TORBAY COUNCIL

Appendix K
Plans, Policies and Accreditations Requirements

Please Note: This document is intended to inform the Applicant's response to the following requirements:

Detailed below are the Authority's the minimum requirements in relation to Plans, Policies and Accreditations. Applicants must review all requirements that pertain to documents specifically requested in the above questions before submitting their response.

If documents have been requested that are not detailed below, then Applicants should assume there are no detailed minimum requirements pertaining to these.

Please Note: Unless specified otherwise, requirements relate to the Applicant's organisational (corporate) plans, policies and accreditations, not contract-specific documents.

Depending on your organisational structure, it may be more appropriate to provide divisional documents (for example your IT Business Continuity Plan if providing a hosted service). This is acceptable unless specified otherwise.

Applicants may still be required to submit responses in relation contract-specific document requirements in Part 5 Award Questionnaire. These requirements will be detailed in Part 2 Specification.

Please Note: Applicants are encouraged to raise a clarification question through SupplyDevon if they are unsure of any detail provided. This will allow the Council the opportunity to clarify the requirements to all participating suppliers and help to avoid lengthy communications after tenders have been returned.

Business Continuity Plan

This must include:

- How you respond to, and rectify, any destruction or loss of the Hardware, Software, Data or any other facilities used in providing your Services so that there is minimal disruption to the performance of your contractual obligations.

- How and when the business continuity plan will be tested.

- Address how it intends to mitigate against any emerging pandemic, epidemic or global health emergency in respect your personnel, supply chain, and any issues regarding the supply of equipment or accommodation;

- How you intend to mitigate against any reasonably foreseeable events which would otherwise fall within the definition of Force Majeure Event (see list below);

    Force Majeure events include, but are not limited to:

    - Loss of premises
    - Loss of staff and resource
    - Loss of supply chain
    - Major illness and pandemic
    - Consequences of Brexit
    - Environmental incidents
    - Failure of ICT infrastructure/servers
    - Utilities failure (Electricity, gas, water)
    - Major and prolonged road infrastructure disruption/ failure
    - Fuel Supply Disruption
    - Severe weather disruption (and other natural events e.g. flooding, storms).
    - Communication outages, including mobile networks, text alerts, and social media.

Data Protection / General Data Protection Regulation (GDPR) Compliance Policy

Your organisation's Policy (in line with the General Data Protection Regulation (GDPR)).

Carbon Neutral / Zet Zero Policy

Your organisation's Policy

Complaints Policy

Your organisation's Policy.

Equality and Diversity Policy

Your organisation's Policy.

Health and Safety Policy

Your organisation's Policy.

Information Security Policy

Your organisation's Policy

Modern Slavery Policy

Your organisation's Policy

Modern Slavery Statement

Your organisation's Statement

Recruitment Policy

Your organisation's Policy

Safeguarding Policy

Your organisation's Policy

Safer Recruitment Policy

Your organisation's Policy

Whistleblowing Policy

Your organisation's Policy