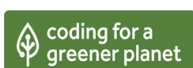


Crown
Commercial
Service
Supplier



Headless Content Management System (CMS)

G-Cloud 15 Service from Connect Internet Solutions



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Headless CMS

G-Cloud 15 Lot2b: Software as a Service (SaaS)

SERVICE OVERVIEW

Connect's headless and decoupled CMS solutions separate content management from content delivery, giving you a platform-independent way of presenting content across multiple channels and devices.

Our headless and decoupled solutions use well-supported and well-known open source CMS' for back-end-only content management services. Back-end CMS' are built from either WordPress or Umbraco, giving you an extensive feature set for controlling your content repository.

Relevant content is retrieved from the headless CMS via RESTful API, allowing your front-end to use any technology of your choice.

Our decoupled solutions incorporate some limited front-end support, whilst still allowing front end delivery layer separation via RESTful API calls.

Service options:

- **Private cloud**

All our headless and decoupled solutions are available as UK-based, private cloud managed solutions from our ISO 27001 accredited hosting centre. On-premise hosting available.

- **Back-end only CMS**

Comprises content database, open source CMS (WordPress or Umbraco) and RESTful API, available as headless or decoupled.

- **Front-end only content delivery system**

Uses API calls to retrieve content. Available in a range of technologies appropriate to channels and devices being targeted, e.g. .NET Maui, Xamarin, CodeIgniter, .NET MVC with C#, HTML, JavaScript.

- **End to end solution**

Comprises headless or decoupled CMS (WordPress or Umbraco), RESTful API and separated front-end delivery layer.

End-to-end

Headless CMS provides a flexible, end-to-end, access-from-anywhere solution for multi-channel, multidevice content management, cloud hosted in the UK.

Open source

The service uses proven, open source content management systems for the back end, with either WordPress or Umbraco CMS providing feature-rich interfaces for creating, editing and deleting content within the headless approach. Both WordPress and Umbraco platforms have defined road maps and are renowned for ease of use and expandability.

Flexible

The service offers true flexibility with decoupling providing a platform-independent method for delivering cross platform support. The result is both modular and efficient, enabling content delivery both inside and outside the web browser, allowing an unlimited range of channels and devices to be targeted from a single content database.

The solution is tailored for your content, content structures, taxonomies for content classification and meta data. Customers select from a variety of back-end content management features, with the CMS being easily and quickly configured to meet their needs.

Applicability

The service is suitable for any application where common content is delivered to multiple channels. Channels may include websites, mobile devices, kiosks, wearable technology devices etc.

Infrastructure

Sitting on our virtual, cloud-based infrastructure, the headless content management can be performed from anywhere via a standard web browser, whilst the API provides versatile options for content display.

SERVICE FEATURES

- Set up and configuration of headless CMS - WordPress or Umbraco
- Tailored for your content, taxonomies and meta data
- Content stored in a single database
- Delivers content through standard compliant API to any channel
- Content delivery through embedded widgets or feeds to 3rd party channels
- Implementation of API to deliver content to channels
- Allows unlimited number of back-end Content Management Users
- Supports tailored content workflow

The service model used is public cloud. All equipment is owned/operated by Connect from within our UK centres and access to systems is via the public internet. On-premise option available.

SERVICE BENEFITS

- Fast, flexible headless content delivery to one or more channels from a single source
- Enhanced security
- Manage content through a familiar, popular, well supported, structured CMS
- Deliver content through a flexible, decoupled front end of your choice
- Front end developers not limited by technologies used to deliver back office
- Future Proof - integrates easily with new technologies and devices

SERVICE SCOPE

Service scope is agreed with you during Discovery; a fully scoped Specification is agreed with you prior to commencement.

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.

Minimum contract period is twelve months.

SERVICE LEVELS

Availability – 99.9%

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

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 the resolution phase, 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.

OUTCOMES FOR BUYERS

Fully-featured 24x7 tailored Cloud-based headless application.

TRAINING

We provide training so your team has the knowledge they need to ensure the success of your WordPress solution and indeed champion it.

The following training support is available:

- In-line help within the CMS interface
- A structured walkthrough on system set-up (delivered either remotely or face-to-face)
- CMS back-end Training Manual
- Simple User Guide for using the issue-logging system
- Face-to-face training options are also available
- Train-the-trainer options are also available.

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

On-boarding requires the client to select from the range of functional and configuration options that suit their current website needs. This is done through a simple, well-defined process, fully supported throughout by your Project Manager.

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

This service provides the reassurance of no supplier tie-in and an off-boarding process that is quick and hassle-free.

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

All data collected is returned to the customer.

When off-boarding, the client has the option of being supplied with either of:

- An export (image) of the Virtual Machine
- An export of the file system and database comprising the website

Data available to the client for exporting includes content, metadata, structure and configuration; where the VM export has been chosen, log files can also be supplied.

Exports are supplied as an encrypted file containing the exported files.

Exported files will be provided in .zip format, database exports will be provided in MySQL compatible format.

Flexible options are available for handing over the export to the client, dependent upon client preferences (Client transfers via SFTP, Connect transfers via SFTP on client's behalf, physical transfer via appropriate medium/channel).

Custom data extractions can be provided on request (chargeable at hourly rates).

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

- A range of bolt-ons and enhanced services are available; the Project Manager assists the customer in identifying what is appropriate for their needs and works with the in-house team to ensure that any custom requirements and enhancements to the standard service are put in place
- API integration
- Advanced features
- Scalable 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.