NATIONAL INSTITUTE FOR HEALTH

AND CARE EXCELLENCE

**NICE Knowledge Resources Framework Agreement (NICENHSFA/2528)**

**Call Off Terms & Conditions**

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1. The Agreement

On the basis of its offer, the Contracting Authority selected the Supplier (and may have appointed other Suppliers) to provide digital and or print Knowledge Resources in the manner and on the terms described herein.

1. Overriding Provisions

The Supplier agrees to supply the print and digital Knowledge Resources in accordance with these terms, including the Supplier’s terms as identified in the Framework and incorporated into any Order and Agreement.

In the event of and only to the extent of any conflict or ambiguity between the clauses of this Agreement, the provisions of the annexes, any document referred to in the clauses of this Agreement and the Order Agreement, the conflict shall be resolved in accordance with the following order of precedence:

* + 1. the “Call Off Order Form” and any annexes and the “Call Off Terms & Conditions” and any annexes (excluding Supplier Terms);
		2. the “Health & Social Care Content (HSCC) Licence” and any appendices;
		3. the “Terms & Conditions of Contract for NICE Knowledge Resources Framework Agreement” and any annexes;
		4. in the case of Agents:
			1. the “Call Off Order Form” and any annexes and the “Call Off Terms & Conditions” and any annexes (excluding Supplier Terms);
			2. the Publisher licence.
		5. the “Terms & Conditions of Contract for NICE Knowledge Resources Framework Agreement” and any annexes;

The Supplier acknowledges and accepts that the order of prevailing provisions in this Agreement is as set out in Clause 2.2 above.

1. Introduction

The “Call Off Order Form” and the “Call Off Terms & Conditions” must be used for the purchase and supply of print and digital Knowledge Resources:

* + 1. from an appointed Supplier(s) to the NICE Knowledge Resources Framework Agreement (NICE Framework);
		2. for all Lots on the NICE Framework.

The “Call Off Order Form” and the “Call Off Terms & Conditions” must be used in conjunction with the relevant Licence Agreement(s). These combined documents form the Agreement between the Purchaser and appointed Framework Supplier.

Guidance Notes [highlighted] are provided throughout this “Call Off Terms & Conditions” document.

The NICE Knowledge Resources Framework Agreement can be used by eligible Purchasing Authorities and Beneficiaries throughout England, Wales and Northern Ireland and Scotland to purchase health and social care related Knowledge Resources. The Knowledge Resources that can be purchased through this Framework Agreement are:

* + 1. **Print Journals**: a journal is a scholarly publication containing articles written by researchers, professors and other experts. Journals focus on a specific discipline or field of study. Unlike newspapers and magazines, journals are intended for an academic or technical audience, not general readers. Also known as periodicals, print journals are published as physical hard copies.
		2. **Electronic Journals:** digital or electronic versions of Print Journals. Also known as journals, e-Journals or electronic serials that are published in electronic format(s) including HTML and PDF. Electronic Journals may be offered as single titles, named collections, or bespoke collections of titles and will often include additional content such as articles ahead of print, early access, e-pub ahead of print, in press, in process or online early. Access to Electronic Journals may also include a range of features including but not limited to table of contents alerts, access to news items, CME / CPD and learning opportunities. Electronic Journals can be purchased in-perpetuity (content paid for available to the subscribing organisation indefinitely) or Access only (access for the term of the subscription only.
		3. **Print Books**: books published as physical hard copies including textbooks and monographs.
		4. **Electronic Books**: digital or electronic versions of Print Books. Also known as eBooks, e-books that are published in electronic format(s) including but not limited to HTML, PDF and ePub. Electronic Books may be offered as single titles, named collections or bespoke collections of titles and will often include additional functionality such as 'search within'. Electronic Books are available through a range of purchase or subscription based models with a range of licencing options.
		5. **Databases**: searchable online collections of structured information to support healthcare practice, learning, teaching and research to include:
			1. Bibliographic Databases: An organised and searchable collection of structured information or data available electronically that references published written works including but not limited to journals, newspapers, conference proceedings, dissertations, reports, government and legal publications and books.
			2. Full Text Databases: The same as a Bibliographic Database with the inclusion of full text Electronic Journals and Electronic Books licenced for inclusion in the database.
			3. Citation Databases: The same as a Bibliographic Database with the addition of allowing searching by cited references, enabling you to find, check and track citation data year-by-year, navigating forward and backward through the literature related to a topic.
		6. **Evidence Summaries:** referential, digital, clinical decision support resources that provide knowledge summaries as Topics. Designed to provide health professionals with comprehensive evidence, clinical decision support and “actionable knowledge” to: support decision-making at the point of care e.g. at the bedside, in the ward, in the clinic, and in community settings, including the patient’s or carer’s home; and to support education and learning before, during and after the patient consultation. Such resources may include a full text component(s) e.g. ejournals, journal articles, eBooks, alongside the Topics. For the purposes of the Framework such resources providing a full text component(s) are known as “Evidence Summaries with Full Text”.
		7. **Continuing Medical Education (CME) Resources**: evidence-based online learning platforms specifically designed to help healthcare professionals enhance their knowledge and support their ongoing professional development. They offer interactive, peer-reviewed medical and healthcare related course modules or reflective practice opportunities that enable healthcare staff to earn CME points and/or track CME/Continuous Professional Development (CPD) activity.
		8. **Digital Anatomy Reference (DAR) Resources**: encompass online platforms, which can be interactive, designed to aid healthcare staff in their clinical practice, research, continuous learning, and professional development. Additionally, they can be used for patient education purposes. The resources provided include both content and multimedia materials e.g. 2D, 3D and interactive images and models, CT and MRI scans, animations, videos, augmented and virtual reality options. Primary focus is anatomy and physiology.

All Knowledge Resources supplied under this Framework MUST be health and social care related content. Subject and topic areas are numerous within this field and include (but not limited to):

* Allied Health.
* Anatomy.
* Biomedical Sciences.
* Clinical Practice.
* Complementary Medicine.
* Dentistry.
* Environmental Health.
* Health administration & management including but not limited to informatics, digital, human resources, finance, business management, change management, equality and diversity, healthcare facilities & estates.
* Healthcare Policy.
* Medicine.
* Mental Health & Wellbeing.
* Nursing.
* Nutritional Sciences.
* Optometry.
* Pharmacology.
* Pharmacy and Medicines Information.
* Psychiatry / Psychology.
* Public Health.
* Sociology and Social Care.
* Surgery.

The Framework Agreement does not provide for the purchase of:

* + 1. health technologies tools and medical devices that integrate with individual health records at a local level, or clinical decision support resources aimed at medical devices and tools rather than published healthcare content;
		2. knowledge related technical products or services such as (but not limited to): Resource Discovery Systems (RDS) and associated services e.g. A-Z Finders, link resolvers, workflow solutions, Horizon Scanning products, reference management software/products, examination software/products and A-Z Finders;
		3. eLearning resources typically used by health and care students to support their learning or examinations; those resources not related or focussed on health and care professions or specialisms; resources that support with examination and revision, statistical analysis.

Further details of the Framework’s specification are set out in “Annex ONE: NICE Framework Agreement Structure” to this document. Knowledge Resources can be purchased from the following Lots:

* + 1. LOT 1 Sole supplier - direct award.
		2. LOT 2 Print Books.
		3. LOT 3 eBooks.
		4. LOT 4 Print & eJournals.
		5. LOT 5 Databases.
		6. LOT 6 Evidence Summaries.
		7. LOT 7 Continuing Medical Education (CME) Resources.
		8. LOT 8 Digital Anatomy Reference Resources.

Subject to 3.2, all terms in the “HSCC Licence” are pre-agreed with the Supplier(s) for the purchase of Knowledge Resources. Where additional terms are agreed in Annex SIX: Additional Terms to the “Call Off Order Form”, subject to clause 2: Overriding Provisions of this “Call Off Terms & Conditions” document, these terms shall not conflict with, or materially change, the terms in the “Call Off Order Form” and any annexes, the “Call Off Terms & Conditions” and any annexes, and the “HSCC Licence”.

1. Defined Terms

In the “Call Off Order Form” and this “Call Off Terms & Conditions” document, the words and expressions below will be interpreted to have the meanings adjacent to them:

**“Agent”** means an organisation or inte­­­­rmediary which does not own the Intellectual Property Rights (IPR) to the Goods or Licensed Materials provided.

The Agent acting on the Purchasing Authority’s behalf, may undertake any or all of the obligations of the Purchasing Authority under the “Call Off Order Form” and the “Call Off Terms & Conditions” and the Licence Agreement(s), as agreed between the Purchasing Authority and the Agent.

 For the avoidance of doubt, Agent also includes booksellers under this Framework;

**“Aggregator”** means, an organisation or intermediary which either owns the Intellectual Property Rights (IPR), or a licence to grant access to Intellectual Property for Authorised Users; subject to the Agreement, to act on the Purchasing Authority’s behalf. For the purposes of this Framework, Aggregators are subject the same requirements as Publishers;

**“Agreement”** means the whole Agreement, which consists of the “Call Off Order Form” and any annexes, the “Call Off Terms & Conditions” and any annexes; the Licence Agreement(s) and any appendices, specific to this Agreement;

**“Agreement Manager”** means a person designated as such by the Supplier from time to time as notified in writing to the Purchasing Authority to act as the duly authorised representative of the Supplier for all purposes connected with the Agreement, including any authorised representative of such person;

**"Agreement Price”** means the monies payable by the Purchasing Authority or any Beneficiaries to the Supplier for the provision of the Deliverable(s) as set out in the “Call Off Order Form”. In the absence of agreement by the Parties to the contrary, the Agreement Price shall be inclusive of all taxes, duties, expenses and disbursements save for VAT, at the prevailing rate (if applicable) and shall include the costs of all equipment and materials including all travelling expenses involvedand all royalties, licence fees or similar expenses in respect of the making, use or exercise by the Supplier of any Intellectual Property or Intellectual Property Rights for the purpose of performance of the Agreement;

**“Agreement Standard”** means such standard as complies in each and every respect with all relevant provisions of the Agreement;

**“Affected Party”** means in the context of clause 34 the Party whose obligations under the Agreement have been affected by the Force Majeure Event;

**“AIMS”** means an Access and Identity Management Service which provides authenticated access for eligible users to the digital Knowledge Resources purchased;

 The JISC NHS Open Athens is currently the national contracted AIMS for England, Scotland, N. Ireland and Wales.

 The eligible persons entitled to have OpenAthens accounts in England are described at: https://www.nice.org.uk/about/what-we-do/evidence-services/journals-and-databases/openathens/openathens-eligibility (which may be amended from time to time).

 These persons can access digital Knowledge Resources purchased at a national level in England. For all other purchasing levels across England made through the Framework eligibility will consist of the eligible persons as listed within geographically or organisationally-defined areas.

 Additionally, those Beneficiaries who choose to purchase through the Framework, will have their own specific eligibility requirements.

**"Authorised Officer"** means a person designated as such by the Purchasing Authority from time to time as notified in writing to the Supplier to act as the representative of the Purchasing Authority for all purposes connected with the Agreement, including any authorised representative of such person;

**“Authorised Users”** means, the eligible persons as set out in the Specification to the “Call Off Order Form” who are permitted access to the Goods and/ or Service(s) and / or Licensed Materials;

**"Beneficiary"** means entities below which the Purchasing Authority may have purchased on behalf of or another Beneficiary as defined in Annex FIVE: Beneficiaries Party to this Agreement to the “Call Off Order Form”. Only those Beneficiaries listed in Annex FIVE shall be Party to this agreement and be eligible to use the Service(s) and Deliverables as detailed in Annex ONE: Specification to the “Call Off Order Form”:

* the Secretary of State for Health;
* the Department of Health and all agencies thereof;
* Integrated Care Boards and similar or subsidiary bodies responsible for commissioning NHS services;
* any NHS Trust or NHS Foundation Trust;
* any Care Trust;
* Health Protection Agency;
* National Treatment Agency for Substance Misuse;
* Healthcare Improvement Scotland;
* Public Health Scotland;
* Care Quality Commission;
* The Care Inspectorate (Scotland);
* Healthwatch England and local Healthwatch organisations;
* Health and Wellbeing Boards;
* Local Authorities with a public health role;
* GPs;
* Royal Colleges and Societies;
* NHS Wales Health Boards and Trusts and hosted organisations;
* NHS Wales Special Health Authorities;
* Public Health Wales;
* National Assembly of Wales;
* Welsh Government;
* NHS Education for Scotland (NES);
* NHS Scotland Health Boards;
* Any Integration joint boards (Scotland);
* Any health and social care partnerships (Scotland);
* Scottish Government healthcare related directorates;
* All Scottish Local Authorities;
* the Health and Social Care Board (Northern Ireland);
* Health and Social Care Trusts (Northern Ireland);
* Health and Social care Business Services Organisation (Northern Ireland);
* special health and social services agencies (Northern Ireland);
* the Department of Health, Social Services and Public Safety (Northern Ireland);
* Department of Health Arm's Length Bodies, including Special Health Authorities (SpHA), Executive Agencies, Executive Non-Departmental Public bodies (NDPB), Statutory Committees and Department of Health-owned companies not provided for above;
* the Medical Research Council;
* Higher Education institutions engaged in providing commissioned healthcare or commissioned education;
* independent, private, charitable and voluntary sector organisations which provide NHS-commissioned care or work in partnership with the NHS to provide care to NHS patients, including hospices, cancer support charities and social enterprise organisations;
* any body which replaces or provides similar or equivalent services to the above;
* any statutory successor to any of the above;

and "Beneficiaries" shall be construed accordingly;

**“Buyers Guide”** means the information and guidance provided by the Contracting Authority to Purchasing Authorities to support the purchase of Knowledge Resources through this Framework on the Framework Website;

**“Call-off Contract”** means the “Call Off Order Form” and the “Call Off Terms & Conditions”;

**“Call Off Order Form”** means the form to be completed by the Purchasing Authority which forms part of the “Call Off Order Terms & Conditions”; to be signed by both parties prior to the Commencement Date;

**“Commencement Date”** means the date agreed by the Parties in writing as detailed in the “Call Off Order Form” and / or the Licence Agreement(s), on which the provision of the Service(s) and Deliverable(s) is to start;

**“Complaint”** means a formal expression of dissatisfaction or concern raised by the Purchasing Authority under this Agreement;

**"Confidential** means information, data and material of any

 **Information”** nature which either Party may receive or obtain in connection with the operation of the Agreement and:

(i) which comprises Personal Data or Sensitive Personal Data (as both terms are defined in the Data Protection Act 2018) or (in the case of the Purchasing Authority or any Beneficiary) which relates to any patient or his or her treatment or medical history; or

(ii) the release of which is likely to prejudice the commercial interests of the Purchasing Authority or (as the case may be) any Beneficiary or the Supplier respectively; or

(iii) which is a trade secret;

**“Contracting** means the National Institute for Health and Care

**Authority”** Excellence (NICE), that concludes this Framework Agreement for the Deliverables intended for the Purchasing Authorities, or any successor body;

**“Controller”** means the natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data; where the purposes and means of such processing are determined by Union or Member State law, the controller or the specific criteria for its nomination may be provided for by Union or Member State law;

**“Copyright”** means, a property right as described in Section 1 of the Copyright Designs and Patents Act 1988;

**“Core Service** means, the expected standards and objectives

**Standards”** for the Service detailed in Annex 2**;**

**"Costs”** includes costs, charges, outgoings and expenses of every description;

**“Data Loss Event”** means any event that results, or may result, in unauthorised access to Personal Data held by the Supplier under this Agreement, and/or actual or potential loss and/or destruction of Personal Data in breach of this Agreement, including any Personal Data Breach;

**“Data Protection** means an assessment by the Controller of the

**Impact Assessment”** impact of the envisaged processing on the protection of Personal Data;

**“Data Protection** means (i) the GDPR, and any applicable national **Legislation”** implementing Laws as amended from time to time (ii) the DPA 2018 to the extent that it relates to processing of personal data and privacy; (iii) all applicable Law about the processing of personal data and privacy;

**“Data Subject Access** means a request made by, or on behalf of, a Data

**Request”** Subject in accordance with rights granted pursuant to the Data Protection Legislation to access their Personal Data;

**“Data Subject, Data** take the meaning given in the GDPR;

**Protection Officer”**

**“Default”** means, any breach of the obligations of either Party, (including but not limited to fundamental breach or breach of a fundamental term), or any default, act, omission, negligence or statement of either party, its employees, agents or sub-contractors in connection with or in relation to the subject matter of the Agreement and in respect of which such Party is liable to the other hereunder;

**“Deliverable(s)"** means the Goods and/ or Service(s) and / or Licensed Materials detailed in the Specification to the “Call Off Order Form”; the Service Level Agreement(s) and Key Performance Indicators(s) as set out in the Licence Agreement(s);

**“Direct award”** means an award made to a Supplier without running a Mini-competition.

**"Dispute Resolution** means the process of resolving disputes between

**Procedure"** the Parties as set out in clause 33;

**“DPA 2018”** means Data Protection Act 2018.

**“Eligibility Criteria”** means the eligible persons as described at: [OpenAthens eligibility | OpenAthens | Journals and databases | Evidence and best practice resources | What we do | About | NICE](https://www.nice.org.uk/about/what-we-do/evidence-services/journals-and-databases/openathens/openathens-eligibility) who are entitled to have OpenAthens accounts in England. The list sets out all eligible persons across the NHS who can access digital Knowledge Resources purchased at a national level in England. For all other purchasing levels made through the Framework eligibility will consist of the eligible persons as listed within geographically or organisationally-defined areas.

 Additionally, those Beneficiaries who choose to purchase through the Framework, will have their own specific eligibility requirements.

**“Evidence Summaries** means, Evidence Summaries resources that

**with Full Text (FT)”** includea full text component(s) e.g. ejournals,

 journal articles, eBooks, alongside the Topics.

**“Force Majeure Event”** means one or more of the following to the extent that it is not attributable to the Supplier or the Supplier’s staff: war, civil war (whether declared or undeclared), riot or armed conflict; radioactive, chemical or biological contamination; pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speed; acts of terrorism; explosion; fire; flood; extraordinarily severe weather conditions which are both unforeseen and for which precautions are not customarily taken by prudent business organisations so as to avoid or mitigate the impact thereof; industrial action which affects the provision of the Deliverable(s), but which is not confined to the workforce of the Supplier or is site specific; pestilence; the actions of governmental authorities to the extent that such actions are implemented either pursuant to emergency powers or otherwise outside the usual course of governmental business; or Act of God, or other event which is beyond the reasonable control of the Party in question and could not have been avoided or mitigated by the exercise of all reasonable care by that Party and further provided that such event materially affects the ability of the Party seeking to rely upon it to perform its obligations under the Agreement;

**“Framework Agreement”** means the terms and conditions of contract for NICE Knowledge Resources Framework Agreement that has been entered into between the Supplier and the Contracting Authority. The agreement which defines, in broad terms, the scope and terms and conditions under which this agreement will be entered into;

**“Framework Website”** means the website that hosts the information and documents to support buyers purchasing knowledge resources through the Framework which is located at: <https://www.nice.org.uk/about/nice-communities/library-and-knowledge-services-staff/buy-books-journals-and-databases> and includes supporting and linked webpages.

**"Good Industry** means the exercise of that degree of skill, diligence

**Practice"** and foresight which would reasonably and ordinarily be expected from a skilled and experienced service supplier engaged in the provision of Deliverable(s) similar to the Deliverable(s) under the same or similar circumstances as those applicable to the Agreement and which are in accordance with any codes of practice published by relevant trade associations;

**“Goods”** meansprint Knowledge Resources such as books and journals, as set out in the Specification to the “Call Off Order Form”, or in new Specifications that may be agreed by the Parties from time to time;

**“Government** means, a branded VISA Purchasing Card provided

**Procurement Card** to the UK public sector through a Framework

**(GPC)”** Agreement between Government Procurement Service, VISA and seven VISA-Issuing Banks and enables all UK public sector organisations, including Central Government, Local Government, NHS, Education, Emergency Services, Charities, NDPB's and others to benefit from a pre-negotiated contract;

**"Insolvent"** means:

1. if the Supplier is an individual, that individual or where the Supplier is a partnership, any partner(s) in that firm becomes bankrupt or shall have a receiving order, administration order or interim order made against him, or shall make any composition or scheme of arrangement with or for the benefit of his creditors, or shall make any conveyance or assignment for the benefit of his creditors, or shall purport to do so, or any application shall be made for sequestration of his estate, or a trust deed shall be granted by him for the benefit of his creditors;
2. if the Supplier is a company, the passing by the Supplier of a resolution for its winding-up or the making by a court of competent jurisdiction of an order for the winding-up of the Supplier or the dissolution of the Supplier, or if an administrator is appointed, or documents are filed with the court for the appointment of an administrator or notice of intention to appoint an administrator is given by the Supplier or its directors or by a qualifying floating charge holder (as defined in paragraph 14 of Schedule B1 to the Insolvency Act 1986), or the appointment of a receiver over, or the taking possession or sale by an encumbrancer of any of the Supplier's assets, or if the Supplier makes an arrangement with its creditors generally or makes an application to a court of competent jurisdiction for protection from its creditors generally; and
3. any event in any jurisdiction other than England and Wales which is analogous to any of the above;

**"Intellectual Property"** means any and all patents, trademarks, service marks, domain names, registered designs, utility models, applications for and the right to make applications for any of such rights, inventions, Know-How (as defined below), unregistered trademarks and service marks, trade and business names, including rights in any get-up or trade dress, copyrights, (including rights in computer software and in websites) unregistered design rights and other rights in designs and rights in databases, subsisting anywhere in the world; the right for the maker of a database to prevent extraction or reutilisation or both of the whole or a substantial part of the content of that database, as described in Directive 96/9/EC on the legal protection of databases; rights under licences, consents, orders, statutes or otherwise in respect of any rights of the nature specified in this definition "Intellectual Property"; and rights of the same or similar effect or nature as or to those above in each case in any jurisdiction;

**"Intellectual Property** includes the right to exploit any Intellectual Property

**Right (IPR)"** or any right which is similar or analogous to any Intellectual Property; any moral right; any licence, right or interest of any kind arising out of or granted or created in respect of any Intellectual Property; any right to bring an action for passing off or any similar or analogous proceeding;

**"In writing"** shall be interpreted to include any document which is recorded in manuscript, typescript, any electronic communication as defined in Section 15 of the Electronic Communications Act 2000 but excluding mobile telephone text messages;

**“Knowledge** means published health and social care related

**Resources”** content such as books, journals, databases, clinical decision support resources, evidence summaries and topics, in either or a combination of, print, digital and multimedia formats;

**“Licence** means the terms detailed in the “Health & Social

**Agreement(s)”** Care Content (HSCC) Licence” or the Publisher’s licence, for digital Knowledge Resources;

**“Licensed Materials”** means the digital material as set out in the Specification to the “Call Off Order Form”, or in new Specifications” that may be agreed by the Parties from time to time;

**"Location"** means the location or premises of the Purchasing Authority and / or Beneficiary;

**“Month”** means a calendar month;

**“NICE Framework”** means the NICE Knowledge Resources Framework Agreement;

**“Open Access”** means material that is published under an open licence, such as a journal article or journal;

**"Order"** means an Order raised by the Purchasing Authority and/or Beneficiary for the supply of Goods and / or Service(s) and/or Licensed Materials under this Agreement;

**“Party”** means any party to the Agreement individually and “Parties” refers to all of the parties to the Agreement collectively. A Party shall include all permitted assigns of the Party in question. All persons who are not a Party to the Agreement are third parties;

**"Person"** includes any individual, partnership, firm, trust, body corporate, government, governmental body, authority, agency, unincorporated body of persons or association and a reference to a person includes a reference to that person's successors and permitted assigns;

**"Personal Data"** means any information relating to an identified or identifiable natural person (‘data subject’); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person;

**“Personal Data** means a breach of security leading to the

**Breach”** accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data transmitted, stored or otherwise processed;

**“Processing”** means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction;

**“Processor”** means a natural or legal person, public authority, agency or other body which processes personal data on behalf of the controller;

**“Protective Measures”** means appropriate technical and organisational measures which may include: pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of such measures adopted by it;

**“Public Sector Bodies”** means, the Public Sector Bodies Accessibility

**Accessibility** Guidelines 2018 and 2022 amendments;

**Guidelines 2018”**

**“Publisher”** means, an entity which owns the intellectual property rights (IPR) to the Licensed Materials and / or Goods. For the purposes of this Framework, Publishers are subject the same requirements as Aggregators.

**“Purchaser”** means the Purchasing Authority or the Beneficiary placing the Order;

**"Purchasing Authority"** means the organisation (of which is listed in the Beneficiary list) and as detailed in (Party 1) of this Agreement, placing the Order for the supply of Deliverable(s);

**“Receipt of Order”** means if personally delivered, at the time of delivery; if posted, at the expiration of forty-eight (48) hours or (in the case of airmail seven (07) days) after the envelope containing the same was delivered into the custody of the postal authorities; and if sent by electronic mail, provided that a telephone call is made to the recipient warning the recipient that an electronic mail message has been sent to him (as evidenced by a contemporaneous note of the Party sending the notice) and a hard copy of such notice is also sent by first class recorded delivery post (airmail if overseas) on the same day as that on which the electronic mail is sent;

**“Review”** means the Purchasing Authority’s assessment of the Suppliers performance to deliver the Services and Deliverable(s) to this Agreement, as detailed in clause 18. Performance Measurement and Review to this “Call Off Terms & Conditions document; and as detailed in the Licence Agreement(s);

**“Service(s)”** means the services provided by the Supplier pursuant to, and in accordance with, the Agreement as detailed in the Specification;

**“Specification"** means the description of the Goods and / or Service(s) and / or Licensed Materials together with (where applicable) a brief description of Deliverables to be provided pursuant to such Goods and / or Service(s) and / or Licensed Materials as referred to, set out in or attached to Annex ONE: Specification to the “Call Off Order Form”, or to the Order (or, if no such description is set out in or attached to the Order, as set out in or attached to any documentation inviting the Supplier to tender for the appointment to provide the Deliverable(s), including any documentation issued, or made available, to the Supplier by any Purchasing Authority or Beneficiary);

**“Sub-processor”** means any third Party appointed to process Personal Data on behalf of the Supplier related to this Agreement;

**“Supplier”** means, an organisation appointed to the NICE Knowledge Resources Framework Agreement to supply Deliverables which has entered into this Agreement to supply the Deliverables as detailed in the Specification;

**“Term”** means (subject to earlier termination in accordance with its terms or by operation of law) the duration of the Agreement, starting on the Commencement Date, as set out in the “Call Off Order Form”;

**“Topic(s)”** means, an aggregated, evidence based knowledge summary on a common and/or significant clinical presentation for health care professionals. Topics must include as a minimum a Topic overview, definition and basic epidemiology, clinical symptoms and signs, and evidence based information on the appropriate management option;.

**“TUPE”** means the Transfer of Undertakings (Protection of Employment) Regulations 2006 and Council Directive 2001/23/EC on the approximation of the laws of the Member States relating to the safeguarding of employee’s rights in the event of transfer of undertakings, businesses or parts of undertakings of businesses;

**“UK GDPR”** means the GDPR, as transposed into United Kingdom national law by operation of section 3 of the European Union (Withdrawal) Act 2018 and as amended by the Data Protection, Privacy and Electronic Communications (Amendments etc.) (EU Exit) Regulations 2019

**“Year”** means during the Term, any twelve (12) Month term commencing on the Commencement Date or an anniversary thereof.

1. Interpretation

In these terms and conditions some clauses are attributed to either print or digital Knowledge Resources or particular types of Supplier such as an Agent. Such clauses are highlighted with a guidance note for purchasers.

In these terms and conditions, all references to any statute or statutory provision shall be deemed to include references to any statute or statutory provision which amends, extends, consolidates or replaces the same and shall include any orders, regulations, codes of practice, instruments or other subordinate legislation made thereunder and any conditions attaching thereto. Moreover, where relevant, references to English statutes and statutory provisions shall be construed as references also to equivalent statutes, statutory provisions and rules of law in other jurisdictions.

Any headings to clauses, together with the front cover and the contents are for convenience only and shall not affect the meaning of these terms and conditions. Unless the contrary is stated references to clauses shall mean the clauses of these terms and conditions.

Unless otherwise expressly defined in these terms and conditions, the words used in these terms and conditions shall bear their natural meaning.

Where a term of these terms and conditions provides for a list of items following the word "including" or "includes" then such list is not to be interpreted as being an exhaustive list. Any such list shall not be treated as excluding any item which might have been included in such list having regard to the context of the contractual term in question. The ejusdem generis principle is not to be applied when interpreting these terms and conditions. General words are not to be given a restrictive meaning where they are followed by examples intended to be included within the general words.

In these terms and conditions, words importing any particular gender include all other genders.

In these terms and conditions, words importing the singular only shall include the plural and vice versa.

In these terms and conditions “staff” and “employees” shall have the same meaning.

Subject to the contrary being stated expressly or implied from the context in these terms and conditions, all communication between the Parties shall be in writing.

Except where an express provision of these terms and conditions states the contrary, each and every obligation of a Party under the terms and conditions is to be performed at that Party's cost.

Any reference to a Party "procuring" another person to act or omit to act in a certain manner shall mean that the Party so procuring shall be liable for any default on the part of the person acting or omitting to act in that manner.

All references to the Agreement include (subject to all relevant approvals) a reference to the Agreement as amended, supplemented, substituted, novated or assigned from time to time.

1. Appointment

The Purchasing Authority appoints the Supplier to provide the Deliverable(s):

* + 1. promptly (and in any event within any time targets as may be set out in the Specification or Licence Agreement(s)) and in a professional and courteous manner so as to reflect and promote the image of the Purchasing Authority and any Beneficiary;
		2. strictly in accordance with the Specification or Licence Agreement(s) and all provisions of the Agreement; and
		3. in accordance with all applicable UK laws and regulations and Good Industry Practice; and
		4. in accordance with the policies (including, when on any premises of the Purchasing Authority or any Beneficiary or on any other premises where it works alongside the Purchasing Authority’s or any Beneficiary’s staff, any racial discrimination and equal opportunities policies), rules, procedures and the quality standards of the Purchasing Authority and any Beneficiary as amended from time to time.

The Supplier accepts the terms of appointment as provided in clause 6.1

The Supplier warrants to the Purchasing Authority and / or Beneficiary it has satisfied itself this it has the abilities and experience in all respects to perform the Deliverable(s) pursuant to the Agreement.

1. Purchasing Authority’s Undertakings

The Purchasing Authority shall:

* + 1. provide the Supplier of digital Knowledge Resources, within thirty (30) days of the Commencement Date, with information sufficient to enable the Supplier to enable access to the Service(s) and / or Licensed Materials in accordance with any obligations agreed in the Licence Agreement(s). Should the Purchasing Authority make any significant change to such information, it will notify the Supplier not less than ten (10) days before the change takes effect;
		2. keep full and up-to-date records of all Authorised Users and provide the Supplier with details of such additions, deletions or other alterations to such records as are necessary to enable the Supplier to provide Authorised Users with access to the Service(s) and / or Licensed Materials;
		3. use reasonable endeavours to ensure that all Authorised Users are appropriately notified of the importance of respecting the intellectual property rights in the Goods and / or Licensed Materials.
1. Authorised Officers

Any notice, information or communication given to or made by the Authorised Officer shall be deemed to have been given or made by the Purchasing Authority.

Subject to 8.1, the Supplier shall decline from providing any the Deliverable(s) or the service in any notice, information or communication issued by any of the Purchasing Authority’s or Beneficiary’s staff who are not Authorised Officers.

1. Beneficiaries party to this Agreement

The Purchasing Authority and the Supplier acknowledge that they have entered into the Agreement for the benefit of each of the Beneficiaries as listed in Annex FIVE: Beneficiaries Party to this Agreement to the “Call Off Order Form”. Accordingly, the Purchasing Authority and the Supplier agree that (in addition to the Purchasing Authority's right to enforce the Agreement) each of the Beneficiaries may enforce any term of the Agreement.

Save as provided in clause 9.1 a person who is not a Party to the Agreement shall have no rights pursuant to the Contracts (Rights of Third Parties) Act 1999 to enforce any term of the Agreement.

All or any of the provisions of the Agreement may not be rescinded or varied by any of the Parties in their entirety or in part without the consent and written agreement of the Purchasing Authority.

The Supplier agrees that it will not raise as a defence or set off against any claim brought against it by any Beneficiary any matter which would have been available to the Supplier by way of defence or set off if proceedings had been brought against the Supplier by the Purchasing Authority or by way of counterclaim against such of the Beneficiaries if such Beneficiary had been a Party to the Agreement.

In the event that any Beneficiary listed in Annex FIVE: Beneficiaries Party to this Agreement to the “Call Off Order Form” wishes to enforce its rights under this clause 9 the following provisions shall apply:

* + 1. the Beneficiaries shall have the same rights as the Purchasing Authority under the Agreement and shall comply with all the terms of the Agreement which apply to the Beneficiary;
		2. the Beneficiaries agree to exercise their rights under the Agreement only in relation to the provision of Deliverable(s) to the Purchasing Authority or any of the Beneficiaries and not for any other purpose whatsoever. In exercising their rights under the Agreement, the Beneficiaries shall at all times treat all information concerning the Agreement with the strictest confidence and in accordance with clauses 28;
		3. the Beneficiaries shall not enter into any obligations in the name of the Purchasing Authority or any Beneficiary and shall not make any representations or give any warranties on behalf of the Purchasing Authority or any Beneficiary;
		4. the Purchasing Authority shall not be liable to any Beneficiary for any acts or omissions of the Supplier or for any loss, damage or other expenses incurred or suffered by any Beneficiary as a result of such Beneficiary exercising its rights under the Agreement;
		5. each Beneficiary undertakes to indemnify and keep indemnified the Purchasing Authority and any other Beneficiary party to this Agreement from and against all costs, claims, demands, liabilities, damages, losses and expenses (including all legal expenses) incurred or suffered by the Purchasing Authority or any Beneficiary party to this Agreement:
			1. arising out of or in connection with any act or omission of the Beneficiary or any breach of any term of the Agreement by the Beneficiary;
			2. as a result of any claim, loss, injury, damage, expense or delay suffered or incurred by the Supplier or any third party arising directly or indirectly from or in any way connected with the acts or omissions of the Beneficiary in enforcing its rights under the Agreement, whether wilful, reckless, fraudulent, negligent, dishonest or otherwise; and

In the event of any dispute:

* + 1. between the Supplier and any Beneficiary relating to any act or omission of such Beneficiary or any breach of any term of the Agreement by such Beneficiary;
		2. between the Purchasing Authority and any Beneficiary relating to the supply of Deliverable(s) by the Beneficiary to the Purchasing Authority or any Beneficiary;
		3. the Purchasing Authority reserves the right to suspend such Beneficiary’s rights under the Agreement until such dispute has been resolved;

If the Supplier makes a claim against any Beneficiary for any act or omission of such Beneficiary or any breach of the Agreement by such Beneficiary the Supplier agrees that it shall not include the Purchasing Authority or any Beneficiary as a party to any proceedings against such Beneficiary;

* + 1. the Purchasing Authority shall notify any Beneficiary which is removed from the list set out in Annex FIVE to the “Call Off Order Form” and such Beneficiary shall immediately cease to use any Deliverable(s) supplied under the Agreement.
1. Term

This Agreement shall take effect on the Commencement Date and shall remain in force for the Term, unless it is otherwise terminated in accordance with the provisions of this Agreement, or otherwise lawfully terminated, or extended.

The Agreement shall commence and shall expire as detailed in the “Call Off Order Form”.

The Purchasing Authority may extend the Term by notice in writing to the Supplier. Any extension price shall be agreed between both Parties in writing subject to clause 32.

The maximum extension term available for this Agreement shall be as detailed in the “Call Off Order Form”.

1. Agreement Price

In consideration of the Supplier's due and proper performance of its obligations under the Agreement, the Supplier may charge the Purchasing Authority or Beneficiary the Agreement Price in accordance with this clause 11, and Annex FOUR: Pricing Schedule to the “Call Off Order Form”.

The Agreement Price provided to the Purchasing Authority or Beneficiary must clearly set out the pricing methodology and purchasing model(s) provided as agreed under the NICE Framework for the Knowledge Resource(s) supplied. Only the purchasing models and discounts agreed under this Framework may be offered by the Supplier to Purchasing Authorities or Beneficiaries.

The only sums payable by the Purchasing Authority or any Beneficiary to the Supplier for the provision of the Deliverable(s) shall be the Agreement Price. All other costs, charges, fees and expenses of whatever kind arising out of or in connection with the Agreement shall be the responsibility of the Supplier.

The Agreement Price is fixed and shall not be subject to any increase whatsoever by the Supplier during the Term.

In the case of Agent supply where the Publisher has not released to the Agent the fixed price for the following year, Annex FOUR to the “Call Off Order Form” shall show the estimated price and the date the final fixed price shall be released by the Publisher. The Purchasing Authority and the Agent shall ensure that Annex FOUR to the “Call Off Order Form” is amended under clause 32: Agreement or Specification Change or Variation, no later than ten (10) days after the Publisher has released the fixed price, to show the final Agreement Price.

The Agreement Price includes payment in full for all facilities and resources required by the Supplier to provide the Deliverable(s) in accordance with the Agreement. Any facilities or resources needed or used by the Supplier to perform the Deliverable(s) shall be provided by the Supplier without additional cost to the Purchasing Authority or any Beneficiary.

In accordance with the Agreement, where the Supplier is required to provide Deliverables, the Purchasing Authority or any Beneficiary shall be entitled to withhold payment of the Agreement Price pending receipt and acceptance of the Deliverables in accordance with the Specification.

Subject to clause 10, For the supply of Lot 4 Knowledge Resources where the Agreement Price can only be agreed on an annual basis, the Supplier and Purchasing Authority shall agree the named knowledge resources (titles) and Agreement Price annually in writing in the format provided at ANNEX EIGHT: Variation to Agreement to the “Call Off Order Form - Template”. Subject to clauses 10, where the Term (including extension Term) allows for the option(s) to renew, the Supplier shall provide the Purchasing Authority with dates for to ensure continuity of supply. A title list must be provided to the Purchasing Authority to include:

* + 1. current prices;
		2. titles clearly marked as to whether firm or estimated prices;
		3. length of grace period to prevent loss of access;
		4. provide written notification of the correct renewal price and the percentage change within 05 (five) working days of receiving this information from the Publisher. All firm renewal prices should be agreed with the Purchasing Authority fourteen (14) working days prior to the of the commencement date for renewals; OR
		5. where a renewal provision has been agreed subject to clause 11.8.1 and 11.8.2, the Supplier shall, subject to clause 10.3, renew the supply on written confirmation; OR
		6. terminate the supply on the expiry date of the Term.

The provision of Lot 4 Knowledge Resources cannot be extended past the expiry date or Termination date of this Call-off Agreement.

Except where otherwise stated in the Order, the Agreement Price is exclusive of VAT which shall be payable, if applicable, by the Purchasing Authority or any Beneficiary in addition to such Agreement Price. The invoice provided to the Purchasing Authority or any Beneficiary by the Supplier in accordance with clause 23.2 shall show the VAT calculations separately at the prevailing rate.

1. Ordering

The Supplier acknowledges that the Purchasing Authority or Beneficiary has placed the Order pursuant to the NICE Knowledge Resources Framework Agreement established by the Contracting Authority.

The Purchasing Authority or Beneficiary has placed the Order on the Supplier as principal and the Contracting Authority which established the Framework Agreement for the Purchasing Authority or Beneficiary, shall have no liability in respect thereof.

The Supplier must accept the Order placed by the Purchasing Authority in either an electronic form (EDI, email or online), by paper, or fax, or telephone if urgent.

The Order must quote the NICE Framework contract number: NICENHSFA/2528.

The Supplier must acknowledge that Orders have been placed and confirm by fax, post or e-mail within 05 (five) working days, or other time period agreed between the Parties, clearly stating ‘Confirmation of Order’. Confirmation of Orders should provide a statement for all Knowledge Resources:

* + 1. that Orders have been placed;
		2. with current price(s) - titles clearly marked as to whether firm or estimated prices;
		3. for Knowledge Resources ordered that are not yet in print, the Supplier must confirm if the final price is higher than the pre-publication price. No firm order should be placed with the Publisher until the Purchasing Authority has accepted the new price in writing or by e-mail;
		4. with notification of title(s) known to be behind in publication, issues missing, or temporarily ceased publication;
		5. the purchasing model(s) provided and pricing methodology as agreed under the NICE Framework;
		6. to the total number of articles published in the Licensed Materials. [Guidance Note for Purchasers: applies to electronic journals only];
		7. with details of the number of fully Open Access journals published in the Licensed Materials. [Guidance Note: for Purchasers applies to databases only];
		8. with confirmation that Open Access materials are not included in the Fee. Guidance Note for Purchasers: applies to electronic journals only].

The Supplier must automatically cancel any Orders outstanding due to delayed publication after one (01) year and provide confirmation to the Purchasing Authority.

1. Packaging and Delivery of Goods (Print Resources Only)

Where Goods are imported into the United Kingdom, the Producer Responsibility Obligations (Packaging Waste) Regulations 1997 shall apply. The Supplier shall assume the rolled-up obligations for all the activities performed outside the United Kingdom in relation to the Goods and the packaging which is used for the containment, protection, handling, delivery and presentation of the Goods in addition to any other obligations the Supplier may have pursuant to the said Regulations.

All Goods that customarily bear any mark, tab, brand, label or other device indicating place of origin, inspection by any government or other body or standard of quality must be delivered with all the said marks, tabs, brands, labels, serial numbers or other devices intact.

Without prejudice to the operation of Clause 13.6 Goods shall be inspected on behalf of the Purchasing Authority within a reasonable time after delivery. The Goods may be rejected if found to be defective or inferior in quality to or differing in form or material from the requirements of the Specification, or if they do not comply with any term, whether expressed or implied, of the Agreement.

Without prejudice to the operation of Clause 13.6, the Purchasing Authority shall notify the Supplier in writing of:

* + 1. the discovery of any defect and shall give the Supplier all reasonable opportunities to investigate such defect; and
		2. any shortage or damage caused in transit and found on delivery.

The whole of any delivery may be rejected if a reasonable sample of the Goods taken indiscriminately from that delivery is found not to conform in every material respect to the requirements of the Specification.

Goods so rejected under clauses 13.3, 13.4, and 13.5 after delivery shall be removed by the Supplier, at the Suppliers cost.

The Supplier shall ensure that:

* + 1. Goods conform in all respects with the Specification and, where applicable, with any sample approved by the Purchasing Authority;
		2. Goods correspond with the requirements and/or any particulars specified in the Specification;
		3. Goods conform in all respects with all applicable Laws; and
		4. Goods shall be free from defects in design, materials and workmanship, new, and shall be supplied strictly in accordance with the Specification and/or any sample previously provided to the Purchasing Authority and are fit and sufficient for all the purposes for which such Goods are ordinarily used and for any particular purpose made known to the Supplier.
1. Deliverables

Wherever the Agreement requires the Supplier to provide a Deliverable:

* + 1. such Deliverable will be delivered in the form prescribed and in accordance with the Specification or the Licence Agreement(s). If no such form is prescribed in the Specification or Licence Agreement(s) the Supplier will:
			1. provide Deliverables in a professional form to the requirements (including as to time of delivery) notified to the Supplier by the Authorised Officer;
			2. deliver Goods on the day of publication or within fourteen (14) working days of publication.
		2. Where the time of delivery has been agreed by the Parties on the face of the Order or otherwise agreed in writing then time for delivery shall be of the essence and without prejudice to any other right or remedy of the Purchasing Authority.
		3. the Purchasing Authority or any Beneficiary may accept such Deliverable or reject it in its reasonable discretion on the grounds that such Deliverable is (in whole or in part) not of satisfactory quality and/or does not meet the brief set out in the Specification or Licence Agreement(s) or the requirements otherwise made known to the Supplier by the Purchasing Authority or any Beneficiary;
		4. the Purchasing Authority or any Beneficiary will not reject any Deliverable (wholly or in part) without providing written reasons to the Supplier as to why such Deliverable has been rejected;
		5. any dispute as to whether the Purchasing Authority or any Beneficiary has exercised its right to reject any Deliverable reasonably shall be resolved by the Dispute Resolution Procedure; and
		6. any Deliverables which are rejected shall be replaced by the Supplier (at no extra charge to the Purchasing Authority or any Beneficiary) by Deliverables which are reasonably satisfactory to the Authorised Officer.
		7. subject to clause 14.1 risk in any Deliverables supplied shall, without prejudice to any other rights or remedies of the Purchasing Authority (including the Purchasing Authority’s rights and remedies under clause 14.1.3 pass to the Purchasing Authority at the time of delivery.
1. Access to Digital Knowledge Resources

The Supplier of digital Knowledge Resources in this Agreement agrees to grant access for the duration of the agreed Term, to any Authorised User of the Purchasing Authority or any Beneficiary that has purchased that content under this Framework Agreement.

Subject to clause 15.1, the route of access shall be agreed between the Purchasing Authority and any Beneficiary, including but not limited to an Access and Identity Management System (AIMS) contracted for national use.

Subject to clause 15.2, where the access route is via the AIMS contracted for national use in England, the Supplier agrees to assist the Purchasing Authority in providing alternative access to digital resources in the form of a disaster recovery support plan where the AIMS fails or ceases to operate for a significant period of time.

In the case of Scotland, Wales or Northern Ireland, where any AIMS provision is provided nationally by a relevant contracting authority of that country, the Supplier shall seek to work with that contracting authority to achieve similar or the same aims of this clause 15 for that country.

The Purchasing Authority agrees that subject to clauses 15.3 and 15.4, they shall supply the Supplier with the relevant user information in order for the Supplier to grant access to those eligible users, via an alternative authentication route provided by the Supplier, until such time that the AIMS is available for national use is operational.

Subject to clauses 15.4 and 15.5, the Supplier shall meet all costs incurred for the set up and management of any alternative authentication route.

1. Licences to this Agreement

The following licence(s) may form part of this Agreement (as detailed in the “Call Off Order Form”):

* + 1. The “HSCC Licence”.
		2. The Publisher’s licence.

Subject to 16.1.2, in the case of Suppliers acting as Agents, the Supplier shall ensure they will work with the Purchasing Authority to agree to any Publisher’ licence and that those licences do not conflict with any terms of the Framework Agreement.

Subject to 16.2, both the Purchasing Authority and the Supplier shall have a mutual obligation to keep each party fully informed of any negotiations, agreements or rejections of changes to the publisher’s licence.

Subject to 16.2 and 16.3 it is agreed by the Purchasing Authority and the Supplier that the acceptance and agreement to any Publisher’s licence is the sole responsibility of the Purchasing Authority.

1. Performance of the Deliverable(s)

The Supplier shall provide at its own expense all staff, equipment, tools, appliances, materials or items required for the provision of the Deliverable(s) to the Agreement Standard.

To the extent that the Specification or Licence Agreement(s) include the date, format and method of delivery, the applicable performance measures, performance due-by dates, minimum performance levels and methods of performance measurement in respect of the Deliverable(s), the Supplier will abide by the same.

If the Specification or Licence Agreement(s) provides for performance of the Deliverable(s) in stages, the Supplier undertakes to perform the Deliverable(s) in strict compliance with the timetable for stages as provided in the Specification or Licence Agreement(s).

The Purchasing Authority and the Supplier will co-operate with each other in good faith and will take all reasonable action as is necessary for the efficient transmission of information and instructions and to enable the Purchasing Authority, or as the case may be, any Beneficiary to derive the full benefit of the Agreement. At all times in the performance of the Deliverable(s), the Supplier will co-operate fully with any other Suppliers appointed by the Purchasing Authority or any Beneficiary in connection with other Deliverable(s) at the Location.

The Supplier shall provide information in a format, medium and at times specified by the Purchasing Authority, related to the performance of the Deliverable(s) as may be reasonably required.

In providing the Deliverable(s), the Supplier shall use Good Industry Practice to ensure that any computer systems and/or related hardware and/or software it uses are free from corrupt data, viruses, worms and any other computer programs which might cause harm or disruption to the Purchasing Authority's or, as the case may be, to any Beneficiary's computer systems.

If at any time the Supplier becomes aware of any act or omission or any proposed act or omission by the Purchasing Authority or any Beneficiary or by any member, official or employee of the Purchasing Authority or any Beneficiary which prevents or hinders or may prevent or hinder the Supplier from providing the Deliverable(s) in accordance with the Agreement then the Supplier shall immediately inform the Authorised Officer of that fact. For the avoidance of doubt, the Supplier’s compliance with this clause shall not in any way relieve the Supplier of any of its obligations under the Agreement.

The Purchasing Authority and any Beneficiary shall provide the Supplier with copies of its policies, rules, procedures and quality standards (and shall promptly inform the Supplier of any amendments to such documents) to enable the Supplier to comply with its obligations under the Agreement.

The Purchasing Authority may, where necessary, require the Supplier to set up and maintain appropriate policies, rules, procedures and quality standards in relation to the employment of his own staff whilst carrying out their duties in relation to the Agreement at the Location. This shall include, but not be limited to, disciplinary and grievance procedures. The Supplier shall provide the Purchasing Authority and any Beneficiary with copies of such policies, rules, procedures and quality standards (and shall promptly inform the Purchasing Authority and any Beneficiary of any amendments to such documents).

The Supplier will immediately notify the Authorised Officer of any actual or potential problems relating to the Supplier’s own contractors that affects or might affect his ability to provide the Deliverable(s).

The Supplier will be responsible for providing and maintaining the Deliverable(s) to the Agreement Standard at all times and will ensure continuity of supply (at no extra cost to the Purchasing Authority and any Beneficiary) in accordance with the Specification or Licence Agreement(s). The Supplier must have in place contingency plans and arrangements which are approved by the Purchasing Authority to ensure continuity of supply.

The Supplier will immediately notify the Authorised Officer of any actual or potential industrial action, including strike action, whether such action be of his own staff or others, that affects or might affect his ability at any time to provide the Deliverable(s).

The Supplier will be responsible for providing and maintaining the Deliverable(s) to the Agreement Standard during industrial action, at no additional cost to the Purchasing Authority and any Beneficiary. The Supplier must have in place contingency plans and arrangements which are to be supplied the Purchasing Authority on request.

1. Performance Measurement and Review

The Supplier shall attend formal, minuted review meetings (each such meeting being a "Review"), where agreed and detailed in the Licence Agreement(s) and as required by the Authorised Officer, to discuss the Purchasing Authority's levels of satisfaction in respect of the Deliverable(s) provided under the Agreement and to agree any necessary action to address areas of dissatisfaction. The Supplier will not obstruct or withhold its agreement to any such necessary action. Such Reviews shall be attended by duly authorised and sufficiently senior employees of both the Purchasing Authority and the Supplier together with any other relevant attendees. The Parties shall agree a standing agenda for such Reviews.

If any part of any Deliverable is found to be defective or different from the Specification or Licence Agreement(s) or otherwise has not been provided to the Agreement Standard other than as a result of a default or negligence on the part of the Purchasing Authority or any Beneficiary, the Supplier shall at its own expense re-perform the Deliverable(s) in question (without additional remuneration therefor) within such time as the Purchasing Authority or any Beneficiary may reasonably specify.

If the performance of the Agreement by the Supplier is delayed by reason of any act or default on the part of the Purchasing Authority or any Beneficiary or, by any other cause that the Supplier could not have reasonably foreseen or prevented and for which it was not responsible, the Supplier shall be allowed a reasonable extension of time for completion of the Deliverable(s) so affected.

On request, the Supplier shall submit to the Purchasing Authority and any Beneficiary progress reports detailing its adherence to the timetable (if any) as set out in the Specification or Licence Agreement(s) in a format approved by the Purchasing Authority or any Beneficiary. The submission and acceptance of such reports shall not prejudice any other rights or remedies of the Purchasing Authority or any Beneficiary under the Agreement.

If required by the Purchasing Authority or any Beneficiary, the Parties shall co-operate in sharing information and developing performance measurement criteria with the object of improving the Parties’ efficiency. Any such agreements shall be fully recorded in writing by the Purchasing Authority or Beneficiary as the case may be.

1. Intellectual Property

All Intellectual Property shall remain the property of the owner.

Each Party shall use its best endeavours to safeguard the intellectual property, confidential information and proprietary rights of the other Party.

Goods provided under this Agreement shall be subject to current UK Copyright legislation or any amending legislation and any licence held by the Purchasing Authority which grants additional copying permissions. (Guidance note – may be negotiated with the Supplier - if amended in any way ensure details of amendments are set out in “**ANNEX SIX: Additional Terms of the Call Off Order Form”).**

Except as expressly provided in the Agreement, the Supplier makes no representations or warranties of any kind, express or implied, including, but not limited to, warranties of design, accuracy of the information contained in the Goods and / or Licensed Materials, merchantability or fitness of use for a particular purpose. The Goods and / or Licensed Materials are supplied as is.

Nothing in the “Call Off Order Form” or this “Call Off Terms & Conditions” document and the Licence Agreement(s) shall make the Purchasing Authority liable for breach of the terms of the Licence Agreement(s) by any Authorised User provided that the Purchasing Authority did not cause, knowingly assist or condone the continuation of such breach after becoming aware of an actual breach having occurred.

Except as provided in clause 20.1, under no circumstances shall the Supplier be liable to the Purchasing Authority or any of its Authorised Users or any other person, for any special, exemplary, incidental or consequential damages of any character arising out of the inability to use, or the use of, the Goods and / or Service(s) and/ or Licensed Materials.

Changes to ownership of the Licensed Materials / Goods:

* + 1. Subject to clause 6.7 of the HSCC Licence, in the event that the ownership of any of the Licensed Materials / Goods, or the right to publish the Licensed Materials / Goods purchased under this Agreement shall change to another owner or Publisher, the Supplier will use best endeavours to ensure the new owner / Publisher shall honour this Agreement including the Agreement Price for the full duration of the contract Term.
1. Liability and Indemnity

Neither Party excludes or limits liability to the other Party for:

* + 1. death or personal injury caused by its negligence; or
		2. fraud; or
		3. fraudulent misrepresentation; or
		4. any breach of any obligations implied by Section 2 of the Supply of Goods and Services Act 1982.

Subject to clauses 19.6, 20.3 and 20.4, the Supplier shall indemnify the Purchasing Authority and keep the Purchasing Authority indemnified fully against all claims, proceedings, actions, damages, costs, expenses and any other liabilities which may arise out of, or in consequence of, the supply, or the late or purported supply, of the Deliverable(s) or the performance or non-performance by the Supplier of its obligations under the Agreement or the presence of the Supplier or any staff on the Premises, including in respect of any death or personal injury, loss of or damage to property, or any other loss which is caused directly or indirectly by any act or omission of the Supplier.

(Guidance note – may be negotiated with the Supplier - if amended in any way ensure details of amendments are set out in “**ANNEX SIX: Additional Terms of the Call Off Order Form”.**)

The Supplier shall not be responsible for any injury, loss, damage, cost or expense if and to the extent that it is caused by the negligence or wilful misconduct of the Purchasing Authority or by breach by the Purchasing Authority of its obligations under the Agreement.

Subject always to clauses 20.1 and 20.5, in no event shall either Party be liable to the other for any:

* + 1. loss of profits, business, revenue or goodwill; and/or
		2. loss of savings (whether anticipated or otherwise); and/or
		3. indirect or consequential loss or damage.

The Supplier shall not exclude liability for additional operational, administrative costs and/or expenses or wasted expenditure resulting from the direct Default of the Supplier.
[Guidance note – may be negotiated with the Supplier - if amended in any way ensure details of amendments are set out in “**ANNEX SIX: Additional Terms of the Call Off Order Form”.**]

1. Limitation of Liability

Subject to 22.1, the Purchasing Authority shall not be liable to the Supplier for any indirect or consequent loss, damage, injury or costs whatsoever which arise out of or are connected with the Purchasing Authority's adherence or non-adherence to the terms and conditions of this Agreement.

[Guidance note – may be negotiated with the Supplier - if amended in any way ensure details of amendments are set out in “**ANNEX SIX: Additional Terms of the Call Off Order Form”.**]

The Supplier’s liability for Defaults or termination shall be subject to the following financial limits:

* + 1. the aggregate liability for all Defaults arising in any twelve (12) month contract period from the Commencement Date, in connection with this Agreement shall be as described in the “Call Off Order Form”;
		2. the aggregate liability in circumstances where the Purchasing Authority terminates this Agreement be as described in the “Call Off Order Form”.  This clause 21.2.2 shall not apply to termination by the Purchasing Authority under clause 31.6.
1. Insurance

The Supplier shall maintain an appropriate insurance policy to cover its liabilities to the Purchasing Authority under this Agreement.

To comply with its obligations under this Agreement and as a minimum, where requested by the Purchasing Authority in writing the Supplier shall ensure that:

* + 1. professional indemnity insurance is held by the Supplier and by any agent, sub-contractor or consultant involved in the supply of the Services and that such professional indemnity insurance has a minimum limit of indemnity as described in the “Call Off Order Form”;
		2. employers' liability insurance with a minimum limit as described in the “Call Off Order Form”.

The Supplier shall effect and maintain with a reputable insurance company a policy or policies of insurance providing an adequate level of cover in respect of all risks which may be incurred by the Supplier, arising out of the Supplier’s performance of its obligations under the Agreement, including death or personal injury, loss of or damage to property or any other loss. Such insurance shall be maintained for the duration of the Term and for a minimum of six (06) years following the expiration or earlier termination of the Agreement.

[Guidance note – may be negotiated with the Supplier - if amended in any way ensure details of amendments are set out in “**ANNEX SIX: Additional Terms of the Call Off Order Form”.**]

The Supplier shall give the Purchasing Authority, upon reasonable request, copies of all insurance policies or certificates referred to in this clause or a broker’s verification of insurance to demonstrate that the appropriate cover is in place, together with receipts or other evidence of payment of the latest premiums due under those policies.

[Guidance note – may be negotiated with the Supplier - if amended in any way ensure details of amendments are set out in “**ANNEX SIX: Additional Terms of the Call Off Order Form”.**]

If, for whatever reason, the Supplier fails to give effect to and maintain the insurances required by the provisions of the Agreement the Purchasing Authority may make alternative arrangements to protect its interests and may recover the costs of such arrangements from the Supplier.

[Guidance note – may be negotiated with the Supplier - if amended in any way ensure details of amendments are set out in “**ANNEX SIX: Additional Terms of the Call Off Order Form”.**]

The provisions of any insurance or the amount of cover shall not relieve the Supplier of any liabilities under the Agreement. It shall be the responsibility of the Supplier to determine the amount of insurance cover that will be adequate to enable the Supplier to satisfy any liability under this Agreement.

1. Invoicing and Payment

The Supplier shall invoice the Purchasing Authority or Beneficiary for any Deliverable(s) provided by the Supplier as detailed in the “Call Off Order Form”. Such invoice shall be rendered on the Supplier's own invoice form clearly marked with the Purchasing Authority’s or the Beneficiary's order number (if any).

Invoices must show the period to which they relate and the aspects of the Deliverable(s) for which payment is claimed together with the agreed charging rates and any other details the Purchasing Authority or the Beneficiary may require. Failure to provide such information will entitle the Purchasing Authority or the Beneficiary to delay payment of the Agreement Price until such information is provided.

The Purchasing Authority reserves the right to return incorrect or inaccurate invoices to the Supplier for rectification and re-issue.

Subject to clauses 23.6, 23.7 and 23.5, the Purchasing Authority or any Beneficiary shall pay any invoice submitted by the Supplier in accordance with clause 23.1 and 23.2 within thirty (30) calendar days of receipt by the Purchasing Authority or the Beneficiary of such invoice. The Purchasing Authority or the Beneficiary shall pay such invoice(s) by BACS (Bank Automated Clearing System) if it so chooses or any alternate means as agreed between the Purchasing Authority or the Beneficiary and the Supplier, as detailed in the “Call Off Order Form”.

The Supplier shall use all best endeavours to accept the Government Procurement Card as a means of payment for the ordered Products and/or Services and or Licensed Materials where such card is agreed with the Purchasing Authority and / or Beneficiary to be a suitable means of payment. The Supplier shall be solely liable to pay any merchant fee levied for using the Government Procurement Card and shall not be entitled to recover this charge from the Purchasing Authority and / or Beneficiary.

Pursuant to clause 12.6, where an Order or part Order is automatically cancelled due to delayed publication, the Supplier shall return any monies paid by the Purchasing Authority for that Order or part Order within thirty (30) days of the cancellation.

Where an Order or part Order remains missing or unavailable after one (01) Year for any reason, the Supplier must refund any monies paid by the Purchasing Authority for that missing Order or Order items.

The Purchasing Authority and / or Beneficiary shall be entitled to deduct from any monies due or to become due to the Supplier any monies owing to the Purchasing Authority or the Beneficiary from the Supplier pursuant to this Agreement, unless otherwise agreed by the Purchasing Authority and / or Beneficiary, where the Supplier may issue a credit note to the Purchasing Authority and / or Beneficiary for the total sum of the monies owed.

Where the performance of the Supplier does not meet the required standard then a deduction as set out in the Specification and / or Licence Agreement(s), or as agreed by the Parties, may be made.

Where the Supplier is an Agent, the Supplier shall ensure prompt payment of all invoices due to the Publisher(s). Where there is a delay to the payment of the Agreement Fee to the Publisher(s) by the Supplier, the Supplier shall use its best endeavours to ensure that the Goods and / or Service(s) and / or the Licensed Materials are not suspended by the Publisher(s). In the event that the Goods and / or Service(s) and / or Licensed Materials are suspended, the Purchasing Authority will exercise its rights under clause 23.11.

Subject to clause 23.10, in the event that the Goods and / or Service(s) and / or the Licensed Materials are suspended by the Publisher(s) due to delayed payment by the Supplier, the Supplier will offer the Purchasing Authority a reduction against the Agreement Fee.

In the event of the Purchasing Authority or any Beneficiary breaching clause 23.4, the Supplier shall be entitled to charge interest on the outstanding amount owed by the Purchasing Authority or such Beneficiary in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.

1. Audit, Accounts and Sales Information

The Supplier grants to the Purchasing Authority and / or Beneficiary, and to any statutory or regulatory auditors of the Purchasing Authority and / or Beneficiary and to authorised agents the right of reasonable access to (and if necessary to copy) the financial records relating to the Deliverables during normal business hours on reasonable prior notice, no more than once per calendar year.

The Supplier shall provide all reasonable assistance at all times during the Term and during the period of six (06) years thereafter for the purposes of allowing the Purchasing Authority and / or Beneficiary to obtain such information as is necessary to fulfil the Purchasing Authority’s obligations to supply information for parliamentary, governmental judicial or other administrative purposes and/or to carry out an audit of the Supplier’s compliance with this Agreement including all activities, performance security and integrity in connection therewith.

The Supplier shall keep at its normal place of business detailed, accurate and up to date records of the quantity and value of the Deliverable(s) provided by it to any Purchasing Authority or Beneficiary, on or after the date of the Agreement and pursuant to the Agreement together with accurate details of the identity of the Purchasing Authority or Beneficiary to which such Deliverable(s) were provided. Subject to any other auditing process being agreed between the Purchasing Authority or Beneficiary and the Supplier under this agreement or made in writing by the Parties, the Purchasing Authority or Beneficiary shall be entitled by prior appointment to enter the Supplier’s normal place of business during normal office hours and to inspect such records in order to verify whether any statement supplied by the Supplier to the Purchasing Authority or Beneficiary pursuant to clause 24.1 is accurate and complete.

Both the Supplier and the Purchasing Authority party to this Agreement acknowledge and agree that purchasing data in relation to any purchase under this Agreement will be shared with the Contracting Authority as an annual sales statement.

The Comptroller and Auditor General and the Purchasing Authority or Beneficiary or its auditors may examine such documents as he may reasonably require which are owned, held or otherwise within the control of the Supplier and may require the Supplier to produce such oral or written explanation as he considers necessary. The Supplier acknowledges that it will fully cooperate with any counter fraud policy or investigation, whether carried out by the Counter Fraud and Security Management Service, or any equivalent body, successor or function, at any time. For the avoidance of doubt it is hereby declared that the carrying out of an examination under Section 6(3)(d) of the National Audit Act 1983 or any re-enactment thereof in relation to the Supplier is not a function exercisable under this Agreement.

1. Sub-contractors

The Supplier shall not sub-contract the supply of any Deliverable without the previous consent in writing of the Authorised Officer (such consent not to be unreasonably withheld).

Subject to clause 25.1 if consent to sub-contract is requested from the Authorised Officer:

* + 1. the Purchasing Authority may insist upon the production to it (inter alia) of all reasonable information and documentation relevant to:
			1. the financial liability;
			2. competence; and
			3. relevant experience of the proposed sub-contractor.

As reasonable and valid conditions of their consent under clause 23.1:

* + 1. the Supplier must warrant that appropriate and adequate insurance is in place for the life of the sub-contract and that the Supplier and sub-contractor will fully comply with clause 16;
		2. the Supplier must engage the most appropriate and qualified sub-contractor to undertake the supply of the Deliverable(s).
1. Staff and Resources

The Supplier shall be fully responsible in every way for all its’ staff and all consultants (whether part-time or full-time).

The Supplier shall ensure that it complies with all current employment legislation and in particular, does not unlawfully discriminate within the meaning of the Equality Act 2010, the Part Time Workers (Prevention of Less Favourable Treatment) Regulations 2000, the Fixed Term Employees (Prevention of Less Favourable Treatment) Regulations 2002, or any other relevant legislation relating to discrimination in the employment of employees for the purpose of providing the Deliverable(s). The Supplier shall take all reasonable steps (at its own expense) to ensure that any employees employed in the provision of the Deliverable(s) do not unlawfully discriminate within the meaning of this clause 26.2 and shall impose on any Sub-contractor obligations substantially similar to those imposed on the Supplier by this clause 26.2; and

The Supplier shall notify the Purchasing Authority and / or any Beneficiary immediately of any investigation of or proceedings against the Supplier under the Equality Act 2010 and shall cooperate fully and promptly with any requests of the person or body conducting such investigation or proceedings, including allowing access to any documents or data required, attending any meetings and providing any information requested.

The Supplier shall indemnify the Purchasing Authority and / or any Beneficiary against all costs, claims, charges, demands, liabilities, damages, losses and expenses incurred or suffered by Purchasing Authority and / or any Beneficiary arising out of or in connection with any investigation conducted or any proceedings brought under the Equality Act 2010 due directly or indirectly to any act or omission by the Supplier, its agents, employees or sub-contractors.

The Supplier shall impose on any sub-contractor obligations substantially similar to those imposed on the Supplier by this clause 26.

Where the Purchasing Authority has notified the Supplier that it intends to tender or retender any Deliverable(s), the Supplier shall on written request and within twenty (20) working days of such a request provide the Purchasing Authority with anonymised details of staff engaged in the provision of such Deliverable(s) to be tendered or retendered that may be subject to TUPE.

1. Suppliers’ Key Personnel

Any notice, information, instruction or other communication given or made to the Agreement Manager shall be deemed to have been given or made to the Supplier.

The Agreement Manager shall be suitably qualified in accordance with the Specification or Licence Agreement(s).

The Supplier shall forthwith give notice in writing to the Authorised Officer of the identity of the person appointed as Agreement Manager and of any subsequent appointment. Until notice of a subsequent appointment shall have been given the Purchasing Authority and any Beneficiary shall be entitled to treat as Agreement Manager the person last notified to the Authorised Officer as being the Agreement Manager.

The Supplier shall ensure that the Agreement Manager, or a competent deputy who is duly authorised to act on his behalf, is available to the Purchasing Authority and any Beneficiary at all times.

The Supplier shall inform the Authorised Officer of the identity of any person authorised to act for any period as deputy for the Agreement Manager before the start of that period.

The Agreement Manager or his deputy shall consult with the Authorised Officer and such other of the Purchasing Authority’s or any Beneficiary’s own supervisory staff as may from time to time be specified by the Authorised Officer as often as may reasonably be necessary for the efficient provision of the Deliverable(s) in accordance with the Agreement.

All persons appointed to managerial and supervisory positions in accordance with the Agreement, Specification or Licence Agreement(s) must be to the acceptance of the Authorised Officer. The Supplier shall notify the Authorised Officer of the Purchasing Authority of any change to such staff. The Authorised Officer shall retain the right to consult with the Supplier regarding the candidates’ skills and experience.

The Supplier’s staff engaged in and about the provision of the Deliverable(s) shall primarily be under the control and direction of the Supplier’s own supervisory staff but nevertheless while on the Purchasing Authority’s and any Beneficiary’s premises will obey all reasonable instructions given to them by the Purchasing Authority’s or any Beneficiary’s supervisory staff in any matter occasioned by the operational needs of the relevant Service or the health, safety or welfare of anyone.

The Supplier shall ensure that his staff carry out their duties and behave while on the Purchasing Authority’s or any Beneficiary’s premises in an orderly manner and in as quiet a manner as may reasonably be practicable having regard to the nature of the duties being performed by them. The Supplier’s staff shall not cause any unreasonable or unnecessary disruption to the routines, practices, and procedures of the Purchasing Authority’s or any Beneficiary’s staff, patients or visitors, or any of the staff of any other Suppliers.

1. Confidentiality

In respect of any Confidential Information it may receive from the other Party (“the Discloser”) and subject always to the remainder of this clause 28, each Party (“the Recipient”) undertakes to keep secret and strictly confidential and shall not disclose any such Confidential Information to any third party, without the Discloser’s prior written consent provided that:

* + 1. the Recipient shall not be prevented from using any general knowledge, experience or skills which were in its possession prior to the commencement of the Agreement;
		2. the provisions of this clause 28 shall not apply to any Confidential Information which:
			1. is in or enters the public domain other than by breach of the Agreement or other act or omissions of the Recipient;
			2. is obtained by a third party who is lawfully authorised to disclose such information; or
			3. is authorised for release by the prior written consent of the Discloser; or
			4. the disclosure of which is required to ensure the compliance of the Purchasing Authority or (as the case may be) any Beneficiary with the Freedom of Information Act 2000 (the FOIA).

Nothing in this clause 28 shall prevent the Recipient from disclosing Confidential Information where it is required to do so by judicial, administrative, governmental or regulatory process in connection with any action, suit, proceedings or claim or otherwise by applicable law or, where the Supplier is the Recipient, to the Supplier's immediate or ultimate holding company provided that the Supplier procures that such holding company complies with this clause 28 as if any reference to the Supplier in this clause 28 were a reference to such holding company.

The Supplier authorises the Purchasing Authority and any Beneficiary to disclose the Confidential Information to such person(s) as may be notified to the Supplier in writing by the Purchasing Authority from time to time to the extent only as is necessary for the purposes of auditing and collating information so as to ascertain a realistic market price for the Goods supplied in accordance with the Agreement, such exercise being commonly referred to as "benchmarking". The Purchasing Authority and any Beneficiary shall use all reasonable endeavours to ensure that such person(s) keeps the Confidential Information confidential and does not make use of the Confidential Information except for the purpose for which the disclosure is made. The Purchasing Authority and any Beneficiary shall not without good reason claim that the lowest price available in the market is the realistic market price.

The Supplier acknowledges that the Purchasing Authority and Beneficiaries are or may be subject to the FOIA. The Supplier notes and acknowledges the FOIA and both the respective Codes of Practice on the Discharge of Public Authorities' Functions and on the Management of Records (which are issued under section 45 and 46 of the FOIA respectively) and the Environmental Information Regulations 2004 as may be amended, updated or replaced from time to time. The Supplier will act in accordance with the FOIA, these Codes of Practice and these Regulations (and any other applicable codes of practice or guidance notified to the Supplier from time to time) to the extent that they apply to the Supplier's performance under the Agreement.

The Supplier agrees that:

* + 1. without prejudice to the generality of clause 28.2, the provisions of this clause 28 are subject to the respective obligations and commitments of the Purchasing Authority and any Beneficiary (as the case may be) under the FOIA and both the respective Codes of Practice on the Discharge of Public Authorities' Functions and on the Management of Records (which are issued under section 45 and 46 of the FOIA respectively) and the Environmental Information Regulations 2004;
		2. subject to clause 28.5.3, the decision on whether any exemption applies to a request for disclosure of recorded information is a decision solely for the Purchasing Authority or a Beneficiary (as the case may be);
		3. where the Purchasing Authority or a Beneficiary is managing a request as referred to in clause 28.5.2, the Supplier shall co-operate with the Purchasing Authority or Beneficiary making the request and shall respond within five (05) working days of any request by it for assistance in determining how to respond to a request for disclosure.

The Supplier shall agree that its sub-contractors shall:

* + 1. transfer any request for information, as defined under section 8 of the FOIA, to the Purchasing Authority or a Beneficiary as soon as practicable after receipt and in any event within five (05) working days of receiving a request for information;
		2. provide the Purchasing Authority or a Beneficiary with a copy of all information in its possession or power in the form that the Purchasing Authority or a Beneficiary requires within five (05) working days (or such other period as the Purchasing Authority or a Beneficiary may specify) of the Purchasing Authority or a Beneficiary requesting that Information; and
		3. provide all necessary assistance as reasonably requested by the Purchasing Authority or a Beneficiary to enable the Purchasing Authority or a Beneficiary to respond to a request for information within the time for compliance set out in section 10 of the FOIA.

The Purchasing Authority or Beneficiary (as the case may be) may consult the Supplier in relation to any request for disclosure of the Supplier's Confidential Information in accordance with all applicable guidance.

This clause 28 shall remain in force without limit in time in respect of Confidential Information which comprises Personal Data or which relates to a patient, his or her treatment and/or medical records. Save as aforesaid and unless otherwise expressly set out in the Agreement, this clause 28 shall remain in force for a period of three (03) years after the termination or expiry of this Agreement.

In the event that the Supplier fails to comply with this clause 28, the Purchasing Authority reserves the right to terminate the Agreement by notice in writing with immediate effect.

1. Data Protection
[Guidance note –Data Protection clauses can be negotiated with the Supplier. If amended in any way ensure details of amendments are set out in ANNEX SIX: Additional Terms of the Call Off Order Form.]

The Supplier shall comply with the Data Protection Legislation. In particular the Supplier agrees to comply with the obligations placed on the Purchasing Authority as set out in Data Protection Legislation, namely:

* + 1. to maintain technical and organisational security measures sufficient to comply with the obligations imposed on the Purchasing Authority and the Supplier by the Data Protection Legislation;
		2. only to process Personal Data for and on behalf of the Purchasing Authority, in accordance with the instructions of the Purchasing Authority as described in Annex SEVEN: Personal Data Processing Instructions to the “Call Off Order Form” and for the purpose of performing the Services in accordance with the Agreement and to ensure compliance with the Data Protection Legislation;

The Parties acknowledge that for the purposes of the Data Protection Legislation, that the [Purchasing Authority/Supplier] is the Controller, and the Purchasing Authority / Supplier is the Processor.

The Supplier shall only process Personal Data as authorised by the Purchasing Authority and described in Annex SEVEN of the “Call Off Order Form” and shall not process or use the Personal Data for any other purpose. The details in Annex SEVEN to the “Call Off Order Form” may not be determined by the Supplier.

The Supplier shall notify the Purchasing Authority immediately if it considers that any of the Purchasing Authority’ instructions infringe the Data Protection Legislation.

The Supplier shall provide all reasonable assistance to the Purchasing Authority in the preparation of any Data Protection Impact Assessment prior to commencing any processing. Such assistance may, at the discretion of the Purchasing Authority, include:

* + 1. a systematic description of the envisaged processing operations and the purpose of the processing;
		2. an assessment of the necessity and proportionality of the processing operations in relation to the Services;
		3. an assessment of the risks to the rights and freedoms of Data Subjects; and
		4. the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.

The Supplier shall, in relation to any Personal Data processed in connection with its obligations under this Agreement:

* + 1. process that Personal Data only in accordance Annex SEVEN to the “Call Off Order Form”, unless the Supplier is required to do otherwise by Law. If it is so required, the Supplier shall promptly notify the Purchasing Authority before processing the Personal Data unless prohibited by Law;
		2. ensure that it has in place Protective Measures, which have been reviewed and approved by the Purchasing Authority as appropriate to protect against a Data Loss Event having taken account of the:
			1. nature of the data to be protected;
			2. harm that might result from a Data Loss Event;
			3. state of technological development; and
			4. cost of implementing any measures;
		3. ensure that the Supplier’s Personnel do not process Personal Data except in accordance with this Agreement (and in particular Annex SEVEN to the “Call Off Order Form”);
		4. ensure that the Supplier takes all reasonable steps to ensure the reliability and integrity of any Supplier’s Personnel who have access to the Personal Data and

		ensure that the Supplier’s Personnel:
		5. are aware of and comply with the Supplier’s duties under this clause;
		6. are subject to appropriate confidentiality undertakings with the Supplier or any Sub-processor;
		7. are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third Party unless directed in writing to do so by the Purchasing Authority or as otherwise permitted by this Agreement; and
		8. have undergone adequate training in the use, care, protection and handling of Personal Data; and
		9. not transfer Personal Data outside of the EU unless the prior written consent of the Purchasing Authority has been obtained and the following conditions are fulfilled:

		[Guidance Note for Purchasers: Some Suppliers’ contracts may be hosted outside of the EU and may request changes to account for this – Check with your Information Governance Officer about any proposed changes requested by the Supplier(s).]
		10. that the Purchasing Authority or the Supplier has provided appropriate safeguards in relation to the transfer in accordance with DPA 2018 and UK GDPR;
		11. the Data Subject has enforceable rights and effective legal remedies;
		12. the Supplier complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist the Purchasing Authority in meeting its obligations); and
		13. the Supplier complies with any reasonable instructions notified to it in advance by the Purchasing Authority with respect to the processing of the Personal Data;
		14. at the written direction of the Purchasing Authority, delete or return Personal Data (and any copies of it) to the Purchasing Authority on termination of the Agreement unless the Supplier is required by Law to retain the Personal Data.

Subject to clause 29.8, the Supplier shall notify the Purchasing Authority immediately if it:

* + 1. receives a Data Subject Access Request (or purported Data Subject Access Request);
		2. receives a request to rectify, block or erase any Personal Data;
		3. receives any other request, Complaint or communication relating to either Party's obligations under the Data Protection Legislation;
		4. receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data processed under this Agreement;
		5. receives a request from any third Party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law;

		or
		6. becomes aware of a Data Loss Event.

The Supplier’s obligation to notify under clause 29.7 shall include the provision of further information to the Purchasing Authority in phases, as details become available.

Taking into account the nature of the processing, the Supplier shall provide the Purchasing Authority with full assistance in relation to either Party's obligations under Data Protection Legislation and any Complaint, communication or request made under clause 29.7 (and insofar as possible within the timescales reasonably required by the Purchasing Authority) including by promptly providing:

* + 1. the Purchasing Authority with full details and copies of the Complaint, communication or request;
		2. such assistance as is reasonably requested by the Purchasing Authority to enable the Purchasing Authority to comply with a Data Subject Access Request within the relevant timescales set out in the Data Protection Legislation;
		3. the Purchasing Authority, at its request, with any Personal Data it holds in relation to a Data Subject;
		4. assistance as requested by the Purchasing Authority following any Data Loss Event;
		5. assistance as requested by the Purchasing Authority with respect to any request from the Information Commissioner’s Office, or any consultation by the Purchasing Authority with the Information Commissioner's Office.

The Supplier shall maintain complete and accurate records and information to allow the Purchasing Authority to audit the Supplier’s compliance with the requirements of this Clause 29 on reasonable notice and/or to provide the Purchasing Authority with evidence of its compliance with the obligations set out in this Clause 29 and to demonstrate its compliance with this clause.

The Supplier shall allow for audits of its Data Processing activity by the Purchasing Authority or the Purchasing Authority’s designated auditor.

The Supplier shall designate a data protection officer if required by the Data Protection Legislation.

Before allowing any Sub-processor to process any Personal Data related to this Agreement, the Supplier must:

* + 1. notify the Purchasing Authority in writing of the intended Sub-processor and processing;
		2. obtain the written consent of the Purchasing Authority;
		3. enter into a written agreement with the Sub-processor which give effect to the terms set out in this clause 27 such that they apply to the Sub-processor; and
		4. provide the Purchasing Authority with such information regarding the Sub-processor as the Purchasing Authority may reasonably require.

The Supplier shall remain fully liable for all acts or omissions of any Sub-processor.

The Purchasing Authority may, at any time on not less than 30 Working Days’ notice, revise this clause by replacing it with any applicable controller to processor standard clauses or similar terms forming part of an applicable certification scheme (which shall apply when incorporated by attachment to this Agreement).

The Parties agree to take account of any guidance issued by the Information Commissioner’s Office. The Purchasing Authority may on not less than 30 Working Days’ notice to the Supplier amend this agreement to ensure that it complies with any guidance issued by the Information Commissioner’s Office.

The Supplier agrees to indemnify and keep indemnified the Purchasing Authority against all claims and proceedings and all liability, loss, costs and expenses incurred in connection therewith by the Purchasing Authority and any Beneficiary as a result of any claim made or brought by any individual or other legal person in respect of any loss, damage or distress caused to that individual or other legal person as a result of the Supplier’s unauthorised processing, unlawful processing, destruction of and/or damage to any Personal Data processed by the Supplier, its employees or agents in the Supplier’s performance of the Agreement or as otherwise agreed between the Parties.

1. Health and Safety

The Supplier shall comply with the requirements of the Health and Safety at Work etc. Act 1974 and any other acts, orders, regulations and codes of practice relating to health and safety, which may apply to Staff and other persons working on the Premises in the performance of its obligations under the Agreement.

The Supplier shall ensure that its health and safety policy statement (as required by the Health and Safety at Work etc. Act 1974) is made available to the Institute on request.

1. Termination

The Purchasing Authority may terminate the Agreement (in whole or in part) with immediate effect in any of the following circumstances:

* + 1. a material failure (in whole or in part) by the Supplier to perform any material obligation of the Supplier under this Agreement provided that (if capable of remedy) such failure has not been remedied to the Purchasing Authority's reasonable satisfaction within a period of thirty (30) working days following written notice demanding remedy of the failure in question being served by the Purchasing Authority on the Supplier; or
		2. if the Supplier repeats any breach of this Agreement after receiving a written notice from the Purchasing Authority warning that repetition of the breach shall or may lead to termination (whether or not the repeated breach is remedied within thirty (30) days); or
		3. the Supplier becomes Insolvent or otherwise ceases to be capable of providing the Deliverable(s); or
		4. the Supplier is in default of any duty of care or any fiduciary or statutory duty owed to the Purchasing Authority and/or any Beneficiary and/or any patient, employee or agent of the Purchasing Authority or Beneficiary; or
		5. there is a change of ownership or control of the Supplier which, in the reasonable opinion of the Purchasing Authority will have a material impact on the provision of the Deliverable(s) or the image of the Purchasing Authority; or
		6. the Supplier purports to assign the Agreement in breach of clause 39; or
		7. the Supplier shall have offered or given or agreed to give to any person any gift or consideration of any kind as an inducement or reward for doing or forbearing to do, or for having done or forborne to do, any action in relation to the obtaining or execution of the Agreement or any other Agreement with the Purchasing Authority or Beneficiary, or for showing or forbearing to show favour or disfavour to any person in relation to the Agreement or any other Agreement with the Purchasing Authority or Beneficiary; or similar acts have been done by any person employed by it or acting on its behalf (whether with or without the knowledge of the Supplier); or
		8. if in relation to the Agreement or any other Agreement with the Purchasing Authority or Beneficiary the Supplier or any person employed by it or acting on its behalf shall have committed any offence under the Bribery Act 2010, or shall have given any fee or reward to any officer of the Purchasing Authority or, as the case may be, Beneficiary which shall have been exacted or accepted by such officer under colour of his office or employment and is otherwise than such officer’s proper remuneration.

The Purchasing Authority and any Beneficiary shall be entitled to recover from the Supplier the amount of any Loss resulting from termination under clause 31.1. For the purpose of this clause, Loss shall include reasonable cost to the Purchasing Authority and any Beneficiary of the time spent by its officers in terminating the Agreement and in making alternative arrangements for the provision of the Deliverable(s).

The Supplier agrees that upon termination for any reason (under Clause 31.1 or otherwise) or expiry of the Agreement it shall not be entitled to make a claim against the Purchasing Authority or any Beneficiary in relation to costs incurred by the Supplier in providing the Deliverable(s) or costs incurred in acquiring equipment and/or materials used in the provision of the Deliverable(s) or in engaging third parties in connection with the Deliverable(s) whether or not such costs were amortised in the calculation of the Agreement Price payable by the Purchasing Authority or any Beneficiary under the Agreement. For the avoidance of doubt, the Supplier will not be restricted from making any claim in respect of the Agreement Price to the extent the Agreement Price is outstanding and due and payable.

The Purchasing Authority and the Supplier agree that termination (in whole or in part) or expiry of the Agreement shall not affect either Party's obligations which the Agreement provides shall survive the termination or expiry of the Agreement or the continuance of the part or parts not terminated where the Agreement is terminated in part only.

Any termination (in whole or in part) of the Agreement will not prejudice the rights, obligations and duties of each Party arising prior to such termination taking effect.

Termination without cause

* + 1. In addition to its rights under any other provision of the Agreement the Purchasing Authority or Beneficiary may terminate the Agreement at any time by giving the Supplier the notice period defined in the “Call Off Order Form”. The notice period shall not exceed three (03) Months’ written notice.
		[Guidance note – may be negotiated with the Supplier - if amended in any way ensure details of amendments are set out in “**ANNEX SIX: Additional Terms of the Call Off Order Form”.** Purchasing Authorities will determine the notice periods and termination requirements which is applicable to their Orders across the Framework. Suppliers to agree with Purchasing Authorities at the point of procurement or Order which are to be defined in the Call Off Order Form].
		2. In addition to its rights under any other provision of the Agreement the Purchasing Authority or Beneficiary may terminate the Agreement at any time by giving the Supplier one (01) Month written notice if the Supplier is terminated from the Framework Agreement by the Contracting Authority.
1. Agreement or Specification Change or Variation

The Purchasing Authority may at any time propose to the Supplier any reasonable variation or addition to the Agreement or Specification or Licence Agreement(s) and the Supplier shall not unreasonably withhold or delay its consent to such variation.

No such variation or addition shall affect the continuation of the Agreement.

Where either Party see a need to make a change to the Agreement or Specification or Licence Agreement(s), the Purchasing Authority may at any time request such change and the Supplier may at any time recommend such change, provided that each Party gives the other at least one (01) Month’s written notice of any change or addition and provided that either (a) such change or addition can be achieved without need for additional funding; or (b) that the Purchasing Authority agrees to provide any additional funding reasonably required by the Supplier in respect of such change or addition; or (c) should the change require an adjustment to the Agreement Price, that such adjustment is agreed by both parties. The notice shall give details of the variation or addition and the date on which it is to take effect.

Any request for an Agreement or Specification or Licence Agreement(s) change shall be provided in writing in the format provided at ANNEX EIGHT: Variation to Agreement to the “Call Off Order Form - Template”.

Neither Party shall unreasonably withhold its agreement to any Agreement or Specification or Licence Agreement(s) change. For the avoidance of doubt any withholding of agreement by the Purchasing Authority shall not be considered to be unreasonable where any Agreement or Specification or Licence Agreement(s) change recommended by the Supplier would or might (in the opinion of the Purchasing Authority) result in the Supplier’s provision of the Deliverable(s) failing to conform to the terms of this Agreement or to the Agreement Price being exceeded.

Until such time as an Agreement change is made the Supplier shall, unless otherwise agreed in writing, continue to provide the Deliverable(s) pursuant to the Agreement as if the request or recommendation had not been made.

Any discussions which may take place between the Parties in connection with a request or recommendation before the authorisation of a resultant Agreement or Specification or Licence Agreement(s) change shall be without prejudice to the rights of either Party.

Discussion between the Parties concerning an Agreement change shall result in one of the following:

* + 1. no action being taken; or
		2. the request to make an Agreement change by the Purchasing Authority being implemented; or
		3. the recommendation to make an Agreement change by the Supplier being implemented.

Subject to clause 32.7 this Agreement cannot be varied except in writing and signed by the lawful representatives of both Parties.

In the event that the Agreement is varied in such a way as to affect the Agreement Price and if agreement between the Parties cannot be reached on the adjustment to the Agreement Price within three (03) Months both Parties shall jointly act to resolve the dispute in accordance with clauses 33.

If the adjusted Agreement Price is not so agreed or certified until after such variation has taken effect, the Purchasing Authority or any Beneficiary shall continue to pay the Supplier at the rate current prior to the variation but shall pay to the Supplier, or be entitled to recover from the Supplier as the case may be, such sum if any as is equal to the difference between the amount which should have been paid in accordance with the adjusted Agreement Price and the amount which was actually paid.

1. Dispute Resolution Procedure

During any dispute, including a dispute as to the validity of the Agreement, it is mutually agreed that the Supplier shall continue its performance of the provisions of the Agreement (unless the Purchasing Authority or any Beneficiary requests in writing that the Supplier does not do so).

If a dispute arises between the Purchasing Authority or any Beneficiary and the Supplier in relation to any matter which cannot be resolved by the Authorised Officer and the Supplier Manager either of them may refer such dispute to the Dispute Resolution Procedure.

In the first instance each of the Purchasing Authority or such Beneficiary and the Supplier shall arrange for a more senior representative than those referred to in clause 33.2 to meet solely in order to resolve the matter in dispute. Such meeting(s) shall be minuted and shall be chaired by the Purchasing Authority or such Beneficiary (but the chairperson shall not have a casting vote). Such meeting(s) shall be conducted in such manner and at such venue (including a meeting conducted over videoconferencing) as to promote a consensual resolution of the dispute in question at the discretion of the chairperson.

If the meeting(s) referred to in clause 33.3 does not resolve the matter in question then the Parties will attempt to settle it by mediation in accordance with the Centre for Effective Dispute Resolution ("CEDR") Model Mediation Procedure or any other model mediation procedure as agreed by the Parties. To initiate a mediation the Parties may give notice in writing (a "Mediation Notice") to the other requesting mediation of the dispute and shall send a copy thereof to CEDR or an equivalent mediation organisation as agreed by the Parties asking them to nominate a mediator. The mediation shall commence within twenty-eight (28) working days of the Mediation Notice being served. Neither Party will terminate such mediation until each of them has made its opening presentation and the mediator has met each of them separately for at least one hour. Thereafter paragraph fourteen (14) of the Model Mediation Procedure will apply (or the equivalent paragraph of any other model mediation procedure agreed by the Parties). Neither Party to the mediation will commence legal proceedings against the other until thirty (30) working days after such mediation of the dispute in question has failed to resolve the dispute. The Parties will co-operate with any person appointed as mediator providing them with such information and other assistance as they shall require and will pay their costs, as they shall determine or in the absence of such determination such costs will be shared equally.

1. Force Majeure

No Party shall be entitled to bring a claim for a breach of obligations under the Agreement by the other Party or incur any liability to the other Party for any Loss or damages incurred by that party to the extent that a Force Majeure Event occurs and it is prevented from carrying out obligations by that event of force majeure.

In the occurrence of a Force Majeure Event, the Affected Party shall notify the other Party as soon as practicable. The notification shall include details of the Force Majeure Event, including evidence of its effect on the obligations of the Affected Party and any action proposed to mitigate its effect.

As soon as practicable, following such notification, the Parties shall consult with each other in good faith and use all reasonable endeavours to agree appropriate terms to mitigate the effects of the Force Majeure Event and facilitate the continued performance of the Agreement.

Subject to 34.3, either Party may end this “Call Off Terms & Conditions” if the Other Party is affected by a Force Majeure Event as described in the “Call Off Order Form”.

1. Environmental and Sustainability

The Supplier shall perform its obligations under the Agreement in accordance with the Purchasing Authority or Beneficiaries environmental policy, which is to conserve energy, water, wood, paper and other resources, reduce waste and phase out the use of ozone depleting substances and minimise the release of greenhouse gases, volatile organic compounds and other substances damaging to health and the environment.

The Supplier shall comply in all material respects with applicable environmental laws and regulations in force from time to time in relation to the Deliverable(s). Where the provisions of any such legislation are implemented by the use of voluntary agreements or codes of practice, the Supplier shall comply with such agreements or codes of practices as if they were incorporated into English law subject to those voluntary agreements being cited in tender documentation.

Without prejudice to the generality of the foregoing, the Supplier shall where applicable:

* + 1. comply with all reasonable stipulations of the Purchasing Authority or any Beneficiary aimed at minimising packaging in which any products supplied by the Supplier to the Purchasing Authority or any Beneficiary, as part of the performance, of the Deliverable(s) are supplied; and
		2. promptly provide such data as may reasonably be requested by the Purchasing Authority or any Beneficiary from time to time regarding the weight and type of packaging according to material type used in relation to all products supplied to the Purchasing Authority or any Beneficiary under or pursuant to the Agreement, and no more than once per calendar year; and
		3. comply with all obligations imposed on it in relation to any products supplied to the Purchasing Authority or any Beneficiary as part of the performance of the Deliverable(s) by The Packaging (Essential Requirements) Regulations 2015 (SI 2015/1640); and
		4. label all products supplied to the Purchasing Authority or any Beneficiary by the Supplier under the Agreement and the packaging of those products, to highlight environmental and safety information as required by applicable UK legislation; and
		5. unless otherwise agreed with the Purchasing Authority or any Beneficiary, insofar as any Deliverable(s) supplied under the Agreement comprise or include electrical or electronic equipment, manage the said equipment and associated consumables at end of life to facilitate recovery, treatment, recycling and provide any information which the Purchasing Authority or any Beneficiary may reasonably require from time to time;
		6. promptly provide all such information regarding the environmental impact of any Deliverable(s) supplied or used under the Agreement as may reasonably be required by the Purchasing Authority or any Beneficiary to permit informed choices by end users;
		7. where Goods are imported in to the UK then for the purposes of the Packaging (Essential Requirements) Regulations 2015 (SI 2015/1640), the Supplier shall assume the rolled-up obligations for all activities performed outside the United Kingdom in relation to the Goods and the packaging which is used for the containment, protection, handling, delivery and presentation of the Goods in addition to any other obligations he may have pursuant to the said regulations.

The Supplier shall meet all reasonable requests by the Purchasing Authority or any Beneficiary for information evidencing the Supplier’s compliance with the provisions of this clause.

1. Sustainability/Carbon Emission Management
	* 1. The Supplier will ensure that a Board approved Sustainable Development Strategy and Carbon Management Plan is produced and reviewed at least annually.
		2. The Supplier will ensure key personnel, particularly managers, are familiar and up to date with the Sustainable Development Strategy and Carbon Management Plan, and their role within it.
		3. The Supplier shall use its best endeavours to comply with the requirements of the Climate Change Act (2008), the NHS Carbon Reduction Strategy (2009) and any future updates or any such equivalent law of the geological location where the work takes place. The Supplier will ensure key personnel, in particular managers, are familiar with the strategy and updates or any other relevant environmental requirements.
		4. Where appropriate the Supplier is encouraged to sign up to the Good Corporate Citizenship Assessment Model.
		5. The Supplier will ensure a process and system is in place to measure, monitor and reduce carbon across the organisation.
		6. The Supplier will use its best endeavours to ensure that policies and procedures are in place to monitor, review and report on carbon across the organisation in relation to:
			1. Procurement – Goods, Service(s) and Licensed Materials purchased
			2. Building energy – heating, hot water, electricity consumption and cooling
			3. Travel – ‘Green’ Travel Plan, movement of people (i.e. patients, visitors and staff)
			4. Water – better use of water
			5. Waste – reduce, reuse and recycle
		7. The Supplier will ensure a process is in place to actively raise awareness of sustainability and carbon reduction at every level of the organisation.
		8. The Supplier will use its best endeavours demonstrate the consideration of carbon reduction within innovation to improve the quality and sustainability of Deliverable(s) to the Purchasing Authority on reasonable request.
		9. The supplier will use its best endeavours to ensure that resilience and business continuity plans are in plan for climate change adaptation.
2. Inducements to Purchase

The Supplier shall not offer or give to any member of staff of the Purchasing Authority and / or Beneficiaries or a member of their family any gift or consideration of any kind (including the payment of commission) as an inducement or reward for doing something or not doing something or for having done something or having not done something in relation to the obtaining of or execution of this Agreement or any Agreement with the Purchasing Authority and / or Beneficiaries. This prohibition specifically includes the payment of any fee or other consideration for any work in respect of or in connection with the Project Services carried out by a member of staff of the Purchasing Authority and / or Beneficiaries to that member of staff or to a member of their family.

Any breach of this condition by the Supplier or anyone employed by the Supplier (with or without the knowledge of the Contractor) or the commission of any offence under the Bribery Act (2010) shall entitle the Purchasing Authority and / or Beneficiaries to terminate this Agreement immediately and/or to recover from the Supplier any payment made to the Supplier.

1. Procurement Transparency

The Supplier acknowledges that this Agreement and any Licence Agreement(s) that form part of this Agreement will be published in its entirety in order to comply with the UK governments Transparency Agenda. Limited redactions may be made before publication in order to comply with existing law and for the protection of national security.

Subject to 38.1, 38.3 and 38.4 the Supplier must notify the Purchasing Authority and / or any Beneficiary of any sections of this Agreement that they regard as Commercial in Confidence or subject to the non-disclosure clauses of the FOIA or DPA. Any such request must provide a clear justification for the proposed redaction.

The total value (bottom line) of the Agreement is required to be published under current EU regulations and the UK governments Transparency Agenda.

The parties acknowledge that, except for any information which is exempt from disclosure in accordance with the provisions of the FOIA and/or the DPA, the content of this Agreement is not Confidential Information.  The Purchasing Authority and / or any Beneficiary shall be responsible for determining in its absolute discretion whether any of the content of the Agreement is exempt from disclosure in accordance with the provisions of the FOIA and/or the DPA.

Notwithstanding any other term of this Agreement, the Supplier hereby gives his consent for and / or any Beneficiary to publish the Agreement in its entirety, including from time to time agreed changes to the Agreement, to the general public.  And agrees to the public re-use of the documents provided that such reuse cites the source and do not misuse or deliberately mislead.

Both Parties shall take reasonable steps to ensure that their servants, employees, agents, sub-contractors, suppliers, publishers, professional advisors and consultants comply with this clause 38.

1. Warranty

The Supplier warrants to the Purchasing Authority or Beneficiary that it has all necessary corporate standing and authorisation to enter into and be bound by the terms of this Agreement. At all times in connection with this Agreement, the Supplier shall be an independent Supplier and nothing in this Agreement shall create a relationship of agency or partnership or a joint venture as between the Supplier and the Purchasing Authority or Beneficiary and accordingly the Supplier shall not be authorised to bind the Purchasing Authority or Beneficiary.

The Supplier shall not incur any liabilities on behalf of the Purchasing Authority or Beneficiary; or, make any representations or give any warranty on behalf of the Purchasing Authority or Beneficiary; or, enter into any contract or obligation on behalf of the Purchasing Authority or Beneficiary.

1. Assignment

The Supplier shall not assign the whole or any part of the Agreement without the prior written consent of the Purchasing Authority.

[Guidance note – may be negotiated with the Supplier - if amended in any way ensure details of amendments are set out in “**ANNEX SIX: Additional Terms of the Call Off Order Form”.**]

Subject to 40.1 if consent to assign is requested from the Authorised Officer:

* + 1. the Purchasing Authority may insist upon the production to it (inter alia) of all reasonable information and documentation relevant to:
			1. the financial liability;
			2. competence; and
			3. relevant experience of the proposed assignee
			4. as reasonable and valid conditions of their consent under clause 40.1;
		2. the Supplier must warrant that the Supplier and assignee will fully comply with clauses 40.2.1;
		3. the Supplier must engage the most appropriate and qualified assignee to undertake the supply of the Deliverable(s).
1. Notices

Any notice to be given under the Agreement shall either be delivered personally or sent by first class recorded delivery post (airmail if overseas) or electronic mail. The address for service of each Party shall be its registered office or such other address as either Party may previously have notified to the other Party in writing. A notice shall be deemed to have been served:

* + 1. if personally delivered, at the time of delivery;
		2. if posted, at the expiration of forty-eight (48) hours or (in the case of airmail seven (07) working days) after the envelope containing the same was delivered into the custody of the postal authorities; and
		3. if sent by electronic mail, a telephone call is made to the recipient warning the recipient that an electronic mail message has been sent to him (as evidenced by a contemporaneous note of the Party sending the notice) and a hard copy of such notice is also sent by first class recorded delivery post (airmail if overseas) on the same day as that on which the electronic mail is sent.

In proving such service it shall be sufficient to prove that personal delivery was made, or that the envelope containing such notice was properly addressed and delivered into the custody of the postal authority as prepaid first class, recorded delivery or airmail letter (as appropriate).

1. Law

The Supplier submits to the jurisdiction of the English courts and agrees that the Agreement is to be governed and construed according to English law.

1. General

Save as required by law and the Licence Agreement(s), no publicity shall be made by any of the Parties relating to any matter in connection with the Agreement without the prior written consent of the other Party.

The Parties shall from time to time upon the request of the other Party, execute any additional documents and do any other acts or things which may reasonably be required to implement the provisions of the Agreement.

Any provision of the Agreement which is held to be invalid or unenforceable in any jurisdiction shall be ineffective to the extent of such invalidity or unenforceability without invalidating or rendering unenforceable the remaining provisions hereof and any such invalidity or unenforceability in any jurisdiction shall not invalidate or render unenforceable such provisions in any other jurisdiction.

The Supplier acknowledges and agrees that it has not relied on any representation, warranty or undertaking (whether written or oral) in relation to the subject matter of the Agreement and therefore irrevocably and unconditionally waives any rights it may have to claim damages against the Purchasing Authority for any misrepresentation (whether made carelessly or not) or for breach of any warranty unless the representation relied upon is set out in the Agreement or unless such representation was made fraudulently.

The failure by the Purchasing Authority, the Supplier or, as the case may be, any Beneficiary to insist upon the strict performance of any provision, term or condition of the Agreement or to exercise any right or remedy consequent upon the breach thereof shall not constitute a waiver of any such breach or any subsequent breach of such provision, term or condition.

Each Party shall bear its own expenses in relation to the preparation, execution and implementation of the Agreement including all costs legal fees and other expenses so incurred.

Each Party warrants represents and undertakes to the other Party that there are no pending or threatened actions or proceedings before any court or administrative agency which would materially adversely affect its financial condition, business or operations of the Supplier and that there are no material contracts existing which prevent it from entering into the Agreement; and that it has satisfied itself as to the nature and extent of the risks assumed by it under the Agreement and gathered all information necessary to perform its obligations under the Agreement and all other obligations assumed by it.

The rights and remedies provided in the Agreement are cumulative and not exclusive of any rights or remedies provided by the general law, or by any other contract or document. In this provision "general law" includes the law of a country other than England, and "right" includes any power, privilege, remedy, or proprietary or security interest.

Annex ONE: NICE Framework Agreement Structure

Chart A: NICE Framework Agreement: Structure Model



1. The Framework purchasing process will be detailed on the Framework Website to be provided by the Contracting Authority and made available to Purchasing Authorities and Suppliers as part of the guidance published on the Framework website at: https://www.nice.org.uk/about/nice-communities/library-and-knowledge-services-staff/buy-books-journals-and-databases
2. The purchasing process detailed in the Framework Website may be updated by the Contracting Authority from time to time over the lifetime of the Agreement. Any update to the Framework Website shall be automatically accepted as part of this Agreement on instruction by the Contracting Authority and shall not require a variation to contract detailed in clauses 32: Agreement or Specification Change or Variation to this “Call Off Terms & Conditions” document.

Lots

1. The Framework consists of eight Lots to which Suppliers will be appointed:
* **LOT 1 Sole supplier - direct award:** the Sole supplier Lot shall be used to purchase Knowledge Resources that can only be provided by one Supplier. A list of sole supplied Knowledge Resources by Supplier is available on the Framework Website.

Journal collections are included in this Lot but not individual journals - only those journal collections that are available through one Supplier are included i.e. not collections that can be supplied by both and Agent and a Publisher.

***Note***: Suppliers of a sole supplier product in this Lot may also be appointed in other relevant Lots on the Framework e.g. a unique database may also be appointed to LOT 5: Databases.
* **LOT 2 Print Books:** there are two purchasing options in this Lot:

1. Mini competition for each purchase; OR

2. Mini competition to select a Supplier for a set Term contract. This will allow purchasers to make direct call offs from the successful Supplier for the contract Term implemented.

* **LOT 3 eBooks:** there are two purchasing options in this Lot:

1. Mini competition for each purchase; OR

2. Mini competition to select a Supplier for a set Term contract. This will allow purchasers to make direct call offs from the successful Supplier for the contract Term implemented.

* **LOT 4 Print and eJournals:** there are two purchasing options in this Lot:

1. Mini competition for each purchase; OR

2. Mini competition to select a Supplier for a set Term contract. This will allow purchasers to make direct call offs from the successful Supplier for the contract Term implemented.

* **LOT 5 Databases:** purchasing options will be mini competition or direct award (for sole supplied Knowledge Resources), dependent on the Knowledge Resource title being published.
* **LOT 6 Evidence Summaries:** purchasing options will be mini competition or direct award (for sole supplied Knowledge Resources), dependent on the Knowledge Resource title being published.
* **LOT 7 CME Resources:** – purchasing options will be mini competition or direct award (for sole supplied Knowledge Resources), dependent on the Knowledge Resource title being published.
* **LOT 8 DAR Resources:** – purchasing options will be mini competition or direct award (for sole supplied Knowledge Resources), dependent on the Knowledge Resource title being published.

Framework Documents: Terms & Conditions

1. The following contractual documents will exist on the Framework:
* The “**Terms & Conditions of Contract for NICE Knowledge Resources Framework Agreement**” document for use between NICE and each appointed Supplier. The terms are pre-agreed by Suppliers in order to be appointed to the NICE Framework. This sets out standard contractual terms including (but not limited to) the Suppliers’ obligations, insurance, warranty and liability limitations, monitoring and reporting requirements with NICE in its role as the Contracting Authority.
* The “**Call Off Order Form**” and the “**Call Off Terms & Conditions**” documents. Together these form the Call Off contract. To be used at the point of purchase between the Purchasing Authority and all appointed Suppliers. The Call Off contract sets out the purchasing and supply terms where appropriate to print and digital Knowledge Resources to include (but not limited to): ordering procedures, Term and renewal, ownership and risk, limitation of liability, undertakings by both parties, quality and copyright, permitted and prohibited usage. All the terms have been pre-agreed with the appointed Suppliers and should not be amended.

Only the Call Off Order Form needs to be completed by the Purchasing Authority and signed by both parties when purchasing. The Call Off Terms & Conditions and relevant clauses are referred to throughout the Call Off Order Form. The Call Off Terms & Conditions are available as a PDF document for reference on the Framework Website at:

Framework Documents: Licence Agreement(s)

1. The “**Health & Social Care Content (HSCC) Licence**” must be used for all purchases of digital Knowledge Resources from the Framework, **except for purchases through an Agent**, together with the “**Call Off Order Form**” and the “**Call Off Terms & Conditions**” documents, The HSCC Licence includes pre-agreed and non-negotiable terms including (but not limited to): licensing & usage rights; Service Availability levels; service credits; monitoring & reporting requirements; technical standards; Service Level Agreements (SLAs) & Key Performance & Quality Indicators (KPIs), which are known as the Core Service Standards and set out in full in the “Call Off Terms & Conditions” document.
2. Purchasing Authorities can add in terms for additional service requirements to the HSCC Licence in Annex SIX: Additional Terms to the “Call Off Order Form” dependent on local purchasing requirement e.g. technical requirements such as a database API specification, ability to integrate content into national or local Resource Discovery Systems (RDS). Any additional terms set out in Annex SIX to the “Call Off Order Form” must not conflict with the terms set out in the Framework as per clauses 2: Overriding Provisions to the “Call Off Terms & Conditions”.

Annex TWO: Core Service Standards and associated targets, SLAs & KPI’s

| **Criteria** | **Core Service Standard** | **Core Service Requirement** | **Essential / Desirable**  | **Target** | **Knowledge Resource(s)** | **Supplier Category** |
| --- | --- | --- | --- | --- | --- | --- |
| **Service Availability** | **Service Availability** | Supplier's Service to be available via the supplier’s or third Party’s Service interface (the “native interface”, 24 hours per day 7 days per week 365 days per year. | Essential  | 99.8% compliance excluding problems beyond Publisher’s control and with the exception of scheduled or routine maintenance.(99.8% compliance calculated on a quarterly basis) | ALL DIGITAL RESOURCES  | PUBLISHER /AGGREGATOR |
| **Service Availability** | **Service Availability** | Supplier measures availability / non-availability of the Service  | Essential  | Measured at an agreed frequency i.e. monthly, quarterly but always annually | ALL DIGITAL RESOURCES  | PUBLISHER /AGGREGATOR |
| **Service Availability** | **Service Availability** | Supplier measures availability / non-availability of the Service using an agreed Service Availability calculation. | Essential  | Uses the Service Availability measurement:Total Service Availability % = (MP-SD) x 100 MPWhere:MP = Total number of minutes in the reporting period, excluding scheduled maintenance or other permitted downtime( including Force Majeure events); andSD = Total number of minutes of each continuous period of Service downtime in any reporting period, excluding scheduled maintenance or other permitted downtime.Total Service Availability in any reporting period shall be taken as the lowest percentage availability figure from each of the measured Services as calculated above. | ALL DIGITAL RESOURCES  | PUBLISHER /AGGREGATOR |
| **Service Availability** | **Service Availability** | Notification provided for scheduled maintenance to agreed timescales | Essential  | Provides to Purchasing Authority at least 05 working days notice and / or at time of licensing. | ALL DIGITAL RESOURCES  | PUBLISHER /AGGREGATOR |
| **Service Availability** | **Service Availability** | Notification provided for scheduled maintenance to agreed timescales | Essential  | Provides to KNOWLEDGEHUBPARTNERS (NHS ENGLAND - T1510) <england.knowledgehubpartners@nhs.net at least 05 working days notice and / or at time of licensing.NOTE: FOR RESOURCES PURCHASED FOR ENGLAND ONLY | ALL DIGITAL RESOURCES **(IN ENGLAND ONLY)** | PUBLISHER /AGGREGATOR |
| **Service Availability** | **Service Availability** | Provides a point of contact for response to Incidents. | Essential  | Provides a named contact and chain of command for response to Incidents, including details of relevant contacts, including helpdesk and technical personnel. | ALL DIGITAL RESOURCES  | ALL |
| **Service Availability** | **Service Availability** | Provides notification of an Incident. | Essential  | Provides to Purchasing Authority within 02 hours of Incident occurring. | ALL DIGITAL RESOURCES  | ALL |
| **Service Availability** | **Service Availability** | Provides notification of an Incident. | Essential  | Provides to KNOWLEDGEHUBPARTNERS (NHS ENGLAND - T1510) <england.knowledgehubpartners@nhs.net within 02 hours of Incident occurring.NOTE: FOR RESOURCES PURCHASED FOR ENGLAND ONLY | ALL DIGITAL RESOURCES **(IN ENGLAND ONLY)** | ALL |
| **Service Availability** | **Service Availability** | Supplier can fix and restore Service as a result of an Incident to an agreed timeframe. | Essential  | Within 02 working days of Incident occurring. | ALL DIGITAL RESOURCES  | PUBLISHER /AGGREGATOR |
| **Service Availability** | **Service Availability** | Provides a report of any Incident occurrence to an agreed timeframe. | Desirable | Report to be supplied no more than 05 working days after Incident resolution. | ALL DIGITAL RESOURCES  | PUBLISHER /AGGREGATOR |
| **Service Availability** | **Service Availability** | New issues or editions are uploaded to Server(s) within an agreed timeframe. | Essential  | Not later than day of print publication. | EJOURNALSEBOOKSEVIDENCE SUMMARIES WITH FULL TEXT ONLY | PUBLISHER /AGGREGATOR |
| **Service Availability** | **Service Availability** | Access provided to new issues or editions within agreed timeframe. | Essential  | Not later than day of print publication. | EJOURNALSEBOOKSEVIDENCE SUMMARIES WITH FULL TEXT ONLY | PUBLISHER /AGGREGATOR |
| **Service Availability** | **Service Availability** | Full text content is uploaded to the Server to agreed timescales. | Essential  | Full text content to be uploaded within 05 working days of receipt of content from publishers. | FULL TEXT DATABASES  | PUBLISHER /AGGREGATOR |
| **Service Availability** | **Service Availability** | Maintains full text content size of database(s). | Essential  | Full text component of database (s) not reduced by more than 5% annually. | FULL TEXT DATABASES  | PUBLISHER /AGGREGATOR |
| **Service Availability** | **Service Availability** | Provides benchmark with which to measure full text content removal.  | Essential  | Baseline measurement calculated where annual measurement applies filters: Number of current FT journal titles AND peer reviewed = Y and Pub Type = (scholar journal OR conf proceedings). | FULL TEXT DATABASES  | PUBLISHER /AGGREGATOR |
| **Service Access** | **Authentication** | Provides access for users to the Service and content via an Access and Identity Management System (AIMS). | Essential  | Supplier is registered as a live entity in the JISC OpenAthens Federation. | ALL DIGITAL RESOURCES  | PUBLISHER /AGGREGATOR |
| **Service Access** | **Authentication** | Compliant with Jisc Technical recommendations for OpenAthens | Essential  | Fully compliant with all recommendations set out at: https://docs.openathens.net/providers/technical-recommendations | ALL DIGITAL RESOURCES  | PUBLISHER /AGGREGATOR |
| **Service Access** | **Authentication** | Supports Security Assertion Mark-up Language (SAML)  | Essential  | Supports SAML 2.0 and / or SAML 1.1.(SAML 2.0 is RECOMMENDED.) | ALL DIGITAL RESOURCES  | PUBLISHER /AGGREGATOR |
| **Service Access** | **Authentication** | Policies and procedures are in place to work closely with JISC to implement NHS OpenAthens changes. | Essential  | Supplier adheres to action notifications / action requirements sent out by JISC for the NHS OpenAthens service. | ALL DIGITAL RESOURCES  | PUBLISHER /AGGREGATOR |
| **Service Access** | **Authentication** | Policies and procedures are in place to work closely with JISC to implement NHS OpenAthens changes. | Essential  | Supplier supports JISC delivery and access via NHS OpenAthens authentication through a main point of contact on all service and support needs.  | ALL DIGITAL RESOURCES  | PUBLISHER /AGGREGATOR |
| **Service Access** | **Authentication** | Policies and procedures are in place to work closely with JISC to implement NHS OpenAthens changes. | Essential  | Registers the main point of contact (named person, dedicated email and telephone number) in the JISC OpenAthens SP interface. | ALL DIGITAL RESOURCES  | PUBLISHER /AGGREGATOR |
| **Service Access** | **Authentication** | Supports dispersed users working on an NHS network | Essential  | If used on NHS premises access available via a portal that doesn’t require entry of an NHS OpenAthens account e.g. IP (internet protocol) authentication, use of Referral URL | ALL DIGITAL RESOURCES  | PUBLISHER /AGGREGATOR |
| **Service Access** | **Service Access** | Compliant with KBART standard. | Essential | Fully compliant or where partially-compliant can demonstrate acceptable solution in place with nationally commissioned Link Resolver supplier. | EJOURNALS EBOOKS DATABASES EVIDENCE SUMMARIES WITH FULL TEXT ONLY | PUBLISHER /AGGREGATOR |
| **Service Access** | **Service Access** | Complies with OpenURL Link Resolver standards | Essential | Fully compliant or where partially-compliant can demonstrate acceptable solution in place with nationally commissioned Link Resolver supplier. | EJOURNALS EBOOKS DATABASES EVIDENCE SUMMARIES WITH FULL TEXT ONLY | PUBLISHER /AGGREGATOR |
| **Service Access** | **Service Access** | Provides title information to Link Resolver and A-Z list vendors. | Essential | Can provide to link resolver and A-Z list vendors with the following information about each title in the Licensed Material: Title, ISSN or eISSN, DoI (where appropriate), previous title(s) if appropriate, previous ISSN or eISSN if appropriate, first volume and issue made available, embargoes if appropriate, gaps in holdings if appropriate. | EJOURNALS EBOOKS DATABASESEVIDENCE SUMMARIES WITH FULL TEXT ONLY | PUBLISHER /AGGREGATOR |
| **Service Access** | **Service Access** | Provides data changes to agreed frequency for Link Resolver Knowledgebase(s) | Essential | Changes to data provided as soon as the data changes. | EJOURNALS EBOOKS DATABASES EVIDENCE SUMMARIES WITH FULL TEXT ONLY | PUBLISHER /AGGREGATOR |
| **Service Access** | **Service Access** | Provides WAYFLESS links | Essential | Provides WAYFless links to Knowledge Resources (title level) using the Authorities Entity ID prior to commencement of the contract.(see https://docs.openathens.net/providers/wayfless-access-and-deep-linking-in-the-openathens) | EJOURNALS EBOOKS DATABASES EVIDENCE SUMMARIES WITH FULL TEXT ONLY | PUBLISHER /AGGREGATOR |
| **Service Access** | **Service Access** | Provides WAYFLESS links | Essential | Provides WAYFless links to Knowledge Resources within 05 days of publication(see https://docs.openathens.net/providers/wayfless-access-and-deep-linking-in-the-openathens) | EJOURNALS EBOOKS DATABASES EVIDENCE SUMMARIES WITH FULL TEXT ONLY | PUBLISHER /AGGREGATOR |
| **Service Access** | **Service Access** | Provides WAYFLESS links  | Essential | Provides guidance on how the Authority can create WAYFless links at issue, article or chapter level.(see https://docs.openathens.net/providers/wayfless-access-and-deep-linking-in-the-openathens) | EJOURNALS EBOOKS DATABASES EVIDENCE SUMMARIES WITH FULL TEXT ONLY | PUBLISHER /AGGREGATOR |
| **Service Access** | **Service Access** | Provides one URL that supports access at resource/title level via Internet Protocol (IP) and OpenAthens | Essential  | Provides JISC OpenAthens re-director links to Knowledge Resources using the authorities prefix prior to commencement of the contract (see: https://docs.openathens.net/libraries/about-the-redirector)(Note: Purchasing Authorities to agree with Supplier implementation timescales prior to implementation of the resource) | ALL DIGITAL RESOURCES | PUBLISHER /AGGREGATOR |
| **Service Access** | **Service Access** | Policies and procedures are in place to notify the nationally commissioned Link Resolver and Knowledge Base service of changes.  | Essential | Delivers updated feed to the nationally commissioned Link Resolver and Knowledge Base service Supplier within 24hrs of updating the content. | EJOURNALS EBOOKS DATABASESEVIDENCE SUMMARIES WITH FULL TEXT ONLY | PUBLISHER /AGGREGATOR |
| **Service Access** | **Service Access** | Policies and procedures are in place to notify the nationally commissioned Link Resolver and Knowledge Base service of changes.  | Essential | Provides at least 08 (eight) weeks notice (in advance of the changes becoming active) of changes to supplier’s platform linking schemes, such as changes to title or article level links. | EJOURNALS EBOOKS DATABASES EVIDENCE SUMMARIES WITH FULL TEXT ONLY | PUBLISHER /AGGREGATOR |
| **Service Access** | **Service Access** | Ensures permanent access for content purchased in perpetuity.  | Essential | Provides a method of perpetual access e.g. Supplier platform, CLOCKSS, LOCKSS, Portico, digital preservation initiatives. | EJOURNALSEBOOKS | PUBLISHER /AGGREGATOR |
| **Service Access** | **Service Access** | Ensures permanent access for content purchased in perpetuity.  | Essential | Ensures perpetual usage rights as per the original Agreement | EJOURNALSEBOOKS | PUBLISHER /AGGREGATOR |
| **Technical** | **Technical** | Provides transparency to users about Artificial Intelligence (AI) or machine learning technologies within a resource. | Desirable | Clearly states where and how AI technologies are integrated into the Service. | ALL DIGITAL RESOURCES  | PUBLISHER /AGGREGATOR |
| **Technical** | **Technical** | Meets the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (see https://www.gov.uk/service-manual/user-centred-design/accessibility) | Desirable | Ensures Service and content meets level AA of the Web Content Accessibility Guidelines (WCAG 2.2).(see https://www.gov.uk/service-manual/helping-people-to-use-your-service/understanding-wcag) | ALL DIGITAL RESOURCES  | PUBLISHER /AGGREGATOR |
| **Technical** | **Technical** | Meets the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (see https://www.gov.uk/service-manual/user-centred-design/accessibility) | Desirable | Ensures Service and content works on the most commonly used assistive technologies - including screen magnifiers, screen readers and speech recognition tools.(see https://www.gov.uk/service-manual/technology/testing-with-assistive-technologies) | ALL DIGITAL RESOURCES  | PUBLISHER /AGGREGATOR |
| **Technical** | **Technical** | Meets the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (see https://www.gov.uk/service-manual/user-centred-design/accessibility) | Essential | Provides a statement annually that explains how accessible the service is.(see https://www.gov.uk/guidance/make-your-website-or-app-accessible-and-publish-an-accessibility-statement#decide-if-anything-is-a-disproportionate-burden-to-fix-right-now) | ALL DIGITAL RESOURCES  | PUBLISHER /AGGREGATOR |
| Technical | **Technical** | Meets the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (see https://www.gov.uk/service-manual/user-centred-design/accessibility) | Desirable | Provides subtitles to ensure accessibility for procedure multimedia (e.g. videos, graphics) | CME RESOURCESDAR RESOURCES  | PUBLISHER /AGGREGATOR |
| **Technical** | **Technical** | Meets general industry technical standards. | Desirable | Complies with Web Standards at: https://www.w3.org/standards/  | ALL DIGITAL RESOURCES  | PUBLISHER /AGGREGATOR |
| **Technical** | **Technical** | Meets general industry technical standards. | Desirable | Complies with ISO 9241-210:2019: https://www.iso.org/standard/77520.html (Human-centred design for interactive systems) | ALL DIGITAL RESOURCES  | PUBLISHER /AGGREGATOR |
| **Technical** | **Technical** | Meets general industry technical standards. | Desirable | Complies with ISO/IEC 27001:2022https://www.iso.org/standard/27001 (Information security, cybersecurity and privacy protection — Information security management systems — Requirements) | ALL DIGITAL RESOURCES  | ALL |
| **Technical** | **Technical** | Meets general industry technical standards. | Essential | Ensures Service and content is available and accessible on either Port 80 (for world wide web) or Port 443 (https). | ALL DIGITAL RESOURCES  | PUBLISHER /AGGREGATOR |
| **Technical** | **Technical** | Meets general industry technical standards. | Essential | Ensures Service works with full functionality on Google Chrome - latest version | ALL DIGITAL RESOURCES  | PUBLISHER /AGGREGATOR |
| **Technical** | **Technical** | Meets general industry technical standards. | Essential | Ensures Service works with Mozilla Firefox - latest version | ALL DIGITAL RESOURCES  | PUBLISHER /AGGREGATOR |
| **Technical** | **Technical** | Meets general industry technical standards. | Essential | Ensures Service works with full functionality on Microsoft Edge (versions in support) | ALL DIGITAL RESOURCES  | PUBLISHER /AGGREGATOR |
| **Technical** | **Technical** | Meets general industry technical standards. | Essential | Ensures Service works with full functionality on Apple Safari (versions in support) | ALL DIGITAL RESOURCES  | PUBLISHER /AGGREGATOR |
| **Technical** | **Technical** | Delivers content through mobile and digital devices. | Essential | Offers a fully responsive interface that will make it unnecessary to use alternative websites or apps. | ALL DIGITAL RESOURCES  | PUBLISHER /AGGREGATOR |
| **Technical** | **Technical** | Delivers content through mobile and digital devices. | Desirable | Provides service apps for mobile devices compatible with the Android platform. | ALL DIGITAL RESOURCES  | PUBLISHER /AGGREGATOR |
| **Technical** | **Technical** | Delivers content through mobile and digital devices. | Desirable | Provides service apps for mobile devices compatible with the Mac/iOS platform. | ALL DIGITAL RESOURCES  | PUBLISHER /AGGREGATOR |
| **Technical** | **Technical** | Enables content to be discoverable through a variety of search options | Essential | Discoverable through search options such as (but not limited to) supplier interface / platform, Resource Discovery Systems, local portals, intranets, library management systems. | ALL DIGITAL RESOURCES  | PUBLISHER /AGGREGATOR |
| **Technical** | **Technical** | Provides downloadable MARC records. | Essential | Functionality to download MARC records with embedded Order data, including frequency of publication and estimated date of publication. | EBOOKSEVIDENCE SUMMARIES WITH FULL TEXT ONLY | PUBLISHER /AGGREGATOR |
| **Technical** | **Technical** | Provides downloadable MARC records. | Desirable | MARC records available at least by date of publication. | EBOOKSEVIDENCE SUMMARIES WITH FULL TEXT ONLYT | PUBLISHER /AGGREGATOR |
| **Service Support**  | **User support**  | Provides a point of contact for helpdesk and support services | Essential | Provides a named Helpdesk point of contact (dedicated email and telephone number). | ALL DIGITAL RESOURCES  | ALL |
| **Service Support**  | **User support**  | Responds to Complaints within an agreed timeframe. | Essential | Responds within 01 working day of receipt. | ALL DIGITAL RESOURCES  | ALL |
| **Service Support**  | **User support**  | Confirms action to be taken to ensure resolution for all Complaints received. | Desirable | Provides confirmation of action to be taken within 02 working days. | ALL DIGITAL RESOURCES  | ALL |
| **Service Support**  | **User support**  | Responds to General Enquiries within an agreed timeframe. | Essential | Within 02 working days of receipt. | ALL DIGITAL RESOURCES  | ALL |
| **Service Support**  | **User support**  | Resolves and closes General Enquiries received within an agreed timeframe. | Essential | 95% of all General Enquiries resolved within 05 working days. | ALL DIGITAL RESOURCES  | ALL |
| **Service Support**  | **User support**  | Offers training and education programmes to support usage.  | Essential | Provides a range of training options (online, face-to-face, videos, user guides, blended learning) | ALL DIGITAL RESOURCES  | ALL |
| **Service Support**  | **User support**  | Offers training and education programmes to support usage.  | Essential | Offers additional training  whenever the user interface to the Service is substantially changed. | ALL DIGITAL RESOURCES  | PUBLISHER /AGGREGATOR |
| **Service Support**  | **Service notifications**  | Provides notification of duplication of content purchases | Essential | Has a standard procedure in place to notify purchasers of any duplication of content purchases | ALL DIGITAL RESOURCES  | ALL |
| **Service Support**  | **Service notifications**  | Provides notification of any anticipated material or substantial supplier / native interface changes (e.g. major redesign). | Essential | At least 30 working days prior to changes going live. | ALL DIGITAL RESOURCES  | PUBLISHER /AGGREGATOR |
| **Service Support**  | **Service notifications**  | Provides notification of any significant change to users’ navigation of the supplier / native interface. | Essential | At least 30 working days prior to changes going live. | ALL DIGITAL RESOURCES  | PUBLISHER /AGGREGATOR |
| **Service Support**  | **Service notifications**  | Provides notification of any significant change which may result in an adverse effect on Authorised Users access to the Licensed Materials. | Essential | At least 30 working days prior to changes going live. | ALL DIGITAL RESOURCES  | PUBLISHER /AGGREGATOR |
| **Service Support**  | **Service notifications**  | Provides notification of the withdrawal of Goods / Licensed Materials.  | Essential | At least 03 months notice prior to the withdrawal date of title(s), to include eJournal titles moving publisher, change of embargo period.Notice should be provided within 14 days after removal for content for which the supplier no longer retains the right to provide or which it has reasonable grounds to believe infringes copyright; or is defamatory, obscene, unlawful or otherwise objectionable. | PRINT JOURNALSALL DIGITAL RESOURCES  | ALL |
| **Service Support**  | **Service notifications**  | Provides a clear schedule to set out the update frequency for content sources within aggregated databases. | Desirable | Provides or facilitates the download of a title list which includes as a minimum:Titles (Name, Issues, Volumes, ISSN / eISSN)Years available for A&I and full text.Frequency of update p.a. | DATABASESEVIDENCE SUMMARIES WITH FULL TEXT ONLY | PUBLISHER /AGGREGATOR |
| **Service Support**  | **Service notifications**  | Provides notification of new content additions to agreed timescales. | Desirable | Monthly in electronic form, sorted by subject. In the case of full text databases this would include addition or removal of new full text journal titles to the databases. | ALL DIGITAL RESOURCES  | PUBLISHER /AGGREGATOR |
| **Service Support**  | **Service reporting**  | Attends contract and service review meetings at an agreed frequency with the Purchasing Authority. | Essential | At least quarterly and always annually | ALL | PUBLISHER AGGREGATOR  |
| **Service Support**  | **Service reporting**  | Attends contract and service review meetings at an agreed frequency with the Purchasing Authority. | Desirable | At least quarterly and always annually | ALL | AGENT |
| **Service Support**  | **Service reporting**  | Provides a regular contract management / service report to the Purchasing Authority at agreed timescales. | Essential | At least quarterly and always annually.Includes a summary of performance for key Service standards, SLAs and KPI's in regular contract management / service report. | ALL | PUBLISHER AGGREGATOR  |
| **Service Support**  | **Service reporting**  | Provides a regular contract management / service report to the Purchasing Authority at agreed timescales. | Desirable | At least quarterly and always annually.Includes a summary of performance for key Service standards, SLAs and KPI's in regular contract management / service report. | ALL | AGENT |
| **Service Support**  | **Service reporting**  | Provides or facilitates the collection of monthly usage data. | Essential | Statistics are COUNTER 5.1 compliant.Statistics are available by 21st of the following month. | EJOURNALSEBOOKSDATABASESEVIDENCE SUMMARIES WITH FULL TEXT ONLY | ALL |
| **Service Support**  | **Service reporting**  | Provides or facilitates the collection of monthly usage data. | Essential | Provides usage metrics on items such as page impressions, Topics, search terms, sessions. route of access, Total Users, Modules (Started, Completed, Passed, Failed) | EVIDENCE SUMMARIES CME RESOURCESDAR RESOURCES | PUBLISHER /AGGREGATOR |
| **Service Support**  | **Service reporting**  | Provides details of the number of Open Access articles published in relation to the total number of articles published in the Licensed Materials.  | Essential | 100% compliance - provides prior to contract start and in annual reporting. | EJOURNALS EVIDENCE SUMMARIES WITH FULL TEXT ONLY | PUBLISHER /AGGREGATOR |
| **Service Support**  | **Service reporting**  | Provides details of any journal title which has converted to full Open Access and is no longer offered under the agreed purchasing model. | Essential | 100% compliance - provides prior to contract start and in annual reporting. | EJOURNALSDATABASESEVIDENCE SUMMARIES WITH FULL TEXT ONLY | PUBLISHER /AGGREGATOR |
| **Service Support**  | **Service reporting**  | Provides number of fully Open Access journals indexed and/or made available full text in the Licensed Materials. | Essential | 100% compliance - provides prior to contract start and in annual reporting. | EJOURNALSDATABASESEVIDENCE SUMMARIES WITH FULL TEXT ONLY | PUBLISHER /AGGREGATOR |
| **Service Performance**  | **Measurement and Related Payment** | Provides a service credit in the event of any unscheduled downtime or total loss of Service occurring. | Essential | Provides a percentage reduction against the Fee paid. Credit percentage calculated as follows against quarterly / annual fee.Service Availability Credit Percentage:99.8 to 100% - 0%99.0% to 99.79% - 3%98.0% to 98.99% - 5%97% to 97.99% - 7%97.8% or below - 10%It is advisable that the Bidder clarifies with the Purchasing Authority at the point of purchase how the credits should be issued. | ALL DIGITAL RESOURCES  | PUBLISHER /AGGREGATOR |
| **Service Performance**  | **Measurement and Related Payment** | Provides a service credit in the event that the full specified functionality of the Service is not available | Essential | Provides a percentage reduction against the Fee paid. Credit percentage calculated as follows against quarterly / annual fee.Service Availability Credit Percentage:99.8 to 100% - 0%99.0% to 99.79% - 3%98.0% to 98.99% - 5%97% to 97.99% - 7%97.8% or below - 10%It is advisable that the Bidder clarifies with the Purchasing Authority at the point of purchase how the credits should be issued. | ALL DIGITAL RESOURCES  | PUBLISHER /AGGREGATOR |
| **Service Performance**  | **Measurement and Related Payment** | Provides a service credit in the event that the total size of full text content within a database(s) is reduced by more than 5%. | Essential | Provides a percentage reduction against the Fee paid. Credit percentage calculated as follows against quarterly / annual fee.Full Text Content Availability Credit Percentage:95% to 100% 0%90% to 94.9% 3%85% to 89.9% 5%75% to 84.9% 7%74.9% or below 10% | FULL TEXT DATABASESEVIDENCE SUMMARIES WITH FULL TEXT ONLY | PUBLISHER /AGGREGATOR |
| **Service Performance**  | **Measurement and Related Payment** | Provides a refund in the event that the whole, parts, or an item of the Licensed Materials is **removed** or **withdrawn** for any reason. | Essential | Refunds that part of Fee paid for the remaining un-expired portion of the Subscription Term (proportional to the amount of the Licensed Materials / Goods unavailable.) | PRINT JOURNALSALL DIGITAL RESOURCES | ALL |
| **Service Performance**  | **Measurement and Related Payment** | For multi year subscriptions, adjusts the Fee on an annual basis in the event that the proportion of Open Access materials increases annually. | Essential | Fully compliant ORDemonstrates a subscription model that does not include Open Access materials in the pricing methodology for that model. | EJOURNALSDATABASESEVIDENCE SUMMARIES WITH FULL TEXT ONLY | PUBLISHER /AGGREGATOR |
| **Service Performance**  | **Measurement and Related Payment** | Provides a service credit to Purchasing Authorities in the event of Service and/or the Licensed Materials suspension, due to Agent's delayed payment to a Publisher. | Essential | Provides a percentage reduction against the Fee paid. Credit percentage calculated as follows against quarterly / annual fee.Service Availability Credit Percentage99.8 to 100% - 0%99.0% to 99.79% - 3%98.0% to 98.99% - 5%97% to 97.99% - 7%97.8% or below - 10% | PRINT JOURNALSALL DIGITAL RESOURCES | AGENT |
|  **Service Quality** | **Documentation and Methodology** | The Service offers verifiable documentation of completed learning activities for healthcare staff. | Essential | The Service provides evidence of learning that can be used for purposes such as revalidation and continuing professional development (CPD) purposes. | CME RESOURCES | PUBLISHER /AGGREGATOR |
|  **Service Quality** | **Documentation and Methodology** | The Service must provide accredited continuing medical education (CME) points OR include a system for monitoring and recording tracked CME/CPD activities. | Essential | Fully compliant | CME RESOURCES | PUBLISHER /AGGREGATOR |
|  **Service Quality** | **Documentation and Methodology** | Supplier has a robust Topics production process. | Essential | The Service provides a documented methodology that details the process for production of Topic summaries. | EVIDENCE SUMMARIES | PUBLISHER /AGGREGATOR |
|  **Service Quality** | **Documentation and Methodology** | Supplier has a robust Topics update process. | Essential | Existing Topic summaries are updated to an appropriate level and frequency that ensures users are accessing the very latest knowledge and information.  | EVIDENCE SUMMARIES | PUBLISHER /AGGREGATOR |
|  **Service Quality** | **Documentation and Methodology** | Resource is relevant and specific to UK healthcare practice. | Essential | Integrates or references NICE clinical guidelines as a minimum. | EVIDENCE SUMMARIES | PUBLISHER /AGGREGATOR |
|  **Service Quality** | **Documentation and Methodology** | Resource is relevant and specific to UK healthcare practice. | Desirable | Tracks CME/CPD activity that is recognised or accredited by UK medical, health and care Royal Colleges or Societies. | CME RESOURCES | PUBLISHER /AGGREGATOR |
|  **Service Quality** | **Documentation and Methodology** | Resource is relevant and specific to UK healthcare practice. | Desirable | Integrates within it, or provide links to, the British National Formulary (BNF). | EVIDENCE SUMMARIES | PUBLISHER /AGGREGATOR |