the following certifications:

- ISO 27001:2022,
held uninterrupted since 2009
- Cyber Essentials,
held uninterrupted since 2015
- ISO 9001:2015,
held uninterrupted since 2003
- ICO registered uninterrupted since 2002
- NHS Data Security and Protection Toolkit assured



SOCIAL VALUE

Our delivery of social value is structured, measurable & aligned to the UK Government's Social Value Model.

Ensuring outcomes are monitored, continuously improved & lasting, we embed social value into contract mobilisation, workforce practices & service delivery.

Through the four missions below, we demonstrate how we deliver practical, positive impact.

MISSION: KICKSTARTING ECONOMIC GROWTH

To create sustainable economic growth through fair work, skills development & strong local supply chains, we:

- Create and sustain secure, permanent jobs, paid above the Real Living Wage, with clear routes for progression and professional development
- Have driven regional economic growth through £25m+ inward investment since incorporation and prioritising local suppliers
- Maintain fair, transparent & inclusive working practices, supported by employee engagement, wellbeing initiatives & regular reviews of workforce feedback
- Develop and nurture talent via apprenticeships, graduate roles & continuous skills training
- Strengthen ethical supply chains through prompt payment, modern slavery safeguards & fair working standards
- Collaborate with SMEs, VCSEs & third-sector organisations to grow diverse and resilient local economies

MISSION: MAKING BRITAIN A CLEAN ENERGY SUPPLIER

To accelerate the transition to a low-carbon economy through responsible operations and digital innovation, we:

- Embed sustainability into delivery through our industry-leading 'Coding for a Greener Planet' initiative and energy-efficient digital solutions
- Measure, monitor & continuously reduce the environmental impact of our digital infrastructure to drive positive carbon reductions year on year
- Operate under a clear Carbon Reduction Plan, actively working towards Net Zero by 2050

- Power our operations using 50% green energy and energy-efficient premises and infrastructure, with an unwavering commitment to increase renewable usage
- Reduce emissions through digital-first delivery and sustainable travel policies
- Work collaboratively with our clients through engagement and co-design to deliver low-carbon, environmentally-responsible solutions aligned to their objectives

MISSION: BREAKING DOWN BARRIERS TO OPPORTUNITY AND TACKLING INEQUALITY

To ensure fair access to employment, progression & opportunity for all, we:

- Embed inclusive design principles into the services we deliver, aligned to recognised standards and ensuring positive outcomes for users of all abilities, backgrounds & access needs
- Maintain a diverse workforce and leadership, with representation well above industry averages, including sector-leading female representation and international perspectives
- Champion inclusive recruitment and progression practices, including Disability Confident accreditation
- Support access to work for people facing barriers through local outreach, fair pay & accessible recruitment practices
- Promote equality through Living Wage accreditation, transparent pay and reward processes & fair employment commitments, with ongoing monitoring
- Invest in skills development and career pathways aligned to future skills shortages, providing clear routes for advancement

MISSION: BUILDING HEALTHIER COMMUNITIES FIT FOR THE FUTURE

To strengthen wellbeing, resilience & community-driven outcomes for the long term, we:

- Reduce digital exclusion and improve access to services through the creation of user-centred, accessible & multilingual digital solutions
- Support community resilience by building digital capability and confidence through digital inclusion opportunities
- Invest in staff physical and mental wellbeing through structured policies, a healthy workplace environment & wellbeing initiatives

- Encourage active lifestyles and sustainable choices via cycle-to-work scheme, public transport use & city-centre accessibility, reducing environmental and health impacts
- Foster positive workplace culture through inclusive social activities, staff engagement & supported volunteering opportunities
- Support healthier communities by working with charities, SMEs & community groups, including free hosting and skills support to create sustainable, long-term benefit

ENVIRONMENT & SUSTAINABILITY

Considerations for the environment and sustainability are embedded in every level of our organisation.

From our policies and practices we follow to the digital solutions we develop, we aim to reduce our environmental impact by making our business activities more sustainable wherever possible.

To comply with environmental best practice standards, we:

MINIMISE WASTE

- Offer website hosting on virtual servers to reduce hardware usage and waste
- Minimise our use of printed materials by communicating electronically wherever possible
- Reduce paper waste by following our Paper Recycling Policy
- Separate recyclable materials, food waste, and non-recyclable waste
- Recycle empty toner cartridges via a third-party specialist
- Use mains-fed water dispensers to discourage the use of single-use plastics
- Provide external visitors with glasses and reusable cups instead of plastic

USE RESOURCES SUSTAINABLY AND EFFICIENTLY

- Switch all electronic devices off at the end of the working day
- Reuse electrical equipment wherever possible
- Use second-hand kit where appropriate
- Use energy-efficient lighting for our office and data centre
- Use energy saving lighting which automatically switches off when staff are not using parts of the building
- Regularly declutter our digital drives to reduce data consumption
- Apply energy efficient screen-saving settings to all devices used in our workplace

MITIGATE AND ADAPT TO CLIMATE CHANGE

- Communicate with clients electronically to reduce paper waste
- Hold virtual meetings and workshops to reduce travel
- Use carpool or public transport where meetings and workshops must be held in person

- Utilising local suppliers (where required) to reduce the impact of transport
- Encourage staff to walk, cycle, or use public transport to commute to work
- Employ people who live in the Liverpool City Region to lower the environmental cost of commuting
- Offer a hybrid workstyle where staff can work from home for part of the week to reduce travel
- Provide flexible start and finish times to help staff avoid travelling during peak times, reducing emissions, noise pollution, and traffic congestion in the city

PROMOTE SOCIAL, LEGAL, AND ETHICAL ICT

- Set annual environmental targets for energy consumption, carbon emissions, and waste
- Demonstrate total transparency around progress made towards our environmental targets
- Align with our Carbon Reduction Plan to stay on track with our targets
- Review and adapt our environmental policies in line with changes Government guidance
- Involve staff in environmental decision-making to promote a circular economy
- Announce environmental updates during the weekly staff briefing to ensure sustainability remains an everyday priority

APPLY BEST PRACTICE PRINCIPLES TO MAKE OUR DATA CENTRE ENERGY EFFICIENT

- Host websites from virtual servers to optimise hardware efficiency
- Encourage clients to consider shared hosting where appropriate to limit the environmental cost of having their own virtual server
- Provide weekly software and plugin updates for all of the Umbraco solutions we host to improve their performance and energy efficiency
- Track our data centre's energy consumption using built-in monitoring features to ensure our energy output does not exceed our targets
- Recycle outdated hardware using third-party specialists
- Use motion-sensor lighting that automatically switches off when staff are not in the data centre
- Use energy-efficient air conditioning

SEEK OUT OPPORTUNITIES FOR ENVIRONMENTAL INNOVATION

- Developed Coding for a Greener Planet through our internal R&D programme to ensure we can deliver eco-friendly digital solutions for our customers
- Explore new ways of making our service offering more sustainable through our ongoing R&D programme
- Monitor our total yearly emissions to identify opportunities for improvement
- Avoid early uptake of new digital technologies until the environmental cost is clear.

MAKING OUR TECHNOLOGY SUSTAINABLE

- Design and build energy-efficient websites by following Coding for a Greener Planet's environmentally-friendly design principles and sustainable coding practices to reduce the amount of energy required to host our solutions
- Offer Coding for a Greener Planet to every customer we work with
- Use open-source software to reduce the lifetime cost of our digital solutions
- Use modular components and reusable code wherever possible
- Optimise the performance of our digital solutions to reduce their data consumption

STRATEGY ALIGNMENT: SUPPORTING THE GREENING GOVERNMENT STRATEGY

The service aligns with the Government strategy: "Greening government: ICT and digital services strategy 2020-2025" as follows:

1. Sustainability is prioritised

We choose to deliver sustainable solutions for clients that empower them, wherever possible, increasing their capacity to function autonomously within the ICT and digital landscape.

Example: we have implemented 80+ solutions that equip the client via a remote interface to change high-level configuration options, enabling them to remotely exercise sustainable control without needing third party or supplier intervention.

2. Raising awareness of environmental impact

As part of our planning process, client requests are routinely evaluated for their environmental impact by our team, enabling us to routinely advise the client on the environmental impact of their preferences and propose beneficial alternatives.

Example: environmental impact assessments are created as standard during our planning phase. This has reduced environmental load of solutions by up to approx. 35% by (e.g.) reducing duplication, minimising data storage and minifying code.

3. Commitment to transparency

We commit to publishing our progress towards our climate goals, reviewed annually.

Example: We publish our own Carbon Reduction Plan along with progress against measurable targets.

Further, we perform environmental audits on our service outputs, when appropriate, to transparently demonstrate the environmental credentials of what we've supplied.

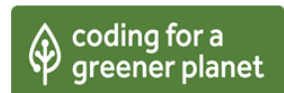
Example: Our Environmental Reports on our Deliverables now identify and report against key metrics relating to ICT use, data storage and traffic volumes.

4. Increased Responsibility

As a digital supplier delivering to best practice, we recognise our responsibility to promote and demonstrate environmental best practice in the range of services we offer and how we deliver them.

The 'Coding for a Greener Planet' Initiative

We launched this unique environmental initiative in 2023 as part of our commitment to ethical and sustainable working practices.



The purpose of this initiative is to deliver energy-efficient websites underpinned by smart, sustainable and environmentally-conscious design choices. We do this by encouraging our clients to consider the environmental cost of their ideas throughout the creation process.

This initiative will be adopted for everything we create for you. By advising you on the environmental impact of your ideas, you will be able to make decisions about your website that are informed by an understanding of how energy consumption and carbon emissions would be affected by your choices now and in the future.

G-CLOUD 15 RELATED SERVICES FROM CONNECT

Accessibility Training for Website Content Editors (WCAG 2.2)

GDPR Healthcheck

Google Analytics

Headless Content Management System (CMS)

Managed Web Application

Managed Website Migration to Open Source CMS

Off The Shelf Intranet

Off The Shelf Museum Website

Online Data Collection and Mapping Tool

Open Source Bilingual CMS Support

Open Source Bilingual Content Management System (CMS)

Open Source Directory Website

Search Engine Optimisation (SEO)

Umbraco CMS App Content Manager

Umbraco Content Management System (CMS)

Umbraco Intranet

Umbraco Support

User Experience (UX) Testing and Evaluation

WCAG 2.2 Website Accessibility Audit

Web Application Support

Website Migration Support

WordPress CMS App Content Manager

WordPress Content Management System (CMS)

WordPress Intranet

WordPress Support

CONTACTS

SERVICE CONTACT

Sam Mooney

Connect, 3rd Floor New Barratt House, 47 North John Street, Liverpool L2 6SG

Tel: 0151 282 4321

Email: gcloud@connectinternetsolutions.com

Web: www.connectinternetsolutions.com

INVOICING CONTACT

Beth James

Connect, 3rd Floor New Barratt House, 47 North John Street, Liverpool L2 6SG

Tel: 0151 282 4321

Email: accounts@connectinternetsolutions.com

Web: www.connectinternetsolutions.com

Annual charges payable in advance. Payment terms 15 days.

Payment options include Direct Debit (monthly payments), BACS and advance invoicing, clearly quoting customer order number and itemised costs.