

NHS TERMS AND CONDITIONS FOR THE PROVISION OF SERVICES (CONTRACT VERSION)

The Authority	NHS England Wellington House, 133-155 Waterloo Rd, London SE1 8UG
The Supplier	Picker Institute Europe, Suite 6, Fountain House, 1200 Parkway Court, John Smith Drive, Oxford, OX4 2JY Who's registered company number is: 03908160 DUNS No: 239178721 Registered VAT Number: GB 718 3714 29
Date	31 January 2025
Type of Services	National Cancer Patient Experience Survey 2025-2029

This Contract is made on the date set out above subject to the terms set out in the schedules listed below ("**Schedules**"). The Authority and the Supplier undertake to comply with the provisions of the Schedules in the performance of this Contract.

The Supplier shall supply to the Authority, and the Authority shall receive and pay for, the Services on the terms of this Contract.

The Definitions in Schedule 4 apply to the use of all capitalised terms in this Contract.

Schedules

Schedule 1	Key Provisions
Schedule 2	General Terms and Conditions
Schedule 3	Information and Data Provisions
Schedule 4	Definitions and Interpretations
Schedule 5	Specification and Tender Response Document
Schedule 6	Commercial Schedule

Schedule 7	Staff Transfer
Schedule 8	Expert Determination

Signed by the authorised representative of THE AUTHORITY

[REDACTED]

Full Name: [REDACTED]

Job Title/Role: [REDACTED]

Date Signed: 31/01/2025

Signed by the authorised representative of THE SUPPLIER

[REDACTED]

Full Name: [REDACTED]

Job Title/Role: [REDACTED]

Date Signed: 24/01/2025

Schedule 1

Key Provisions

Standard Key Provisions

1 Application of the Key Provisions

- 1.1 The standard Key Provisions at Clauses 1 to 8 of this Schedule 1 shall apply to this Contract.
- 1.2 The optional Key Provisions at Clauses 9 to 26 of this Schedule 1 shall only apply to this Contract where they have been checked and information completed as applicable.
- 1.3 Extra Key Provisions shall only apply to this Contract where such provisions are set out at the end of this Schedule 1.

2 Term

This Contract shall commence on the Commencement Date and the Term of this Contract shall expire 69 (sixty nine) months from the Actual Services Commencement Date. The Term may not be extended.

Note that the term runs from the date when the Services are actually provided. If there is an implementation plan over, for example, three months, the term runs from the date the Services are provided. In these circumstances, it will be important to include a process in the implementation plan for acknowledging this date to ensure the term is clear.

The above approach has been adopted as it will mean that any delay in implementation does not have the effect of shortening the contract term. However, it may be that for some projects you want the services to start and/ or end on a particular date or event. Where this is the case, this Key Provision can be amended accordingly.

3 Contract Managers

- 3.1 The Contract Managers at the commencement of this Contract are:

- 3.1.1 for the Authority:

[REDACTED]

- 3.1.2 for the Supplier:

[REDACTED]

4 Names and addresses for notices

- 4.1 Notices served under this Contract are to be delivered to:

- 4.1.1 for the Authority:

[REDACTED] **Wellington House, 133-155 Waterloo Road, London, SE1 8UG**

- 4.1.2 for the Supplier:

[REDACTED]

5 Management levels for escalation and dispute resolution

- 5.1 The management levels at which a Dispute may be dealt with as referred to as part of the Dispute Resolution Procedure are as follows:

Level	Authority representative	Supplier representative
1	[REDACTED]	
2		
3		

6 Order of precedence

6.1 Subject always to Clause 1.10 of Schedule 4, should there be a conflict between any other parts of this Contract the order of priority for construction purposes shall be:

6.1.1 the provisions on the front page of this NHS Contract for the Provision of Services (Contract Version);

6.1.2 Schedule 1: Key Provisions;

6.1.3 Schedule 5: Specification and Tender Response Document (but only in respect of the Authority's requirements);

6.1.4 Schedule 2: General Terms and Conditions;

6.1.5 Schedule 6: Commercial Schedule;

6.1.6 Schedule 3: Information Governance Provisions;

6.1.7 Schedule 7: Staff Transfer;

6.1.8 Schedule 4: Definitions and Interpretations;

6.1.9 the order in which all subsequent schedules, if any, appear; and

6.1.10 any other documentation forming part of the Contract in the date order in which such documentation was created with the more recent documentation taking precedence over older documentation to the extent only of any conflict.

6.2 For the avoidance of doubt, the Specification and Tender Response Document shall include, without limitation, the Authority's requirements in the form of its specification and other statements and requirements, the Supplier's responses, proposals and/ or method statements to meet those requirements, and any clarifications to the Supplier's responses, proposals and/ or method statements as included as part of Schedule 5. Should there be a conflict between these parts of the Specification and Tender Response Document, the order of priority for construction purposes shall be (1) the Authority's requirements; (2) any clarification to the Supplier's responses, proposals and/or method statements, and (3) the Supplier's responses, proposals and/ or method statements.

7 Application of TUPE at the commencement of the provision of Services

7.1 The Parties agree that at the commencement of the provision of Services by the Supplier, TUPE and the Cabinet Office Statement shall not apply so as to transfer the employment of any employees of the Authority or a Third Party to the Supplier and the provisions of Schedule 7 shall apply.

8 Net Zero and Social Value Commitments

Supplier carbon reduction plans and reporting

- 8.1 The Supplier shall put in place, maintain and implement a board approved, publicly available, carbon reduction plan in accordance with the requirements and timescales set out in the NHS Net Zero Supplier Roadmap (see [Greener NHS »Suppliers \(england.nhs.uk\)](https://www.england.nhs.uk/greenernhs/get-involved/suppliers/) (<https://www.england.nhs.uk/greenernhs/get-involved/suppliers/>)), as may be updated from time to time.
- 8.2 A supplier assessment for benchmarking and reporting progress against the requirements detailed in the Net Zero Supplier Roadmap will be available in 2023 (“**Evergreen Supplier Assessment**”). The Supplier shall report its progress through published progress reports and continued carbon emissions reporting through the Evergreen Supplier Assessment once this becomes available and as may be updated from time to time.
- 8.3 The Supplier has appointed [REDACTED] (“**Supplier Net Zero Corporate Champion**”) who shall be responsible for overseeing the Supplier’s compliance with Clauses 8.1 and 8.2 of this Schedule 1 and any other net zero requirements forming part of this Contract. Without prejudice to the Authority’s other rights and remedies under this Contract, if the Supplier fails to comply with Clauses 8.1 and 8.2 of this Schedule 1, the Authority may escalate such failure to the Supplier Net Zero Corporate Champion who shall within ten (10) Business Days of such escalation confirm in writing to the Authority the steps (with associated timescales) that the Supplier will be taking to remedy such failure. The Supplier shall then remedy such failure by taking such confirmed steps by such timescales (and by taking any other reasonable additional steps that may become necessary) to ensure that such failure is remedied by the earliest date reasonably possible.

Net zero and social value in the delivery of the contract

- 8.4 The Supplier shall deliver its net zero and social value contract commitments in accordance with the requirements and timescales set out in the Specification and Tender Response Document forming part of this Framework Agreement and any Contracts (“**Net Zero and Social Value Contract Commitments**”).
- 8.5 The Supplier shall report its progress on delivering its Net Zero and Social Value Contract Commitments through progress reports, as set out in the Specification and Tender Response Document forming part of this Contract.
- 8.6 The Supplier has appointed [REDACTED] (“**Supplier Net Zero and Social Value Contract Champion**”) who shall be responsible for overseeing the Supplier’s compliance with Clauses 8.4 and 8.5 of this Schedule 1. Without prejudice to the Authority’s other rights and remedies under this Contract, if the Supplier fails to comply with Clauses 8.4 and 8.5 of this Schedule 1, the Authority may escalate such failure to the Supplier Net Zero and Social Value Contract Champion who shall within ten (10) Business Days of such escalation confirm in writing to the Authority the steps (with associated timescales) that the Supplier will be taking to remedy such failure. The Supplier shall then remedy such failure by taking such confirmed steps by such timescales (and by taking any other reasonable additional steps that may become necessary) to ensure that such failure is remedied by the earliest date reasonably possible.

Optional Key Provisions

- 9 Implementation phase ☐ (only applicable to the Contract if this box is checked)

and the Schedule inserted)

- 9.1 Prior to commencement of delivery of the Services, there is an implementation phase and therefore all references in Schedule 2 to the Implementation Plan shall apply and the Implementation Plan is set out in Schedule **[insert schedule number]**.

10 Services Commencement Date (where the Services are to start at a date after the Commencement Date) ☐ (only applicable to the Contract if this box is checked and the dates are inserted in Clause 10.1 of this Schedule 1)

- 10.1 The Services Commencement Date shall be **[insert date]** and the Long Stop Date referred to in Clause 15.5.1 of Schedule 2 shall be **[insert date]**.

11 Induction training ☐ (only applicable to the Contract if this box is checked)

- 11.1 The Supplier shall ensure that all Staff complete the Authority's induction training. All Staff shall complete the training prior to the Actual Services Commencement Date (or immediately following the Services Commencement Date where this date is the date of this Contract) and all new Staff appointed throughout the Term shall also complete the training. The Supplier shall further ensure that all Staff complete any extra training that the Authority makes available to its own staff and notifies the Supplier in writing that it is appropriate for the Staff.

12 Quality assurance standards ☐ (only applicable to the Contract if this box is checked and the standards are listed)

- 12.1 The following quality assurance standards shall apply, as appropriate, to the provision of the Services: **[insert standards]**.

13 Different levels and/or types of insurance ☒ (only applicable to the Contract if this box is checked and the table sets out the requirements)

- 13.1 The Supplier shall put in place and maintain in force the following insurances with the following minimum cover per claim:

Type of insurance required	Minimum cover
Employer's Liability	£5,000,000
Public Liability	£5,000,000
Professional Indemnity	£5,000,000

14 Further Authority obligations ☐ (only applicable to the Contract if this box is checked and the Schedule inserted)

- 14.1 The Authority's Obligations are set out in Schedule **[insert schedule number]**.

15 Assignment of Intellectual Property Rights in deliverables, materials and outputs ☒ (only applicable to the Contract if this box is checked)

- 15.1 The Supplier confirms and agrees that all Intellectual Property Rights in and to the deliverables, material and any other output developed by the Supplier as part of the Services in accordance with the Specification and Tender Response Document, shall be owned by the Authority. The Supplier hereby assigns with full title guarantee by

way of present and future assignment all Intellectual Property Rights in and to such deliverables, material and other outputs. The Supplier shall ensure that all Staff assign any Intellectual Property Rights they may have in and to such deliverables, material and other outputs to the Supplier to give effect to Clause 15 of this Schedule 1 and that such Staff absolutely and irrevocably waive their moral rights in relation to such deliverables, material and other outputs. Clause 15 of this Schedule 1 shall continue notwithstanding the expiry or earlier termination of this Contract.

16 Inclusion of a Change Control Process ☐ (only applicable to the Contract if this box is checked and the Schedule inserted)

16.1 Any changes to this Contract, including to the Services, may only be agreed in accordance with the Change Control Process set out in Schedule **[insert schedule number]**.

17 Authority step-in rights ☐ (only applicable to the Contract if this box is checked and the Schedule inserted)

17.1 If the Supplier is unable to provide the Services then the Authority shall be entitled to exercise Step In Rights set out in Schedule **[insert schedule number]**.

18 Grant of lease or licence ☐ (only applicable to the Contract if this box is checked)

18.1 Promptly following execution of this Contract, the Supplier shall enter into the **[lease/licence]**. Failure to comply with this Key Provision shall be an irremediable breach of this Contract.

19 Guarantee ☐ (only applicable to the Contract if this box is checked)

19.1 Promptly following the execution of this Contract, the Supplier shall, if it has not already delivered an executed deed of guarantee to the Authority, deliver the executed deed of guarantee to the Authority as required by the procurement process followed by the Authority. Failure to comply with this Key Provision shall be an irremediable breach of this Contract.

20 Data Protection Protocol ☒ (only applicable to the Contract if this box is checked)

20.1 The Parties shall comply with their respective obligations under the Data Protection Protocol.

21 Purchase Orders ☒ (only applicable to the Contract if this box is checked)

21.1 The Authority shall issue a Purchase Order to the Supplier in respect of any Services to be supplied to the Authority under this Contract. The Supplier shall comply with the terms of such Purchase Order as a term of this Contract. For the avoidance of doubt, any actions or work undertaken by the Supplier under this Contract prior to the receipt of a Purchase Order covering the relevant Services shall be undertaken at the Supplier's risk and expense and the Supplier shall only be entitled to invoice for Services covered by a valid Purchase Order.

22 Monthly payment profile ☐ (only applicable to the Contract if this box is checked)

22.1 The payment profile for this Contract shall be monthly in arrears.

- 23 Termination for convenience ☒ (only applicable to the Contract if this box is checked and Clause 23.1 of this Schedule 1 is completed)**
- 23.1 The Authority may terminate this Contract by issuing a Termination Notice to the Supplier at any time on **three (3)** written notice. Such notice shall not be served within one (1) year of the Actual Services Commencement Date.
- 24 Right to terminate following a specified number of material breaches ☐ (only applicable to the Contract if this box is checked and Clause 24.1 of this Schedule 1 is completed)**
- 24.1 Either Party may terminate this Contract by issuing a Termination Notice to the other Party if such other Party commits a material breach of this Contract in circumstances where it is served with a valid Breach Notice having already been served with at least [two (2)] previous valid Breach Notices within the last twelve (12) calendar month rolling period as a result of any previous material breaches of this Contract which are capable of remedy (whether or not the Party in breach has remedied the breach in accordance with a Remedial Proposal). The twelve (12) month rolling period is the twelve (12) months immediately preceding the date of the [third] Breach Notice.
- 25 Expert Determination ☐ (only applicable to the Contract if this box is checked)**
- 25.1 Any Dispute between the Authority and the Supplier shall be dealt in accordance with the expert determination process as specified at Schedule 8.
- 25.2 For the avoidance of doubt, where Clause 25 of this Schedule 1 is checked, all Disputes shall be dealt in accordance with Clause 25.1 of this Schedule 1 above and the entirety of Clause 22 of Schedule 2 shall be deemed not to apply and deleted in its entirety from this Contract.
- 26 COVID-19 related enhanced business continuity provisions ☐ (only applicable to the Contract if this box is checked)**
- 26.1 Subject to Clause 26.2 of this Schedule 1, the Supplier's Business Continuity Plan and, where required, its implementation must ensure the continuity of the provision of the Services under this Contract in all circumstances where there is a COVID-19 related Business Continuity Event and the text in Clause 6.6 of Schedule 2 to "use reasonable endeavours to" shall be deemed deleted for the purposes of any COVID-19 related Business Continuity Events. For the avoidance of doubt, to the extent that the Supplier fails to ensure such continuity, it shall be deemed not to have fulfilled its business continuity obligations pursuant to Clause 6 of Schedule 2 for the purposes of Clause 23.2.1 of Schedule 2.
- 26.2 To the extent only that the Supplier is prohibited from implementing its Business Continuity Plan (in full or part) due to any Laws or Guidance, it shall be relieved of its obligations under Clause 26.1 of this Schedule 1

Extra Key Provisions

Payment

Payment profile for this Contract shall be as set out in Schedule 5 Specification and Tender Response Document.

Schedule 2

General Terms and Conditions

Contents

1. Provision of Services
2. Premises, locations and access
3. Cooperation with third parties
4. Use of Authority equipment
5. Staff and Lifescience Industry Accredited Credentialing Register
6. Business continuity
7. The Authority's obligations
8. Contract management
9. Price and payment
10. Warranties
11. Intellectual property
12. Indemnity
13. Limitation of liability
14. Insurance
15. Term and termination
16. Consequences of expiry or early termination of this Contract
17. Staff information and the application of TUPE at the end of the Contract
18. Complaints
19. Modern slavery and environmental, social and labour laws
20. Electronic services information
21. Change management
22. Dispute resolution
23. Force majeure
24. Records retention and right of audit
25. Conflicts of interest and the prevention of fraud
26. Equality and human rights
27. Notice
28. Assignment, novation and Sub-contracting
29. Prohibited Acts
30. General

1 Provision of Services

- 1.1 The Authority appoints the Supplier and the Supplier agrees to provide the Services:
 - 1.1.1 promptly and in any event within any time limits as may be set out in this Contract;
 - 1.1.2 in accordance with all other provisions of this Contract;
 - 1.1.3 with reasonable skill and care and in accordance with any quality assurance standards as set out in the Key Provisions and/or the Specification and Tender Response Document;
 - 1.1.4 in accordance with the Law and with Guidance;
 - 1.1.5 in accordance with Good Industry Practice;
 - 1.1.6 in accordance with the Policies; and
 - 1.1.7 in a professional and courteous manner.
 - 1.1.8 In complying with its obligations under this Contract, the Supplier shall, and shall procure that all Staff shall, act in accordance with the NHS values as set out in the NHS Constitution from time to time.
- 1.2 The Supplier shall comply with the Implementation Requirements (if any) in accordance with any timescales as may be set out in the Specification and Tender Response Document., Without limitation to the foregoing provisions of this Clause 1.2 of this Schedule 2, the Supplier shall, if specified in the Key Provisions, implement the Services fully in accordance with the Implementation Plan. If the Implementation Plan is an outline plan, the Supplier shall, as part of implementation, develop the outline plan into a full plan and agree this with the Authority. Once this is agreed, the Supplier shall comply with the full Implementation Plan.
- 1.3 The Supplier shall commence delivery of the Services on the Services Commencement Date.
- 1.4 The Supplier shall comply fully with its obligations set out in the Specification and Tender Response Document, including without limitation the KPIs.
- 1.5 The Supplier shall ensure that all relevant consents, authorisations, licences and accreditations required to provide the Services are in place at the Actual Services Commencement Date and are maintained throughout the Term.
- 1.6 If the Services, or any part of them, are regulated by any regulatory body, the Supplier shall ensure that at the Actual Services Commencement Date it has in place all relevant registrations and shall maintain such registrations during the Term. The Supplier shall notify the Authority forthwith in writing of any changes to such registration or any other matter relating to its registration that would affect the delivery or the quality of Services.
- 1.7 The Supplier shall notify the Authority forthwith in writing:
 - 1.7.1 of any pending inspection of the Services, or any part of them, by a regulatory body immediately upon the Supplier becoming aware of such inspection; and
 - 1.7.2 of any failure of the Services, or any part of them, to meet the quality standards required by a regulatory body, promptly and in any event within two (2) Business Days of the Supplier becoming aware of any such failure. This shall include without limitation any informal feedback received during or following an inspection raising concerns of any nature regarding the provision of the Services.

- 1.8 Following any inspection of the Services, or any part of them, by a regulatory body, the Supplier shall provide the Authority with a copy of any report or other communication published or provided by the relevant regulatory body in relation to the provision of the Services.
- 1.9 Upon receipt of notice pursuant to Clause 1.7 of this Schedule 2 or any report or communication pursuant to Clause 1.8 of this Schedule 2, the Authority shall be entitled to request further information from the Supplier and/or a meeting with the Supplier, and the Supplier shall cooperate fully with any such request.
- 1.10 Where applicable, the Supplier shall implement and comply with the Policies on reporting and responding to all incidents and accidents, including serious incidents requiring investigation, shall complete the Authority's incident and accident forms in accordance with the Policies and provide reasonable support and information as requested by the Authority to help the Authority deal with any incident or accident relevant to the Services. The Supplier shall ensure that its Contract Manager informs the Authority's Contract Manager in writing forthwith upon (a) becoming aware that any serious incidents requiring investigation and/or notifiable accidents have occurred; or (b) the Supplier's Contract Manager having reasonable cause to believe any serious incidents and/or notifiable accidents requiring investigation have occurred. The Supplier shall ensure that its Contract Manager informs the Authority's Contract Manager in writing within forty eight (48) hours of all other incidents and/or accidents that have or may have an impact on the Services.
- 1.11 Should the Authority be of the view, acting reasonably, that the Supplier can no longer provide the Services, then without prejudice to the Authority's rights and remedies under this Contract, the Authority shall be entitled to exercise its Step In Rights if the Key Provisions refer to the Authority having such rights under this Contract.
- 1.12 The Supplier shall be relieved from its obligations under this Contract to the extent that it is prevented from complying with any such obligations due to any acts, omissions or defaults of the Authority. To qualify for such relief, the Supplier must notify the Authority promptly (and in any event within five (5) Business Days) in writing of the occurrence of such act, omission, or default of the Authority together with the potential impact on the Supplier's obligations.

2 Premises, locations and access

- 2.1 The Services shall be provided at such Authority premises and at such locations within those premises, as may be set out in the Specification and Tender Response Document or as otherwise agreed by the Parties in writing ("**Premises and Locations**").
- 2.2 Subject to the Supplier and its Staff complying with all relevant Policies applicable to such Premises and Locations, the Authority shall grant reasonable access to the Supplier and its Staff to such Premises and Locations to enable the Supplier to provide the Services.
- 2.3 Subject to Clause 2.4 of this Schedule 2, any access granted to the Supplier and its Staff under Clause 2.2 of this Schedule 2 shall be non-exclusive and revocable. Such access shall not be deemed to create any greater rights or interest than so granted (to include, without limitation, any relationship of landlord and tenant) in the Premises and Locations. The Supplier warrants that it shall carry out all such reasonable further acts to give effect to this Clause 2.3 of this Schedule 2.
- 2.4 Where, in order to provide the Services, the Supplier requires any greater rights to use or occupy any specific Premises and Locations over and above such reasonable access rights granted in accordance with Clause 2.2 and Clause 2.3 of this Schedule

2, such further rights shall be limited to any rights granted to the Supplier by the Authority in accordance with any licence and/or lease entered into by the Supplier in accordance with the Key Provisions.

- 2.5 Where it is provided for by a specific mechanism set out in the Specification and Tender Response Document, the Authority may increase, reduce or otherwise vary the Premises and Locations in accordance with such mechanism subject to the provisions of any licence or lease entered into by the Parties as referred to at Clause 2.4 of this Schedule 2. Where there is no such specific mechanism set out in the Specification and Tender Response Document, any variations to the Premises and Locations where the Services are to be provided shall be agreed by the Parties in accordance with Clause 21 of this Schedule 2. If agreement cannot be reached the matter shall be referred to, and resolved in accordance with, the Dispute Resolution Procedure.

3 Cooperation with third parties

- 3.1 The Supplier shall, as reasonably required by the Authority, cooperate with any other service providers to the Authority and/or any other third parties as may be relevant in the provision of the Services.

4 Use of Authority equipment

- 4.1 Unless otherwise set out in the Specification and Tender Response Document or otherwise agreed by the Parties in writing, any equipment or other items provided by the Authority for use by the Supplier:
- 4.1.1 shall be provided at the Authority's sole discretion;
 - 4.1.2 shall be inspected by the Supplier in order that the Supplier can confirm to its reasonable satisfaction that such equipment and/or item is fit for its intended use and shall not be used by the Supplier until it has satisfied itself of this;
 - 4.1.3 must be returned to the Authority within any agreed timescales for such return or otherwise upon the request of the Authority; and
 - 4.1.4 shall be used by the Supplier at the Supplier's risk and the Supplier shall upon written request by the Authority reimburse the Authority for any loss or damage relating to such equipment or other items caused by the Supplier (fair wear and tear exempted).

5 Staff and Lifescience Industry Accredited Credentialing Register

- 5.1 Subject to the requirements of this Contract and any Law, the Supplier shall be entirely responsible for the employment and conditions of service of Staff. The Supplier shall ensure that such conditions of employment are consistent with its obligations under this Contract.
- 5.2 The Supplier will employ sufficient Staff to ensure that it complies with its obligations under this Contract. This will include, but not be limited to, the Supplier providing a sufficient reserve of trained and competent Staff to provide the Services during Staff holidays or absence.
- 5.3 The Supplier shall use reasonable endeavours to ensure the continuity of all Staff in the provision of the Services and, where any member of Staff is designated as key to the provision of the Services as set out in the Specification and Tender Response Document or as otherwise agreed between the Parties in writing, any redeployment and/or replacement of such member of Staff by the Supplier shall be subject to the prior written approval of the Authority, such approval not to be unreasonably withheld or delayed.

- 5.4 The Supplier shall ensure that all Staff are aware of, and at all times comply with, the Policies.
- 5.5 The Supplier shall:
 - 5.5.1 employ only those Staff who are careful, skilled and experienced in the duties required of them;
 - 5.5.2 ensure that every member of Staff is properly and sufficiently trained and instructed;
 - 5.5.3 ensure all Staff have the qualifications to carry out their duties;
 - 5.5.4 maintain throughout the Term all appropriate licences and registrations with any relevant bodies (at the Supplier's expense) in respect of the Staff; and
 - 5.5.5 ensure all Staff comply with such registration, continuing professional development and training requirements or recommendations appropriate to their role including those from time to time issued by the Department of Health and Social Care or any relevant regulatory body or any industry body in relation to such Staff.
- 5.6 The Supplier shall not deploy in the provision of the Services any person who has suffered from, has signs of, is under treatment for, or who is suffering from any medical condition which is known to, or does potentially, place the health and safety of the Authority's staff, patients, service users or visitors at risk unless otherwise agreed in writing with the Authority.
- 5.7 The Supplier shall ensure that all potential Staff or persons performing any of the Services during the Term who may reasonably be expected in the course of performing any of the Services under this Contract to have access to or come into contact with children or other vulnerable persons and/or have access to or come into contact with persons receiving health care services:
 - 5.7.1 are questioned concerning their Convictions; and
 - 5.7.2 obtain appropriate disclosures from the Disclosure and Barring Service (or other appropriate body) as required by Law and/or the Policies before the Supplier engages the potential staff or persons in the provision of the Services.
- 5.8 The Supplier shall take all necessary steps to ensure that such potential staff or persons obtain standard and enhanced disclosures from the Disclosure and Barring Service (or other appropriate body) and shall ensure all such disclosures are kept up to date. The obtaining of such disclosures shall be at the Supplier's cost and expense.
- 5.9 The Supplier shall ensure that no person is employed or otherwise engaged in the provision of the Services without the Authority's prior written consent if:
 - 5.9.1 the person has disclosed any Convictions upon being questioned about their Convictions in accordance with Clause 5.7.1 of this Schedule 2;
 - 5.9.2 the person is found to have any Convictions following receipt of standard and/or enhanced disclosures from the Disclosure and Barring Service (or other appropriate body) in accordance with Clause 5.7.2 of this Schedule 2; or
 - 5.9.3 the person fails to obtain standard and/or enhanced disclosures from the Disclosure and Barring Service (or other appropriate body) upon request by the Supplier in accordance with Clause 5.7.2 of this Schedule 2.

- 5.10 In addition to the requirements of Clause 5.7 to Clause 5.9 of this Schedule 2, where the Services are or include regulated activities as defined by the Safeguarding Vulnerable Groups Act 2006 the Supplier:
- 5.10.1 warrants that it shall comply with all requirements placed on it by the Safeguarding Vulnerable Groups Act 2006;
 - 5.10.2 warrants that at all times it has and will have no reason to believe that any member of Staff is barred in accordance with the Safeguarding Vulnerable Groups Act 2006; and
 - 5.10.3 shall ensure that no person is employed or otherwise engaged in the provision of the Services if that person is barred from carrying out, or whose previous conduct or records indicate that they would not be suitable to carry out, any regulated activities as defined by the Safeguarding Vulnerable Groups Act 2006 or may present a risk to patients, service users or any other person.
- 5.11 The Supplier shall ensure that the Authority is kept advised at all times of any member of Staff who, subsequent to their commencement of employment as a member of Staff receives a Conviction or whose previous Convictions become known to the Supplier or whose conduct or records indicate that they are not suitable to carry out any regulated activities as defined by the Safeguarding Vulnerable Groups Act 2006 or may present a risk to patients, service users or any other person. The Supplier shall only be entitled to continue to engage or employ such member of Staff with the Authority's written consent and with such safeguards being put in place as the Authority may reasonably request. Should the Authority withhold consent the Supplier shall remove such member of Staff from the provision of the Services forthwith.
- 5.12 The Supplier shall immediately provide to the Authority any information that the Authority reasonably requests to enable the Authority to satisfy itself that the obligations set out in Clause 5.7 to Clause 5.11 of this Schedule 2 have been met.
- 5.13 The Authority may at any time request that the Supplier remove and replace any member of Staff from the provision of the Services, provided always that the Authority will act reasonably in making such a request. Prior to making any such request the Authority shall raise with the Supplier the Authority's concerns regarding the member of Staff in question with the aim of seeking a mutually agreeable resolution. The Authority shall be under no obligation to have such prior discussion should the Authority have concerns regarding patient or service user safety.
- 5.14 Unless otherwise confirmed by the Authority in writing, the Supplier shall ensure full compliance (to include with any implementation timelines) with any Guidance issued by the Department of Health and Social Care and/or any requirements and/or Policies issued by the Authority (to include as may be set out as part of any procurement documents leading to the award of this Contract) in relation to the adoption of, and compliance with, any scheme or schemes to verify the credentials of Supplier representatives that visit NHS premises (to include use of the Lifescience Industry Accredited Credentialing Register). Once compliance with any notified implementation timelines has been achieved by the Supplier, the Supplier shall, during the Term, maintain the required level of compliance in accordance with any such Guidance, requirements and Policies.
- 6 Business continuity**
- 6.1 The Supplier shall use reasonable endeavours to ensure its Business Continuity Plan operates effectively alongside the Authority's business continuity plan where relevant to the provision of the Services. The Supplier shall also ensure that its Business

Continuity Plan complies on an ongoing basis with any specific business continuity requirements, as may be set out in the Specification and Tender Response Document.

- 6.2 Throughout the Term, the Supplier will ensure its Business Continuity Plan provides for continuity during a Business Continuity Event. The Supplier confirms and agrees such Business Continuity Plan details and will continue to detail robust arrangements that are reasonable and proportionate to:

6.2.1 the criticality of this Contract to the Authority; and

6.2.2 the size and scope of the Supplier's business operations,

regarding continuity of the provision of the Services during and following a Business Continuity Event.

- 6.3 The Supplier shall test its Business Continuity Plan at reasonable intervals, and in any event no less than once every twelve (12) months or such other period as may be agreed between the Parties taking into account the criticality of this Contract to the Authority and the size and scope of the Supplier's business operations. The Supplier shall promptly provide to the Authority, at the Authority's written request, copies of its Business Continuity Plan, reasonable and proportionate documentary evidence that the Supplier tests its Business Continuity Plan in accordance with the requirements of this Clause 6.3 of this Schedule 2 and reasonable and proportionate information regarding the outcome of such tests. The Supplier shall provide to the Authority a copy of any updated or revised Business Continuity Plan within fourteen (14) Business Days of any material update or revision to the Business Continuity Plan.

- 6.4 The Authority may suggest reasonable and proportionate amendments to the Supplier regarding the Business Continuity Plan at any time. Where the Supplier, acting reasonably, deems such suggestions made by the Authority to be relevant and appropriate, the Supplier will incorporate into the Business Continuity Plan all such suggestions made by the Authority in respect of such Business Continuity Plan. Should the Supplier not incorporate any suggestion made by the Authority into such Business Continuity Plan it will explain the reasons for not doing so to the Authority.

- 6.5 Should a Business Continuity Event occur at any time, the Supplier shall implement and comply with its Business Continuity Plan and provide regular written reports to the Authority on such implementation.

- 6.6 During and following a Business Continuity Event, the Supplier shall use reasonable endeavours to continue to provide the Services in accordance with this Contract.

7 The Authority's obligations

- 7.1 Subject to the Supplier providing the Services in accordance with this Contract, the Authority will pay the Supplier for the Services in accordance with Clause 9 of this Schedule 2.

- 7.2 The Authority shall, as appropriate, provide copies of or give the Supplier access to such of the Policies that are relevant to the provision of the Services.

- 7.3 The Authority shall comply with the Authority's Obligations, as may be referred to in the Key Provisions.

- 7.4 The Authority shall provide the Supplier with any reasonable and proportionate cooperation necessary to enable the Supplier to comply with its obligations under this Contract. The Supplier shall at all times provide reasonable advance written notification to the Authority of any such cooperation necessary in circumstances where such cooperation will require the Authority to plan for and/or allocate specific resources in order to provide such cooperation.

8 Contract management

- 8.1 Each Party shall appoint and retain a Contract Manager who shall be the primary point of contact for the other Party in relation to matters arising from this Contract. Should the Contract Manager be replaced, the Party replacing the Contract Manager shall promptly inform the other Party in writing of the name and contact details for the new Contract Manager. Any Contract Manager appointed shall be of sufficient seniority and experience to be able to make decisions on the day to day operation of the Contract. The Supplier confirms and agrees that it will be expected to work closely and cooperate fully with the Authority's Contract Manager.
- 8.2 Each Party shall ensure that its representatives (to include, without limitation, its Contract Manager) shall attend review meetings on a regular basis to review the performance of the Supplier under this Contract and to discuss matters arising generally under this Contract. Each Party shall ensure that those attending such meetings have the authority to make decisions regarding the day to day operation of the Contract. Review meetings shall take place at the frequency specified in the Specification and Tender Response Document. Should the Specification and Tender Response Document not state the frequency, then the first such meeting shall take place on a date to be agreed on or around the end of the first month after the Commencement Date. Subsequent meetings shall take place at monthly intervals or as may otherwise be agreed in writing between the Parties.
- 8.3 Two weeks prior to each review meeting (or at such time and frequency as may be specified in the Specification and Tender Response Document) the Supplier shall provide a written contract management report to the Authority regarding the provision of the Services and the operation of this Contract. Unless otherwise agreed by the Parties in writing, such contract management report shall contain:
- 8.3.1 details of the performance of the Supplier when assessed in accordance with the KPIs since the last such performance report;
 - 8.3.2 details of any complaints from or on behalf of patients or other service users, their nature and the way in which the Supplier has responded to such complaints since the last review meeting written report;
 - 8.3.3 the information specified in the Specification and Tender Response Document;
 - 8.3.4 a status report in relation to the implementation of any current Remedial Proposals by either Party; and
 - 8.3.5 such other information as reasonably required by the Authority.
- 8.4 Unless specified otherwise in the Specification and Tender Response Document, the Authority shall take minutes of each review meeting and shall circulate draft minutes to the Supplier within a reasonable time following such review meeting. The Supplier shall inform the Authority in writing of any suggested amendments to the minutes within five (5) Business Days of receipt of the draft minutes. If the Supplier does not respond to the Authority within such five (5) Business Days the minutes will be deemed to be approved. Where there are any differences in interpretation of the minutes, the Parties will use their reasonable endeavours to reach agreement. If agreement cannot be reached the matter shall be referred to, and resolved in accordance with, the Dispute Resolution Procedure.
- 8.5 The Supplier shall provide such management information as the Authority may request from time to time within seven (7) Business Days of the date of the request. The Supplier shall supply the management information to the Authority in such form as may be specified by the Authority and, where requested to do so, the Supplier shall also

provide such management information to another Contracting Authority, whose role it is to analyse such management information in accordance with UK government policy (to include, without limitation, for the purposes of analysing public sector expenditure and planning future procurement activities) ("**Third Party Body**"). The Supplier confirms and agrees that the Authority may itself provide the Third Party Body with management information relating to the Services purchased, any payments made under this Contract, and any other information relevant to the operation of this Contract.

8.6 Upon receipt of management information supplied by the Supplier to the Authority and/or the Third Party Body, or by the Authority to the Third Party Body, the Parties hereby consent to the Third Party Body and the Authority:

8.6.1 storing and analysing the management information and producing statistics; and

8.6.2 sharing the management information or any statistics produced using the management information with any other Contracting Authority.

8.7 If the Third Party Body and/or the Authority shares the management information or any other information provided under Clause 8.6 of this Schedule 2, any Contracting Authority receiving the management information shall, where such management information is subject to obligations of confidence under this Contract and such management information is provided direct by the Authority to such Contracting Authority, be informed of the confidential nature of that information by the Authority and shall be requested by the Authority not to disclose it to any body that is not a Contracting Authority (unless required to do so by Law).

8.8 The Authority may make changes to the type of management information which the Supplier is required to supply and shall give the Supplier at least one (1) month's written notice of any changes.

9 Price and payment

9.1 The Contract Price shall be calculated as set out in the Commercial Schedule.

9.2 Unless otherwise stated in the Commercial Schedule the Contract Price:

9.2.1 shall be payable from the Actual Services Commencement Date;

9.2.2 shall remain fixed during the Term; and

9.2.3 is the entire price payable by the Authority to the Supplier in respect of the Services and includes, without limitation, any royalties, licence fees, supplies and all consumables used by the Supplier, travel costs, accommodation expenses, the cost of Staff and all appropriate taxes (excluding VAT), duties and tariffs and any expenses arising from import and export administration.

9.3 Unless stated otherwise in the Commercial Schedule:

9.3.1 where the Key Provisions confirm that the payment profile for this Contract is monthly in arrears, the Supplier shall invoice the Authority, within fourteen (14) days of the end of each calendar month, the Contract Price in respect of the Services provided in compliance with this Contract in the preceding calendar month; or

9.3.2 where Clause 9.3.1 of this Schedule 2 does not apply, the Supplier shall invoice the Authority for Services at any time following completion of the provision of the Services in compliance with this Contract.

- 9.3.3 Each invoice shall contain such information and be addressed to such individual as the Authority may inform the Supplier from time to time. Each invoice may be submitted electronically by the Supplier if it complies with the standard on electronic invoicing as set out in the European standard and any of the syntaxes published in Commission Implementing Decision (EU) 2017/2870.
- 9.4 The Contract Price is exclusive of VAT, which, if properly chargeable, the Authority shall pay at the prevailing rate subject to receipt from the Supplier of a valid and accurate VAT invoice. Such VAT invoices shall show the VAT calculations as a separate line item.
- 9.5 The Authority shall verify and pay each valid and undisputed invoice received in accordance with Clause 9.3 of this Schedule 2 within thirty (30) days of receipt of such invoice at the latest. However, the Authority shall use its reasonable endeavours to pay such undisputed invoices sooner in accordance with any applicable government prompt payment targets. If there is undue delay in verifying the invoice in accordance with this Clause 9.5 of this Schedule 2, the invoice shall be regarded as valid and undisputed for the purposes of this Clause 9.5 of this Schedule 2 after a reasonable time has passed.
- 9.6 Where the Authority raises a query with respect to an invoice the Parties shall liaise with each other and agree a resolution to such query within thirty (30) days of the query being raised. If the Parties are unable to agree a resolution within thirty (30) days the query shall be referred to dispute resolution in accordance with the Dispute Resolution Procedure. For the avoidance of doubt, the Authority shall not be in breach of any of any of its payment obligations under this Contract in relation to any queried or disputed invoice sums unless the process referred to in this Clause 9.6 of this Schedule 2 has been followed and it has been determined that the queried or disputed invoice amount is properly due to the Supplier and the Authority has then failed to pay such sum within a reasonable period following such determination.
- 9.7 The Supplier shall pay to the Authority any service credits and/or other sums and/or deductions (to include, without limitation, deductions relating to a reduction in the Contract Price) that may become due in accordance with the provisions of the Specification and Tender Response Document. For the avoidance of doubt, the Authority may invoice the Supplier for such sums or deductions at any time in the event that they have not automatically been credited to the Authority in accordance with the provisions of the Specification and Tender Response Document. Such invoice shall be paid by the Supplier within 30 days of the date of such invoice.
- 9.8 The Authority reserves the right to set-off:
- 9.8.1 any monies due to the Supplier from the Authority as against any monies due to the Authority from the Supplier under this Contract; and
- 9.8.2 any monies due to the Authority from the Supplier as against any monies due to the Supplier from the Authority under this Contract.
- 9.9 Where the Authority is entitled to receive any sums (including, without limitation, any costs, charges or expenses) from the Supplier under this Contract, the Authority may invoice the Supplier for such sums. Such invoices shall be paid by the Supplier within 30 days of the date of such invoice.
- 9.10 If a Party fails to pay any undisputed sum properly due to the other Party under this Contract, the Party due such sum shall have the right to charge interest on the overdue amount at the applicable rate under the Late Payment of Commercial Debts (Interest)

Act 1998, accruing on a daily basis from the due date up to the date of actual payment, whether before or after judgment.

10 Warranties

10.1 The Supplier warrants and undertakes that:

- 10.1.1 it has, and shall ensure its Staff shall have, and shall maintain throughout the Term, all appropriate licences and registrations with the relevant bodies to fulfil its obligations under this Contract;
- 10.1.2 it has all rights, consents, authorisations, licences and accreditations required to provide the Services and shall maintain such consents, authorisations, licences and accreditations throughout the Term;
- 10.1.3 it has and shall maintain a properly documented system of quality controls and processes covering all aspects of its obligations under this Contract and/or under Law, Guidance and Good Industry Practice and shall at all times comply with such quality controls and processes;
- 10.1.4 it shall not make any significant changes to its system of quality controls and processes in relation to the Services without notifying the Authority in writing at least twenty one (21) days in advance of such change (such notice to include the details of the consequences which follow such change being implemented);
- 10.1.5 where any act of the Supplier requires the notification to and/or approval by any regulatory or other competent body in accordance with any Law, Guidance, and/or Good Industry Practice, the Supplier shall comply fully with such notification and/or approval requirements;
- 10.1.6 receipt of the Services by or on behalf of the Authority and use of the deliverables or of any other item or information supplied or made available to the Authority as part of the Services will not infringe any third party rights, to include without limitation any Intellectual Property Rights;
- 10.1.7 it will comply with all Law, Guidance, Good Industry Practice, Policies and the Supplier Code of Conduct in so far as is relevant to the provision of the Services;
- 10.1.8 it will provide the Services using reasonable skill and care and in accordance with Good Industry Practice and shall fulfil all requirements of this Contract using appropriately skilled, trained and experienced staff;
- 10.1.9 unless otherwise set out in the Specification and Tender Response Document and/or as otherwise agreed in writing by the Parties, it has and/or shall procure all resources, equipment, consumables and other items and facilities required to provide the Services;
- 10.1.10 without limitation to the generality of Clause 10.1.7 of this Schedule 2, it shall comply with all health and safety processes, requirements safeguards, controls, and training obligations in accordance with its own operational procedures, Law, Guidance, Policies, Good Industry Practice, the requirements of the Specification and Tender Response Document and any notices or instructions given to the Supplier by the Authority and/or any competent body, as relevant to the provision of the Services and the Supplier's access to the Premises and Locations in accordance with this Contract;

- 10.1.11 without prejudice to any specific notification requirements set out in this Contract, it will promptly notify the Authority of any health and safety hazard which has arisen, or the Supplier is aware may arise, in connection with the performance of the Services and take such steps as are reasonably necessary to ensure the health and safety of persons likely to be affected by such hazards;
- 10.1.12 any equipment it uses in the provision of the Services shall comply with all relevant Law, Guidance, and Good Industry Practice, be fit for its intended purpose and maintained fully in accordance with the manufacturer's specification and shall remain the Supplier's risk and responsibility at all times;
- 10.1.13 unless otherwise confirmed by the Authority in writing (to include, without limitation, as part of the Specification and Tender Response Document), it will ensure that any products purchased by the Supplier partially or wholly for the purposes of providing the Services will comply with requirements five (5) to eight (8), as set out in Annex 1 of the Cabinet Office Procurement Policy Note - Implementing Article 6 of the Energy Efficiency Directive (Action Note 07/14 3rd June 2014), to the extent such requirements apply to the relevant products being purchased;
- 10.1.14 it shall use Good Industry Practice to ensure that any information and communications technology systems and/or related hardware and/or software it uses are free from corrupt data, viruses, worms and any other computer programs or code which might cause harm or disruption to the Authority's information and communications technology systems;
- 10.1.15 it shall (comply with its Net Zero and Social Value Commitments;
- 10.1.16 it shall provide to the Authority any information that the Authority may request as evidence of the Supplier's compliance with Clause 10.1.15 of this Schedule 2;
- 10.1.17 it will fully and promptly respond to all requests for information and/or requests for answers to questions regarding this Contract, the provision of the Services, any complaints and any Disputes at the frequency, in the timeframes and in the format as requested by the Authority from time to time (acting reasonably);
- 10.1.18 all information included within the Supplier's responses to any documents issued by the Authority as part of the procurement relating to the award of this Contract (to include, without limitation, as referred to in the Specification and Tender Response Document and Commercial Schedule) and all accompanying materials is accurate;
- 10.1.19 it has the right and authority to enter into this Contract and that it has the capability and capacity to fulfil its obligations under this Contract;
- 10.1.20 it is a properly constituted entity and it is fully empowered by the terms of its constitutional documents to enter into and to carry out its obligations under this Contract and the documents referred to in this Contract;
- 10.1.21 all necessary actions to authorise the execution of and performance of its obligations under this Contract have been taken before such execution;
- 10.1.22 there are no pending or threatened actions or proceedings before any court or administrative agency which would materially adversely affect the financial condition, business or operations of the Supplier;

- 10.1.23 there are no material agreements existing to which the Supplier is a party which prevent the Supplier from entering into or complying with this Contract;
- 10.1.24 it has and will continue to have the capacity, funding and cash flow to meet all its obligations under this Contract; and
- 10.1.25 it has satisfied itself as to the nature and extent of the risks assumed by it under this Contract and has gathered all information necessary to perform its obligations under this Contract and all other obligations assumed by it.
- 10.2 The Supplier warrants that all information, data and other records and documents required by the Authority as set out in the Specification and Tender Response Document shall be submitted to the Authority in the format and in accordance with any timescales set out in the Specification and Tender Response Document.
- 10.3 Without prejudice to the generality of Clause 10.2 of this Schedule 2, the Supplier acknowledges that a failure by the Supplier following the Actual Services Commencement Date to submit accurate invoices and other information on time to the Authority may result in the commissioner of health services, or other entity responsible for reimbursing costs to the Authority, delaying or failing to make relevant payments to the Authority. Accordingly, the Supplier warrants that, from the Actual Services Commencement Date, it shall submit accurate invoices and other information on time to the Authority.
- 10.4 The Supplier warrants and undertakes to the Authority that it shall comply with any eProcurement Guidance as it may apply to the Supplier and shall carry out all reasonable acts required of the Supplier to enable the Authority to comply with such eProcurement Guidance.
- 10.5 The Supplier warrants and undertakes to the Authority that, as at the Commencement Date, it has notified the Authority in writing of any Occasions of Tax Non-Compliance or any litigation that it is involved in that is in connection with any Occasions of Tax Non-Compliance. If, at any point during the Term, an Occasion of Tax Non-Compliance occurs, the Supplier shall:
 - 10.5.1 notify the Authority in writing of such fact within five (5) Business Days of its occurrence; and
 - 10.5.2 promptly provide to the Authority:
 - (i) details of the steps which the Supplier is taking to address the Occasion of Tax Non-Compliance and to prevent the same from recurring, together with any mitigating factors that it considers relevant; and
 - (ii) such other information in relation to the Occasion of Tax Non-Compliance as the Authority may reasonably require.
- 10.6 The Supplier further warrants and undertakes to the Authority that it will inform the Authority in writing immediately upon becoming aware that any of the warranties set out in Clause 10 of this Schedule 2 have been breached or there is a risk that any warranties may be breached.
- 10.7 Any warranties provided under this Contract are both independent and cumulative and may be enforced independently or collectively at the sole discretion of the enforcing Party.
- 11 Intellectual property**
- 11.1 The Supplier warrants and undertakes to the Authority that either it owns or is entitled to use and will continue to own or be entitled to use all Intellectual Property Rights

used in the development and provision of the Services and/or necessary to give effect to the Services and/or to use any deliverables, matter or any other output supplied to the Authority as part of the Services.

- 11.2 Unless specified otherwise in the Key Provisions and/or in the Specification and Tender Response Document or elsewhere in this Contract, the Supplier hereby grants to the Authority, for the life of the use by the Authority of any deliverables, material or any other output supplied to the Authority in any format as part of the Services, an irrevocable, royalty-free, non-exclusive licence (with the right to sub-license to any supplier or other third party contracted by, engaged by and/or collaborating with the Authority) to use, modify, adapt or enhance such items in the course of the Authority's normal business operations. For the avoidance of doubt, unless specified otherwise in the Key Provisions and/or in the Specification and Tender Response Document and/or elsewhere in this Contract, the Authority shall have no rights to commercially exploit (e.g. by selling to third parties) any deliverables, matter or any other output supplied to the Authority in any format as part of the Services.

12 Indemnity

- 12.1 The Supplier shall be liable to the Authority for, and shall indemnify and keep the Authority indemnified against, any loss, damages, costs, expenses (including without limitation legal costs and expenses), claims or proceedings in respect of:

- 12.1.1 any injury or allegation of injury to any person, including injury resulting in death;
- 12.1.2 any loss of or damage to property (whether real or personal);
- 12.1.3 any breach of Clause 10.1.6 and/or Clause 11 of this Schedule 2; and/or
- 12.1.4 any failure by the Supplier to commence the delivery of the Services by the Services Commencement Date;

that arise or result from the Supplier's negligent acts or omissions or breach of contract in connection with the performance of this Contract including the provision of the Services, except to the extent that such loss, damages, costs, expenses (including without limitation legal costs and expenses), claims or proceedings have been caused by any act or omission by, or on behalf of, or in accordance with the instructions of, the Authority.

- 12.2 Liability under Clauses 12.1.1, 12.1.3 and 17.13 of this Schedule 2 and Clause 2.6 of Schedule 3 shall be unlimited. Liability under Clauses 12.1.2 and 12.1.4 of this Schedule 2 shall be subject to the limitation of liability set out in Clause 13 of this Schedule 2.

- 12.3 In relation to all third party claims against the Authority, which are the subject of any indemnity given by the Supplier under this Contract, the Authority shall use its reasonable endeavours, upon a written request from the Supplier, to transfer the conduct of such claims to the Supplier unless restricted from doing so. Such restrictions may include, without limitation, any restrictions:

- 12.3.1 relating to any legal, regulatory, governance, information governance, or confidentiality obligations on the Authority; and/or
- 12.3.2 relating to the Authority's membership of any indemnity and/or risk pooling arrangements.

Such transfer shall be subject to the Parties agreeing appropriate terms for such conduct of the third party claim by the Supplier (to include, without limitation, the right of the Authority to be informed and consulted on the ongoing conduct of the claim

following such transfer and any reasonable cooperation required by the Supplier from the Authority).

13 Limitation of liability

- 13.1 Nothing in this Contract shall exclude or restrict the liability of either Party:
- 13.1.1 for death or personal injury resulting from its negligence;
 - 13.1.2 for fraud or fraudulent misrepresentation; or
 - 13.1.3 in any other circumstances where liability may not be limited or excluded under any applicable law.
- 13.2 Subject to Clauses 12.2, 13.1, 13.3 and 13.5 of this Schedule 2, the total liability of each Party to the other under or in connection with this Contract whether arising in contract, tort, negligence, breach of statutory duty or otherwise shall be limited in aggregate to the greater of: (a) five million GBP (£5,000,000); or (b) one hundred and twenty five percent (125%) of the total Contract Price paid or payable by the Authority to the Supplier for the Services.
- 13.3 There shall be no right to claim losses, damages and/or other costs and expenses under or in connection with this Contract whether arising in contract (to include, without limitation, under any relevant indemnity), tort, negligence, breach of statutory duty or otherwise to the extent that any losses, damages and/or other costs and expenses claimed are in respect of loss of production, loss of business opportunity or are in respect of indirect loss of any nature suffered or alleged. For the avoidance of doubt, without limitation, the Parties agree that for the purposes of this Contract the following costs, expenses and/or loss of income shall be direct recoverable losses (to include under any relevant indemnity) provided such costs, expenses and/or loss of income are properly evidenced by the claiming Party:
- 13.3.1 extra costs incurred purchasing replacement or alternative services;
 - 13.3.2 costs associated with advising, screening, testing, treating, retreating or otherwise providing healthcare to patients;
 - 13.3.3 the costs of extra management time; and/or
 - 13.3.4 loss of income due to an inability to provide health care services,
- in each case to the extent to which such costs, expenses and/or loss of income arise or result from the other Party's breach of contract, negligent act or omission, breach of statutory duty, and/or other liability under or in connection with this Contract.
- 13.4 Each Party shall at all times take all reasonable steps to minimise and mitigate any loss for which that Party is entitled to bring a claim against the other pursuant to this Contract.
- 13.5 If the total Contract Price paid or payable by the Authority to the Supplier over the Term:
- 13.5.1 is less than or equal to one million pounds (£1,000,000), then the figure of five million pounds (£5,000,000) at Clause 13.2 of this Schedule 2 shall be replaced with one million pounds (£1,000,000);
 - 13.5.2 is less than or equal to three million pounds (£3,000,000) but greater than one million pounds (£1,000,000), then the figure of five million pounds (£5,000,000) at Clause 13.2 of this Schedule 2 shall be replaced with three million pounds (£3,000,000);

- 13.5.3 is equal to, exceeds or will exceed ten million pounds (£10,000,000), but is less than fifty million pounds (£50,000,000), then the figure of five million pounds (£5,000,000) at Clause 13.2 of this Schedule 2 shall be replaced with ten million pounds (£10,000,000) and the figure of one hundred and twenty five percent (125%) at Clause 13.2 of this Schedule 2 shall be deemed to have been deleted and replaced with one hundred and fifteen percent (115%); and
- 13.5.4 is equal to, exceeds or will exceed fifty million pounds (£50,000,000), then the figure of five million pounds (£5,000,000) at Clause 13.2 of this Schedule 2 shall be replaced with fifty million pounds (£50,000,000) and the figure of one hundred and twenty five percent (125%) at Clause 13.2 of this Schedule 2 shall be deemed to have been deleted and replaced with one hundred and five percent (105%).
- 13.6 Clause 13 of this Schedule 2 shall survive the expiry of or earlier termination of this Contract for any reason.

14 Insurance

- 14.1 Subject to Clauses 14.2 and 14.3 of this Schedule 2 and unless otherwise confirmed in writing by the Authority, as a minimum level of protection, the Supplier shall put in place and/or maintain in force at its own cost with a reputable commercial insurer, insurance arrangements in respect of employer's liability, public liability and professional indemnity in accordance with Good Industry Practice with the minimum cover per claim of the greater of five million pounds (£5,000,000) or any sum as required by Law unless otherwise agreed with the Authority in writing. These requirements shall not apply to the extent that the Supplier is a member and maintains membership of each of the indemnity schemes run by the NHS Litigation Authority.
- 14.2 Without limitation to any insurance arrangements as required by Law, the Supplier shall put in place and/or maintain the different types and/or levels of indemnity arrangements explicitly required by the Authority, if specified in the Key Provisions.
- 14.3 Provided that the Supplier maintains all indemnity arrangements required by Law, the Supplier may self insure in order to meet other relevant requirements referred to at Clauses 14.1 and 14.2 of this Schedule 2 on condition that such self insurance arrangements offer the appropriate levels of protection and are approved by the Authority in writing prior to the Commencement Date.
- 14.4 The amount of any indemnity cover and/or self insurance arrangements shall not relieve the Supplier of any liabilities under this Contract. It shall be the responsibility of the Supplier to determine the amount of indemnity and/or self insurance cover that will be adequate to enable it to satisfy its potential liabilities under this Contract. Accordingly, the Supplier shall be liable to make good any deficiency if the proceeds of any indemnity cover and/or self insurance arrangement is insufficient to cover the settlement of any claim.
- 14.5 The Supplier warrants that it shall not take any action or fail to take any reasonable action or (in so far as it is reasonable and within its power) permit or allow others to take or fail to take any action, as a result of which its insurance cover may be rendered void, voidable, unenforceable, or be suspended or impaired in whole or in part, or which may otherwise render any sum paid out under such insurances repayable in whole or in part.
- 14.6 The Supplier shall from time to time and in any event within five (5) Business Days of written demand provide documentary evidence to the Authority that insurance arrangements taken out by the Supplier pursuant to Clause 14 of this Schedule 2 and

the Key Provisions are fully maintained and that any premiums on them and/or contributions in respect of them (if any) are fully paid.

- 14.7 Upon the expiry or earlier termination of this Contract, the Supplier shall ensure that any ongoing liability it has or may have arising out of this Contract shall continue to be the subject of appropriate indemnity arrangements for the period of twenty one (21) years from termination or expiry of this Contract or until such earlier date as that liability may reasonably be considered to have ceased to exist.

15 Term and termination

- 15.1 This Contract shall commence on the Commencement Date and, unless terminated earlier in accordance with the terms of this Contract or the general law, shall continue until the end of the Term.

- 15.2 The Authority shall be entitled to extend the Term on one or more occasions by giving the Supplier written notice no less than three (3) months prior to the date on which this Contract would otherwise have expired, provided that the duration of this Contract shall be no longer than the total term specified in the Key Provisions.

- 15.3 In the case of a breach of any of the terms of this Contract by either Party that is capable of remedy (including, without limitation any breach of any KPI and, subject to Clause 9.6 of this Schedule 2, any breach of any payment obligations under this Contract), the non-breaching Party may, without prejudice to its other rights and remedies under this Contract, issue a Breach Notice and shall allow the Party in breach the opportunity to remedy such breach in the first instance via a remedial proposal put forward by the Party in breach ("**Remedial Proposal**") before exercising any right to terminate this Contract in accordance with Clause 15.4.2 of this Schedule 2. Such Remedial Proposal must be agreed with the non-breaching Party (such agreement not to be unreasonably withheld or delayed) and must be implemented by the Party in breach in accordance with the timescales referred to in the agreed Remedial Proposal. Once agreed, any changes to a Remedial Proposal must be approved by the Parties in writing. Any failure by the Party in breach to:

15.3.1 put forward and agree a Remedial Proposal with the non-breaching Party in relation to the relevant default or breach within a period of ten (10) Business Days (or such other period as the non-breaching Party may agree in writing) from written notification of the relevant default or breach from the non-breaching Party;

15.3.2 comply with such Remedial Proposal (including, without limitation, as to its timescales for implementation, which shall be thirty (30) days unless otherwise agreed between the Parties); and/or

15.3.3 remedy the default or breach notwithstanding the implementation of such Remedial Proposal in accordance with the agreed timescales for implementation,

shall be deemed, for the purposes of Clause 15.4.2 of this Schedule 2, a material breach of this Contract by the Party in breach not remedied in accordance with an agreed Remedial Proposal.

- 15.4 Either Party may terminate this Contract by issuing a Termination Notice to the other Party if such other Party commits a material breach of any of the terms of this Contract which is:

15.4.1 not capable of remedy; or

15.4.2 in the case of a breach capable of remedy, which is not remedied in accordance with a Remedial Proposal.

- 15.5 The Authority may terminate this Contract forthwith by issuing a Termination Notice to the Supplier:
- 15.5.1 if the Supplier does not commence delivery of the Services by any Long Stop Date;
 - 15.5.2 if the Supplier, or any third party guaranteeing the obligations of the Supplier under this Contract, ceases or threatens to cease carrying on its business; suspends making payments on any of its debts or announces an intention to do so; is, or is deemed for the purposes of any Law to be, unable to pay its debts as they fall due or insolvent; enters into or proposes any composition, assignment or arrangement with its creditors generally; takes any step or suffers any step to be taken in relation to its winding-up, dissolution, administration (whether out of court or otherwise) or reorganisation (by way of voluntary arrangement, scheme of arrangement or otherwise) otherwise than as part of, and exclusively for the purpose of, a bona fide reconstruction or amalgamation; has a liquidator, trustee in bankruptcy, judicial custodian, compulsory manager, receiver, administrative receiver, administrator or similar officer appointed (in each case, whether out of court or otherwise) in respect of it or any of its assets; has any security over any of its assets enforced; or any analogous procedure or step is taken in any jurisdiction;
 - 15.5.3 if the Supplier undergoes a change of control within the meaning of sections 450 and 451 of the Corporation Tax Act 2010 (other than for an intra-group change of control) without the prior written consent of the Authority and the Authority shall be entitled to withhold such consent if, in the reasonable opinion of the Authority, the proposed change of control will have a material impact on the performance of this Contract or the reputation of the Authority;
 - 15.5.4 if the Supplier purports to assign, Sub-contract, novate, create a trust in or otherwise transfer or dispose of this Contract in breach of Clause 28.1 of this Schedule 2;
 - 15.5.5 if the NHS Business Services Authority has notified the Authority that the Supplier or any Sub-contractor of the Supplier has, in the opinion of the NHS Business Services Authority, failed in any material respect to comply with its obligations in relation to the NHS Pension Scheme (including those under any Direction Letter) as assumed pursuant to the provisions of Part D of Schedule 7;
 - 15.5.6 pursuant to and in accordance with the Key Provisions and Clauses 15.6, 19.7.2, 23.8, 25.2, 25.4 and 29.2 of this Schedule 2;
 - 15.5.7 if the warranty given by the Supplier pursuant to Clause 10.5 of this Schedule 2 is materially untrue, the Supplier commits a material breach of its obligation to notify the Authority of any Occasion of Tax Non-Compliance as required by Clause 10.5 of this Schedule 2, or the Supplier fails to provide details of proposed mitigating factors as required by Clause 10.5 of this Schedule 2 that in the reasonable opinion of the Authority are acceptable; or
 - 15.5.8 pursuant to and in accordance with any termination rights set out in the Data Protection Protocol, as applicable to this Contract.
- 15.6 If the Authority, acting reasonably, has good cause to believe that there has been a material deterioration in the financial circumstances of the Supplier and/or any third party guaranteeing the obligations of the Supplier under this Contract and/or any material Sub-contractor of the Supplier when compared to any information provided to and/or assessed by the Authority as part of any procurement process or other due

diligence leading to the award of this Contract to the Supplier or the entering into a Sub-contract by the Supplier, the following process shall apply:

- 15.6.1 the Authority may (but shall not be obliged to) give notice to the Supplier requesting adequate financial or other security and/or assurances for due performance of its material obligations under this Contract on such reasonable and proportionate terms as the Authority may require within a reasonable time period as specified in such notice;
- 15.6.2 a failure or refusal by the Supplier to provide the financial or other security and/or assurances requested in accordance with Clause 15.6 of this Schedule 2 in accordance with any reasonable timescales specified in any such notice issued by the Authority shall be deemed a breach of this Contract by the Supplier and shall be referred to and resolved in accordance with the Dispute Resolution Procedure; and
- 15.6.3 a failure to resolve such breach in accordance with such Dispute Resolution Procedure by the end of the escalation stage of such process shall entitle, but shall not compel, the Authority to terminate this Contract in accordance with Clause 15.4.1 of this Schedule 2.

In order that the Authority may act reasonably in exercising its discretion in accordance with Clause 15.6 of this Schedule 2, the Supplier shall provide the Authority with such reasonable and proportionate up-to-date financial or other information relating to the Supplier or any relevant third party entity upon request.

- 15.7 The Authority may terminate this Contract by issuing a Termination Notice to the Supplier where:
 - 15.7.1 the Contract has been substantially amended to the extent that the Public Contracts Regulations 2015 require a new procurement procedure;
 - 15.7.2 the Authority has become aware that the Supplier should have been excluded under Regulation 57(1) or (2) of the Public Contracts Regulations 2015 from the procurement procedure leading to the award of this Contract; or
 - 15.7.3 there has been a failure by the Supplier and/or one its Sub-contractors to comply with legal obligations in the fields of environmental, social or labour Law. Where the failure to comply with legal obligations in the fields of environmental, social or labour Law is a failure by one of the Supplier's Sub-contractors, the Authority may request the replacement of such Sub-contractor and the Supplier shall comply with such request as an alternative to the Authority terminating this Contract under this Clause 15.7.3 of this Schedule 2.
- 15.8 If the Authority novates this Contract to any body that is not a Contracting Authority, from the effective date of such novation, the rights of the Authority to terminate this Contract in accordance with Clause 15.5.2 to Clause 15.5.4 of this Schedule 2 shall be deemed mutual termination rights and the Supplier may terminate this Contract by issuing a Termination Notice to the entity assuming the position of the Authority if any of the circumstances referred to in such Clauses apply to the entity assuming the position of the Authority.
- 15.9 Within three (3) months of the Commencement Date the Supplier shall develop and agree an exit plan with the Authority consistent with the Exit Requirements, which shall ensure continuity of the Services on expiry or earlier termination of this Contract. The Supplier shall provide the Authority with the first draft of an exit plan within one (1) month of the Commencement Date. The Parties shall review and, as appropriate,

update the exit plan on each anniversary of the Commencement Date of this Contract. If the Parties cannot agree an exit plan in accordance with the timescales set out in this Clause 15.9 of this Schedule 2 (such agreement not to be unreasonably withheld or delayed), such failure to agree shall be deemed a Dispute, which shall be referred to and resolved in accordance with the Dispute Resolution Procedure.

16 Consequences of expiry or early termination of this Contract

- 16.1 Upon expiry or earlier termination of this Contract, the Authority agrees to pay the Supplier for the Services which have been completed by the Supplier in accordance with this Contract prior to expiry or earlier termination of this Contract.
- 16.2 Immediately following expiry or earlier termination of this Contract and/or in accordance with any timescales as set out in the agreed exit plan:
 - 16.2.1 the Supplier shall comply with its obligations under any agreed exit plan;
 - 16.2.2 all data, excluding Personal Data, documents and records (whether stored electronically or otherwise) relating in whole or in part to the Services, including without limitation relating to patients or other service users, and all other items provided on loan or otherwise to the Supplier by the Authority shall be delivered by the Supplier to the Authority provided that the Supplier shall be entitled to keep copies to the extent that: (a) the content does not relate solely to the Services; (b) the Supplier is required by Law and/or Guidance to keep copies; or (c) the Supplier was in possession of such data, documents and records prior to the Commencement Date; and
 - 16.2.3 any Personal Data Processed by the Supplier on behalf of the Authority shall be returned to the Authority or destroyed in accordance with the relevant provisions of the Data Protection Protocol.
- 16.3 The Supplier shall retain all data relating to the provision of the Services that are not transferred or destroyed pursuant to Clause 16.2 of this Schedule 2 for the period set out in Clause 24.1 of this Schedule 2.
- 16.4 The Supplier shall cooperate fully with the Authority or, as the case may be, any replacement supplier during any re-procurement and handover period prior to and following the expiry or earlier termination of this Contract. This cooperation shall extend to providing access to all information relevant to the operation of this Contract, as reasonably required by the Authority to achieve a fair and transparent re-procurement and/or an effective transition without disruption to routine operational requirements.
- 16.5 Immediately upon expiry or earlier termination of this Contract any licence or lease entered into in accordance with the Key Provisions shall automatically terminate.
- 16.6 The expiry or earlier termination of this Contract for whatever reason shall not affect any rights or obligations of either Party which accrued prior to such expiry or earlier termination.
- 16.7 The expiry or earlier termination of this Contract shall not affect any obligations which expressly or by implication are intended to come into or continue in force on or after such expiry or earlier termination.

17 Staff information and the application of TUPE at the end of the Contract

- 17.1 Upon the day which is no greater than nine (9) months before the expiry of this Contract or as soon as the Supplier is aware of the proposed termination of the Contract, the Supplier shall, within twenty eight (28) days of receiving a written request from the Authority and to the extent permitted by Law, supply to the Authority and keep updated

all information required by the Authority as to the terms and conditions of employment and employment history of any Supplier Personnel (including all employee liability information identified in regulation 11 of TUPE) and the Supplier shall warrant such information is full, complete and accurate.

- 17.2 No later than twenty eight (28) days prior to the Subsequent Transfer Date, the Supplier shall or shall procure that any Sub-contractor shall provide a final list to the Successor and/or the Authority, as appropriate, containing the names of all the Subsequent Transferring Employees whom the Supplier or Sub-contractor expects will transfer to the Successor or the Authority and all employee liability information identified in regulation 11 of TUPE in relation to the Subsequent Transferring Employees.
- 17.3 If the Supplier shall, in the reasonable opinion of the Authority, deliberately not comply with its obligations under Clauses 17.1 and 17.2 of this Schedule 2, the Authority may withhold payment under Clause 9 of this Schedule 2.
- 17.4 The Supplier shall be liable to the Authority for, and shall indemnify and keep the Authority indemnified against, any loss, damages, costs, expenses (including without limitation legal costs and expenses), claims or proceedings that arise or result from any deficiency or inaccuracy in the information which the Supplier is required to provide under Clauses 17.1 and 17.2 of this Schedule 2.
- 17.5 Subject to Clauses 17.6 and 17.7 of this Schedule 2, during the period of nine (9) months preceding the expiry of this Contract or after notice of termination of this Contract has been served by either Party, the Supplier shall not, and shall procure that any Sub-contractor shall not, without the prior written consent of the Authority, such consent not to be unreasonably withheld or delayed:
 - 17.5.1 make, propose or permit any material changes to the terms and conditions of employment or other arrangements of any of the Supplier Personnel;
 - 17.5.2 increase or seek to increase the emoluments (excluding cost of living increases awarded in the ordinary course of business) payable to any of the Supplier Personnel;
 - 17.5.3 replace any of the Supplier Personnel or increase the total number of employees providing the Services;
 - 17.5.4 deploy any person other than the Supplier Personnel to perform the Services;
 - 17.5.5 terminate or give notice to terminate the employment or arrangements of any of the Supplier Personnel;
 - 17.5.6 increase the proportion of working time spent on the Services by any of the Supplier Personnel; or
 - 17.5.7 introduce any new contractual term or customary practice concerning the making of any lump sum payment on the termination of employment of any of the Supplier Personnel.
- 17.6 Clause 17.5 of this Schedule 2 shall not prevent the Supplier or any Sub-contractor from taking any of the steps prohibited in that Clause in circumstances where the Supplier or Sub-contractor is required to take such a step pursuant to any changes in legislation or pursuant to a collective agreement in force at that time.
- 17.7 Where the obligations on the Supplier under Clause 17 of this Schedule 2 are subject to the Data Protection Legislation, the Supplier will, and shall procure that any Sub-contractor will, use its best endeavours to seek the consent of the Supplier Personnel to disclose any information covered under the Data Protection Legislation and utilise

any other exemption or provision within the Data Protection Legislation which would allow such disclosure.

- 17.8 Having as appropriate gained permission from any Sub-contractor, the Supplier hereby permits the Authority to disclose information about the Supplier Personnel to any Interested Party provided that the Authority informs the Interested Party in writing of the confidential nature of the information.
- 17.9 The Parties agree that where a Successor or the Authority provides the Services or services which are fundamentally the same as the Services in the immediate or subsequent succession to the Supplier or Sub-contractor (in whole or in part) on expiry or early termination of this Contract (howsoever arising) TUPE, the Cabinet Office Statement and Fair Deal for Staff Pensions may apply in respect of the subsequent provision of the Services or services which are fundamentally the same as the Services. If TUPE, the Cabinet Office Statement and Fair Deal for Staff Pensions apply then Clause 17.11 to Clause 17.14 of this Schedule 2 and (where relevant) the provisions of Clause 1.15 of Part D of Schedule 7 shall apply.
- 17.10 If on the termination or at the end of the Contract TUPE does not apply, then all Employment Liabilities and any other liabilities in relation to the Supplier Personnel shall remain with the Supplier or Sub-contractor as appropriate. The Supplier will, and shall procure that any Sub-contractor shall, indemnify and keep indemnified the Authority in relation to any Employment Liabilities arising out of or in connection with any allegation or claim raised by any Supplier Personnel.
- 17.11 In accordance with TUPE, and any other policy or arrangement applicable, the Supplier shall, and will procure that any Sub-contractor shall, comply with its obligations to inform and consult with the appropriate representatives of any of its employees affected by the subsequent transfer of the Services or services which are fundamentally the same as the Services.
- 17.12 The Supplier will and shall procure that any Sub-contractor will on or before any Subsequent Transfer Date:
 - 17.12.1 pay all wages, salaries and other benefits of the Subsequent Transferring Employees and discharge all other financial obligations (including reimbursement of any expenses and any contributions to retirement benefit schemes) in respect of the period between the Transfer Date and the Subsequent Transfer Date;
 - 17.12.2 account to the proper authority for all PAYE, tax deductions and national insurance contributions payable in respect of the Subsequent Transferring Employees in the period between the Transfer Date and the Subsequent Transfer Date;
 - 17.12.3 pay any Successor or the Authority, as appropriate, the amount which would be payable to each of the Subsequent Transferring Employees in lieu of accrued but untaken holiday entitlement as at the Subsequent Transfer Date;
 - 17.12.4 pay any Successor or the Authority, as appropriate, the amount which fairly reflects the progress of each of the Subsequent Transferring Employees towards achieving any commission, bonus, profit share or other incentive payment payable after the Subsequent Transfer Date wholly or partly in respect of a period prior to the Subsequent Transfer Date; and
 - 17.12.5 subject to any legal requirement, provide to the Successor or the Authority, as appropriate, all personnel records relating to the Subsequent Transferring Employees including, without prejudice to the generality of the foregoing, all records relating to national insurance, PAYE and income tax. The Supplier

shall for itself and any Sub-contractor warrant that such records are accurate and up to date.

- 17.13 The Supplier will and shall procure that any Sub-contractor will indemnify and keep indemnified the Authority and/or a Successor in relation to any Employment Liabilities arising out of or in connection with any claim arising from:
- 17.13.1 the Supplier's or Sub-contractor's failure to perform and discharge its obligations under Clause 17.12 of this Schedule 2;
 - 17.13.2 any act or omission by the Supplier or Sub-contractor in respect of the Subsequent Transferring Employees occurring on or before the Subsequent Transfer Date;
 - 17.13.3 any allegation or claim by any person who is not a Subsequent Transferring Employee but who alleges that their employment should transfer or has transferred to the Successor or the Authority, as appropriate;
 - 17.13.4 any emoluments payable to a person employed or engaged by the Supplier or Sub-contractor (including without limitation all wages, any accrued or unpaid holiday pay, bonuses, commissions, PAYE, national insurance contributions, pension contributions and other contributions) payable in respect of any period on or before the Subsequent Transfer Date;
 - 17.13.5 any allegation or claim by any of the Subsequent Transferring Employees on the grounds that the Successor or Authority, as appropriate, has failed to continue a benefit provided by the Supplier or Sub-contractor as a term of such Subsequent Transferring Employee's contract as at the Subsequent Transfer Date where it was not reasonably practicable for the Successor or Authority, as appropriate, to provide an identical benefit but where the Successor or Authority, as appropriate, has provided (or offered to provide where such benefit is not accepted by the Subsequent Transferring Employee) an alternative benefit which, taken as a whole, is no less favourable to such Subsequent Transferring Employee; and
 - 17.13.6 any act or omission of the Supplier or any Sub-contractor in relation to its obligations under regulation 13 of TUPE, or in respect of an award of compensation under regulation 15 of TUPE except to the extent that the liability arises from the Successor's or Authority's failure to comply with regulation 13(4) of TUPE.
- 17.14 The Supplier will, or shall procure that any Sub-contractor will, on request by the Authority provide a written and legally binding indemnity in the same terms as set out in Clause 17.13 of this Schedule 2 to any Successor in relation to any Employment Liabilities arising up to and including the Subsequent Transfer Date.
- 17.15 The Supplier will indemnify and keep indemnified the Authority and/or any Successor in respect of any Employment Liabilities arising from any act or omission of the Supplier or Sub-contractor in relation to any other Supplier Personnel who is not a Subsequent Transferring Employee arising during any period whether before, on or after the Subsequent Transfer Date.
- 17.16 If any person who is not a Subsequent Transferring Employee claims or it is determined that their contract of employment has been transferred from the Supplier or any Sub-contractor to the Authority or Successor pursuant to TUPE or claims that their employment would have so transferred had they not resigned, then:
- 17.16.1 the Authority will, or shall procure that the Successor will, within seven (7) days of becoming aware of that fact, give notice in writing to the Supplier;

- 17.16.2 the Supplier may offer (or may procure that a Sub-contractor may offer) employment to such person within twenty eight (28) days of the notification by the Authority or Successor;
- 17.16.3 if such offer of employment is accepted, the Authority will, or shall procure that the Successor will, immediately release the person from their employment; and
- 17.16.4 if after the period in Clause 17.16.2 of this Schedule 2 has elapsed, no such offer of employment has been made or such offer has been made but not accepted, the Authority will, or shall procure that the Successor will (whichever is the provider of the Services or services of the same or similar nature to the Services), employ that person in accordance with its obligations and duties under TUPE and shall be responsible for all liabilities arising in respect of any such person after the Subsequent Transfer Date.

18 Complaints

- 18.1 To the extent relevant to the Services, the Supplier shall have in place and operate a complaints procedure which complies with the requirements of the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.
- 18.2 Each Party shall inform the other of all complaints from or on behalf of patients or other service users arising out of or in connection with the provision of the Services within twenty four (24) hours of receipt of each complaint and shall keep the other Party updated on the manner of resolution of any such complaints.

19 Modern slavery and environmental, social, and labour laws

Environmental, social and labour law requirements

- 19.1 The Supplier shall comply in all material respects with applicable environmental and social and labour Law requirements in force from time to time in relation to the Services. Where the provisions of any such Law are implemented by the use of voluntary agreements, the Supplier shall comply with such agreements as if they were incorporated into English law subject to those voluntary agreements being cited in the Specification and Tender Response Document. Without prejudice to the generality of the foregoing, the Supplier shall:
 - 19.1.1 comply with all Policies and/or procedures and requirements set out in the Specification and Tender Response Document in relation to any stated environmental and social and labour requirements, characteristics and impacts of the Services and the Supplier's supply chain;
 - 19.1.2 maintain relevant policy statements documenting the Supplier's significant labour, social and environmental aspects as relevant to the Services being provided and as proportionate to the nature and scale of the Supplier's business operations; and
 - 19.1.3 maintain plans and procedures that support the commitments made as part of the Supplier's significant labour, social and environmental policies, as referred to at Clause 19.1.2 of this Schedule 2.

Modern slavery

- 19.2 The Supplier shall, and shall procure that each of its Sub-contractors shall, comply with:
 - 19.2.1 the Modern Slavery Act 2015 ("**Slavery Act**"); and

- 19.2.2 the Authority's anti-slavery policy as provided to the Supplier by the Authority from time to time ("**Anti-Slavery Policy**").
- 19.3 The Supplier shall:
- 19.3.1 implement due diligence procedures for its Sub-contractors and other participants in its supply chains in accordance with Good Industry Practice with the aim of avoiding slavery or trafficking in its supply chains;
 - 19.3.2 respond promptly to all slavery and trafficking due diligence questionnaires issued to it by the Authority from time to time and shall ensure that its responses to all such questionnaires are complete and accurate;
 - 19.3.3 upon request from the Authority, prepare and deliver to the Authority each year, an annual slavery and trafficking report setting out the steps it has taken to ensure that slavery and trafficking is not taking place in any of its supply chains or in any part of its business;
 - 19.3.4 maintain a complete set of records to trace the supply chain of all goods and services purchased and/or supplied by the Supplier in connection with all contracts or framework agreements with the Authority;
 - 19.3.5 implement a system of training for its employees to ensure compliance with the Slavery Act; and
 - 19.3.6 ensure that any Sub-contracts contain anti-slavery provisions consistent with the Supplier's obligations under this 19 of this Schedule 2
- 19.4 The Supplier undertakes on an ongoing basis that:
- 19.4.1 it conducts its business in a manner consistent with all applicable Laws including the Slavery Act and all analogous legislation in place in any part of the world in which its supply chain operates;
 - 19.4.2 its responses to all slavery and trafficking due diligence questionnaires issued to it by the Authority from time to time are complete and accurate; and
 - 19.4.3 neither the Supplier nor any of its Sub-contractors, nor any other persons associated with it (including any Staff):
 - (i) has been convicted of any offence involving slavery or trafficking; or
 - (ii) has been, or is currently, the subject of any investigation, inquiry or enforcement proceedings by any governmental, administrative or regulatory body relating to any offence committed regarding slavery or trafficking,
 not already notified to the Authority in writing in accordance with Clause 19.5 of this Schedule 2
- 19.5 The Supplier shall notify the Authority as soon as it becomes aware of:
- 19.5.1 any breach, or potential breach, of the Anti-Slavery Policy; or
 - 19.5.2 any actual or suspected slavery or trafficking in its supply chain.
- 19.6 If the Supplier notifies the Authority pursuant to Clause 19.5 of this Schedule 2, it shall respond promptly to the Authority's enquiries, co-operate with any investigation, and allow the Authority to audit any books, premises, facilities, records and/or any other relevant documentation in accordance with this Contract.

19.7 If the Supplier is in breach of Clause 19.3 of this Schedule 2 or the undertaking at Clause 19.4 of this Schedule 2 in addition to its other rights and remedies provided under this Contract, the Authority may:

19.7.1 by written notice require the Supplier to remove from performance of any contract or framework agreement with the Authority (including this Contract) any Sub-contractor, Staff or other persons associated with it whose acts or omissions have caused the breach; or

19.7.2 terminate this Contract by issuing a Termination Notice to the Supplier.

Further corporate social responsibility requirements

19.8 The Supplier shall comply with any further corporate social responsibility requirements set out in the Specification and Tender Response Document.

Provision of further information

19.9 The Supplier shall meet reasonable requests by the Authority for information evidencing the Supplier's compliance with the provisions of Clause 19 of this Schedule 2. For the avoidance of doubt, the Authority may audit the Supplier's compliance with this Clause 19 of this Schedule 2 in accordance with Clause 24 of this Schedule 2.

20 Electronic services information

20.1 Where requested by the Authority, the Supplier shall provide the Authority the Services Information in such manner and upon such media as agreed between the Supplier and the Authority from time to time for the sole use by the Authority.

20.2 The Supplier warrants that the Services Information is complete and accurate as at the date upon which it is delivered to the Authority and that the Services Information shall not contain any data or statement which gives rise to any liability on the part of the Authority following publication of the same in accordance with Clause 20 of this Schedule 2.

20.3 If the Services Information ceases to be complete and accurate, the Supplier shall promptly notify the Authority in writing of any modification or addition to or any inaccuracy or omission in the Services Information.

20.4 The Supplier grants the Authority a perpetual, non-exclusive, royalty free licence to use and exploit the Services Information and any Intellectual Property Rights in the Services Information for the purpose of illustrating the range of goods and services (including, without limitation, the Services) available pursuant to the Authority's contracts from time to time. Subject to Clause 20.5 of this Schedule 2, no obligation to illustrate or advertise the Services Information is imposed on the Authority, as a consequence of the licence conferred by this Clause 20.4 of this Schedule 2.

20.5 The Authority may reproduce for its sole use the Services Information provided by the Supplier in the Authority's services catalogue from time to time which may be made available on any NHS communications networks in electronic format and/or made available on the Authority's external website and/or made available on other digital media from time to time.

20.6 Before any publication of the Services Information (electronic or otherwise) is made by the Authority, the Authority will submit a copy of the relevant sections of the Authority's services catalogue to the Supplier for approval, such approval not to be unreasonably withheld or delayed. For the avoidance of doubt the Supplier shall have no right to compel the Authority to exhibit the Services Information in any services catalogue as a result of the approval given by it pursuant to this Clause 20.6 of this Schedule 2 or otherwise under the terms of this Contract.

- 20.7 If requested in writing by the Authority, and to the extent not already agreed as part of the Specification and Tender Response Document, the Supplier and the Authority shall discuss and seek to agree in good faith arrangements to use any Electronic Trading System.

21 Change management

- 21.1 The Supplier acknowledges to the Authority that the Authority's requirements for the Services may change during the Term and the Supplier shall not unreasonably withhold or delay its consent to any reasonable variation or addition to the Specification and Tender Response Document, as may be requested by the Authority from time to time.
- 21.2 Subject to Clause 21.3 of this Schedule 2, any change to the Services or other variation to this Contract shall only be binding once it has been agreed either: (a) in accordance with the Change Control Process if the Key Provisions specify that changes are subject to a formal change control process; or (b) if the Key Provisions make no such reference, in writing and signed by an authorised representative of both Parties.
- 21.3 Any change to the Data Protection Protocol shall be made in accordance with the relevant provisions of that protocol.
- 21.4 The Supplier shall neither be relieved of its obligations to provide the Services in accordance with the terms and conditions of this Contract nor be entitled to an increase in the Contract Price as the result of:
- 21.4.1 a General Change in Law; or
 - 21.4.2 a Specific Change in Law where the effect of that Specific Change in Law on the Services is reasonably foreseeable at the Commencement Date.

22 Dispute resolution

- 22.1 During any Dispute, including a Dispute as to the validity of this Contract, it is agreed that the Supplier shall continue its performance of the provisions of the Contract (unless the Authority requests in writing that the Supplier does not do so).
- 22.2 In the case of a Dispute arising out of or in connection with this Contract the Supplier and the Authority shall make every reasonable effort to communicate and cooperate with each other with a view to resolving the Dispute and follow the procedure set out in Clause 22.3 of this Schedule 2 as the first stage in the Dispute Resolution Procedure.
- 22.3 If any Dispute arises out of the Contract either Party may serve a notice on the other Party to commence formal resolution of the Dispute. The Parties shall first seek to resolve the Dispute by escalation in accordance with the management levels as set out in Clause 5 of the Key Provisions. Respective representatives at each level, as set out in Clause 5 of the Key Provisions, shall have five (5) Business Days at each level during which they will use their reasonable endeavours to resolve the Dispute before escalating the matter to the next levels until all level have been exhausted. Level 1 will commence on the date of service of the Dispute Notice. The final level of the escalation process shall be deemed exhausted on the expiry of five (5) Business Days following escalation to that level unless otherwise agreed by the Parties in writing.
- 22.4 If the procedure set out in Clause 22.3 of this Schedule 2 above has been exhausted and fails to resolve such Dispute, as part of the Dispute Resolution Procedure, the Parties will attempt to settle it by mediation. The Parties, shall acting reasonably, attempt to agree upon a mediator. In the event that the Parties fail to agree a mediator within five (5) Business Days following the exhaustion of all levels of the escalation procedure at Clause 22.3 of this Schedule 2, the mediator shall be nominated and confirmed by the Centre for Effective Dispute Resolution, London.

- 22.5 The mediation shall commence within twenty eight (28) days of the confirmation of the mediator in accordance with Clause 22.4 of this Schedule 2 or at such other time as may be agreed by the Parties in writing. Neither Party will terminate such mediation process until each Party has made its opening presentation and the mediator has met each Party separately for at least one hour or one Party has failed to participate in the mediation process. After this time, either Party may terminate the mediation process by notification to the other Party (such notification may be verbal provided that it is followed up by written confirmation). The Authority and the Supplier will cooperate 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.
- 22.6 Nothing in this Contract shall prevent:
- 22.6.1 the Authority taking action in any court in relation to any death or personal injury arising or allegedly arising in connection with the provision of the Services; or
 - 22.6.2 either Party seeking from any court any interim or provisional relief that may be necessary to protect the rights or property of that Party or that relates to the safety of patients and other service users or the security of Confidential Information, pending resolution of the relevant Dispute in accordance with the Dispute Resolution Procedure.
- 22.7 Clause 22 of this Schedule 2 shall survive the expiry of or earlier termination of this Contract for any reason.
- 23 Force majeure**
- 23.1 Subject to Clause 23.2 of this Schedule 2 neither Party shall be liable to the other for any failure to perform all or any of its obligations under this Contract nor liable to the other Party for any loss or damage arising out of the failure to perform its obligations to the extent only that such performance is rendered impossible by a Force Majeure Event.
- 23.2 The Supplier shall only be entitled to rely on a Force Majeure Event and the relief set out in Clause 23 of this Schedule 2 and will not be considered to be in default or liable for breach of any obligations under this Contract if:
- 23.2.1 the Supplier has fulfilled its obligations pursuant to Clause 6 of this Schedule 2;
 - 23.2.2 the Force Majeure Event does not arise directly or indirectly as a result of any wilful or negligent act or default of the Supplier; and
 - 23.2.3 the Supplier has complied with the procedural requirements set out in Clause 23 of this Schedule 2.
- 23.3 Where a Party is (or claims to be) affected by a Force Majeure Event it shall use reasonable endeavours to mitigate the consequences of such a Force Majeure Event upon the performance of its obligations under this Contract, and to resume the performance of its obligations affected by the Force Majeure Event as soon as practicable.
- 23.4 Where the Force Majeure Event affects the Supplier's ability to perform part of its obligations under the Contract the Supplier shall fulfil all such contractual obligations that are not so affected and shall not be relieved from its liability to do so.
- 23.5 If either Party is prevented or delayed in the performance of its obligations under this Contract by a Force Majeure Event, that Party shall as soon as reasonably practicable

serve notice in writing on the other Party specifying the nature and extent of the circumstances giving rise to its failure to perform or any anticipated delay in performance of its obligations.

- 23.6 Subject to service of such notice, the Party affected by such circumstances shall have no liability for its failure to perform or for any delay in performance of its obligations affected by the Force Majeure Event only for so long as such circumstances continue and for such time after they cease as is necessary for that Party, using its best endeavours, to recommence its affected operations in order for it to perform its obligations.
- 23.7 The Party claiming relief shall notify the other in writing as soon as the consequences of the Force Majeure Event have ceased and of when performance of its affected obligations can be resumed.
- 23.8 If the Supplier is prevented from performance of its obligations as a result of a Force Majeure Event, the Authority may at any time, if the Force Majeure Event subsists for thirty (30) days or more, terminate this Contract by issuing a Termination Notice to the Supplier.
- 23.9 Following such termination in accordance with Clause 23.8 of this Schedule 2 and subject to Clause 23.10 of this Schedule 2, neither Party shall have any liability to the other.
- 23.10 Any rights and liabilities of either Party which have accrued prior to such termination in accordance with Clause 23.8 of this Schedule 2 shall continue in full force and effect unless otherwise specified in this Contract.

24 Records retention and right of audit

- 24.1 Subject to any statutory requirement and Clause 24.2 of this Schedule 2, the Supplier shall keep secure and maintain for the Term and six (6) years afterwards, or such longer period as may be agreed between the Parties, full and accurate records of all matters relating to this Contract.
- 24.2 Where any records could be relevant to a claim for personal injury such records shall be kept secure and maintained for a period of twenty one (21) years from the date of expiry or earlier termination of this Contract.
- 24.3 The Authority shall have the right to audit the Supplier's compliance with this Contract. The Supplier shall permit or procure permission for the Authority or its authorised representative during normal business hours having given advance written notice of no less than five (5) Business Days, access to any premises and facilities, books and records reasonably required to audit the Supplier's compliance with its obligations under this Contract.
- 24.4 Should the Supplier Sub-contract any of its obligations under this Contract, the Authority shall have the right to audit and inspect such third party. The Supplier shall procure permission for the Authority or its authorised representative during normal business hours no more than once in any twelve (12) months, having given advance written notice of no less than five (5) Business Days, access to any premises and facilities, books and records used in the performance of the Supplier's obligations under this Contract that are Sub-contracted to such third party. The Supplier shall cooperate with such audit and inspection and accompany the Authority or its authorised representative if requested.
- 24.5 The Supplier shall grant to the Authority or its authorised representative, such access to those records as they may reasonably require in order to check the Supplier's compliance with this Contract for the purposes of:

- 24.5.1 the examination and certification of the Authority's accounts; or
- 24.5.2 any examination pursuant to section 6(1) of the National Audit Act 1983 of the economic efficiency and effectiveness with which the Authority has used its resources.
- 24.6 The Comptroller and Auditor General may examine such documents as they may reasonably require which are owned, held or otherwise within the control of the Supplier and may require the Supplier to provide such oral and/or written explanations as they consider necessary. Clause 24 of this Schedule 2 does not constitute a requirement or agreement for the examination, certification or inspection of the accounts of the Supplier under sections 6(3)(d) and 6(5) of the National Audit Act 1983.
- 24.7 The Supplier shall provide reasonable cooperation to the Authority, its representatives and any regulatory body in relation to any audit, review, investigation or enquiry carried out in relation to the subject matter of this Contract.
- 24.8 The Supplier shall provide all reasonable information as may be reasonably requested by the Authority to evidence the Supplier's compliance with the requirements of this Contract.

25 Conflicts of interest and the prevention of fraud

- 25.1 The Supplier shall take appropriate steps to ensure that neither the Supplier nor any Staff are placed in a position where, in the reasonable opinion of the Authority, there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Supplier and the duties owed to the Authority under the provisions of this Contract. The Supplier will disclose to the Authority full particulars of any such conflict of interest which may arise.
- 25.2 The Authority reserves the right to terminate this Contract immediately by notice in writing and/or to take such other steps it deems necessary where, in the reasonable opinion of the Authority, there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Supplier and the duties owed to the Authority under the provisions of this Contract. The actions of the Authority pursuant to this Clause 25.2 of this Schedule 2 shall not prejudice or affect any right of action or remedy which shall have accrued or shall subsequently accrue to the Authority.
- 25.3 The Supplier shall take all reasonable steps to prevent Fraud by Staff and the Supplier (including its owners, members and directors). The Supplier shall notify the Authority immediately if it has reason to suspect that any Fraud has occurred or is occurring or is likely to occur.
- 25.4 If the Supplier or its Staff commits Fraud the Authority may terminate this Contract and recover from the Supplier the amount of any direct loss suffered by the Authority resulting from the termination.

26 Equality and human rights

- 26.1 The Supplier shall:
 - 26.1.1 ensure that (a) it does not, whether as employer or as provider of the Services, engage in any act or omission that would contravene the Equality Legislation, and (b) it complies with all its obligations as an employer or provider of the Services as set out in the Equality Legislation and take reasonable endeavours to ensure its Staff do not unlawfully discriminate within the meaning of the Equality Legislation;
 - 26.1.2 in the management of its affairs and the development of its equality and diversity policies, cooperate with the Authority in light of the Authority's

obligations to comply with its statutory equality duties whether under the Equality Act 2010 or otherwise. The Supplier shall take such reasonable and proportionate steps as the Authority considers appropriate to promote equality and diversity, including race equality, equality of opportunity for disabled people, gender equality, and equality relating to religion and belief, sexual orientation and age; and

- 26.1.3 the Supplier shall impose on all its Sub-contractors and suppliers, obligations substantially similar to those imposed on the Supplier by Clause 26 of this Schedule 2.
- 26.2 The Supplier shall meet reasonable requests by the Authority for information evidencing the Supplier's compliance with the provisions of Clause 26 of this Schedule 2.

27 Notice

- 27.1 Subject to Clause 22.5 of Schedule 2, any notice required to be given by either Party under this Contract shall be in writing quoting the date of the Contract and shall be delivered by hand or sent by prepaid first class recorded delivery or by email to the person referred to in the Key Provisions or such other person as one Party may inform the other Party in writing from time to time.
- 27.2 A notice shall be treated as having been received:
- 27.2.1 if delivered by hand within normal business hours when so delivered or, if delivered by hand outside normal business hours, at the next start of normal business hours; or
- 27.2.2 if sent by first class recorded delivery mail on a normal Business Day, at 9.00 am on the second Business Day subsequent to the day of posting, or, if the notice was not posted on a Business Day, at 9.00 am on the third Business Day subsequent to the day of posting; or
- 27.2.3 if sent by email, if sent within normal business hours when so sent or, if sent outside normal business hours, at the next start of normal business hours provided the sender has either received an electronic confirmation of delivery or has telephoned the recipient to inform the recipient that the email has been sent.

28 Assignment, novation and Sub-contracting

- 28.1 The Supplier shall not, except where Clause 28.2 of this Schedule 2 applies, assign, Sub-contract, novate, create a trust in, or in any other way dispose of the whole or any part of this Contract without the prior consent in writing of the Authority such consent not to be unreasonably withheld or delayed. If the Supplier Sub-contracts any of its obligations under this Contract, every act or omission of the Sub-contractor shall for the purposes of this Contract be deemed to be the act or omission of the Supplier and the Supplier shall be liable to the Authority as if such act or omission had been committed or omitted by the Supplier itself.
- 28.2 Notwithstanding Clause 28.1 of this Schedule 2, the Supplier may assign to a third party ("**Assignee**") the right to receive payment of any sums due and owing to the Supplier under this Contract for which an invoice has been issued. Any assignment under this Clause 28.2 of this Schedule 2 shall be subject to:
- 28.2.1 the deduction of any sums in respect of which the Authority exercises its right of recovery under Clause 9.8 of this Schedule 2;

- 28.2.2 all related rights of the Authority in relation to the recovery of sums due but unpaid;
 - 28.2.3 the Authority receiving notification of the assignment and the date upon which the assignment becomes effective together with the Assignee's contact information and bank account details to which the Authority shall make payment;
 - 28.2.4 the provisions of Clause 9 of this Schedule 2 continuing to apply in all other respects after the assignment which shall not be amended without the prior written approval of the Authority; and
 - 28.2.5 payment to the Assignee being full and complete satisfaction of the Authority's obligation to pay the relevant sums in accordance with this Contract.
- 28.3 Any authority given by the Authority for the Supplier to Sub-contract any of its obligations under this Contract shall not impose any duty on the Authority to enquire as to the competency of any authorised Sub-contractor. The Supplier shall ensure that any authorised Sub-contractor has the appropriate capability and capacity to perform the relevant obligations and that the obligations carried out by such Sub-contractor are fully in accordance with this Contract.
- 28.4 Where the Supplier enters into a Sub-contract in respect of any of its obligations under this Contract relating to the provision of the Services, the Supplier shall include provisions in each such Sub-contract, unless otherwise agreed with the Authority in writing, which:
- 28.4.1 contain at least equivalent obligations as set out in this Contract in relation to the performance of the Services to the extent relevant to such Sub-contracting;
 - 28.4.2 contain at least equivalent obligations as set out in this Contract in respect of confidentiality, information security, data protection, Intellectual Property Rights, compliance with Law, Guidance, and Good Industry Practice, and record keeping;
 - 28.4.3 contain a prohibition on the Sub-contractor Sub-contracting, assigning or novating any of its rights or obligations under such Sub-contract without the prior written approval of the Authority (such approval not to be unreasonably withheld or delayed);
 - 28.4.4 contain a right for the Authority to take an assignment or novation of the Sub-contract (or part of it) upon expiry or earlier termination of this Contract;
 - 28.4.5 requires the Supplier or other party receiving services under the contract to consider and verify invoices under that contract in a timely fashion;
 - 28.4.6 provides that if the Supplier or other party fails to consider and verify an invoice in accordance with Clause 28.4.5 of this Schedule 2, the invoice shall be regarded as valid and undisputed for the purpose of Clause 28.4.7 of this Schedule 2 after a reasonable time has passed;
 - 28.4.7 requires the Supplier or other party to pay any undisputed sums which are due from it to the Sub-contractor within a specified period not exceeding thirty (30) days of verifying that the invoice is valid and undisputed;
 - 28.4.8 permitting the Supplier to terminate, or procure the termination of, the relevant Sub-contract in the event the Sub-contractor fails to comply in the performance of its Sub-contract with legal obligations in the fields of

- environmental, social or labour Law where the Supplier is required to replace such Sub-contractor in accordance with Clause 15.7.3 of this Schedule 2;
- 28.4.9 permitting the Supplier to terminate, or to procure the termination of, the relevant Sub-contract where the Supplier is required to replace such Sub-contractor in accordance with Clause 28.5 of this Schedule 2; and
- 28.4.10 requires the Sub-contractor to include a clause to the same effect as this Clause 28.4 of this Schedule 2 in any Sub-contract which it awards.
- 28.5 Where the Authority considers that the grounds for exclusion under Regulation 57 of the Public Contracts Regulations 2015 apply to any Sub-contractor, then:
- 28.5.1 if the Authority finds there are compulsory grounds for exclusion, the Supplier shall ensure, or shall procure, that such Sub-contractor is replaced or not appointed; or
- 28.5.2 if the Authority finds there are non-compulsory grounds for exclusion, the Authority may require the Supplier to ensure, or to procure, that such Sub-contractor is replaced or not appointed and the Supplier shall comply with such a requirement.
- 28.6 The Supplier shall pay any undisputed sums which are due from it to a Sub-contractor within thirty (30) days of verifying that the invoice is valid and undisputed. Where the Authority pays the Supplier's valid and undisputed invoices earlier than thirty (30) days from verification in accordance with any applicable government prompt payment targets, the Supplier shall use its reasonable endeavours to pay its relevant Sub-contractors within a comparable timeframe from verifying that an invoice is valid and undisputed.
- 28.7 The Authority shall upon written request have the right to review any Sub-contract entered into by the Supplier in respect of the provision of the Services and the Supplier shall provide a certified copy of any Sub-contract within five (5) Business Days of the date of a written request from the Authority. For the avoidance of doubt, the Supplier shall have the right to redact any confidential pricing information in relation to such copies of Sub-contracts.
- 28.8 The Authority may at any time transfer, assign, novate, sub-contract or otherwise dispose of its rights and obligations under this Contract or any part of this Contract and the Supplier warrants that it will carry out all such reasonable further acts required to effect such transfer, assignment, novation, sub-contracting or disposal. If the Authority novates this Contract to any body that is not a Contracting Authority, from the effective date of such novation, the party assuming the position of the Authority shall not further transfer, assign, novate, sub-contract or otherwise dispose of its rights and obligations under this Contract or any part of this Contract without the prior written consent of the Supplier, such consent not to be unreasonably withheld or delayed by the Supplier.

29 Prohibited Acts

- 29.1 The Supplier warrants and represents that:
- 29.1.1 it has not committed any offence under the Bribery Act 2010 or done any of the following ("**Prohibited Acts**"):
- (i) offered, given or agreed to give any officer or employee of the Authority any gift or consideration of any kind as an inducement or reward for doing or not doing or for having done or not having done any act in relation to the obtaining or performance of this or any other agreement with the Authority or for showing or not showing

- favour or disfavour to any person in relation to this or any other agreement with the Authority; or
 - (ii) in connection with this Contract paid or agreed to pay any commission other than a payment, particulars of which (including the terms and conditions of the agreement for its payment) have been disclosed in writing to the Authority; and
 - 29.1.2 it has in place adequate procedures to prevent bribery and corruption, as contemplated by section 7 of the Bribery Act 2010.
- 29.2 If the Supplier or its Staff (or anyone acting on its or their behalf) has done or does any of the Prohibited Acts or has committed or commits any offence under the Bribery Act 2010 with or without the knowledge of the Supplier in relation to this or any other agreement with the Authority:
 - 29.2.1 the Authority shall be entitled:
 - (i) to terminate this Contract and recover from the Supplier the amount of any loss resulting from the termination;
 - (ii) to recover from the Supplier the amount or value of any gift, consideration or commission concerned; and
 - (iii) to recover from the Supplier any other loss or expense sustained in consequence of the carrying out of the Prohibited Act or the commission of the offence under the Bribery Act 2010;
 - 29.2.2 any termination under Clause 29.2.1 of this Schedule 2 shall be without prejudice to any right or remedy that has already accrued, or subsequently accrues, to the Authority; and
 - 29.2.3 notwithstanding the Dispute Resolution Procedure, any Dispute relating to:
 - (i) the interpretation of Clause 29 of this Schedule 2; or
 - (ii) the amount or value of any gift, consideration or commission,
 shall be determined by the Authority, acting reasonably, and the decision shall be final and conclusive.

30 General

- 30.1 Each of the Parties is independent of the other and nothing contained in this Contract shall be construed to imply that there is any relationship between the Parties of partnership or of principal/agent or of employer/employee nor are the Parties hereby engaging in a joint venture and accordingly neither of the Parties shall have any right or authority to act on behalf of the other nor to bind the other by agreement or otherwise, unless expressly permitted by the terms of this Contract.
- 30.2 Failure or delay by either Party to exercise an option or right conferred by this Contract shall not of itself constitute a waiver of such option or right.
- 30.3 The delay or failure by either Party to insist upon the strict performance of any provision, term or condition of this Contract or to exercise any right or remedy consequent upon such breach shall not constitute a waiver of any such breach or any subsequent breach of such provision, term or condition.
- 30.4 Any provision of this Contract 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 of this Contract and

any such invalidity or unenforceability in any jurisdiction shall not invalidate or render unenforceable such provisions in any other jurisdiction.

- 30.5 Each Party 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 this Contract and therefore irrevocably and unconditionally waives any rights it may have to claim damages against the other Party for any misrepresentation or undertaking (whether made carelessly or not) or for breach of any warranty unless the representation, undertaking or warranty relied upon is set out in this Contract or unless such representation, undertaking or warranty was made fraudulently.
- 30.6 Each Party shall bear its own expenses in relation to the preparation and execution of this Contract including all costs, legal fees and other expenses so incurred.
- 30.7 The rights and remedies provided in this Contract are independent, cumulative and not exclusive of any rights or remedies provided by general law, any rights or remedies provided elsewhere under this Contract or by any other contract or document. In this Clause 30.7 of this Schedule 2, right includes any power, privilege, remedy, or proprietary or security interest.
- 30.8 Unless otherwise expressly stated in this Contract, a person who is not a party to this Contract shall have no right to enforce any terms of it which confer a benefit on such person except that a Successor and/or a Third Party may directly enforce any indemnities or other rights provided to it under this Contract. No such person shall be entitled to object to or be required to consent to any amendment to the provisions of this Contract.
- 30.9 This Contract, any variation in writing signed by an authorised representative of each Party and any document referred to (explicitly or by implication) in this Contract or any variation to this Contract, contain the entire understanding between the Supplier and the Authority relating to the Services to the exclusion of all previous agreements, confirmations and understandings and there are no promises, terms, conditions or obligations whether oral or written, express or implied other than those contained or referred to in this Contract. Nothing in this Contract seeks to exclude either Party's liability for Fraud. Any tender conditions and/or disclaimers set out in the Authority's procurement documentation leading to the award of this Contract shall form part of this Contract.
- 30.10 This Contract, and any Dispute or claim arising out of or in connection with it or its subject matter (including any non-contractual claims), shall be governed by, and construed in accordance with, the laws of England and Wales.
- 30.11 Subject to Clause 22 of this Schedule 2, the Parties irrevocably agree that the courts of England and Wales shall have non-exclusive jurisdiction to settle any Dispute or claim that arises out of or in connection with this Contract or its subject matter.
- 30.12 All written and oral communications and all written material referred to under this Contract shall be in English.

Schedule 3

Information and Data Provisions

1 Confidentiality

- 1.1 In respect of any Confidential Information it may receive directly or indirectly from the other Party ("**Discloser**") and subject always to the remainder of Clause 1 of this Schedule 3, each Party ("**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:
- 1.1.1 the Recipient shall not be prevented from using any general knowledge, experience or skills which were in its possession prior to the Commencement Date;
- 1.1.2 the provisions of Clause 1 of this Schedule 3 shall not apply to any Confidential Information:
- (i) which is in or enters the public domain other than by breach of this Contract or other act or omissions of the Recipient;
 - (ii) which is obtained from a third party who is lawfully authorised to disclose such information without any obligation of confidentiality;
 - (iii) which is authorised for disclosure by the prior written consent of the Discloser;
 - (iv) which the Recipient can demonstrate was in its possession without any obligation of confidentiality prior to receipt of the Confidential Information from the Discloser; or
 - (v) which the Recipient is required to disclose purely to the extent to comply with the requirements of any relevant stock exchange.
- 1.2 Nothing in Clause 1 of this Schedule 3 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, including the Freedom of Information Act 2000 ("**FOIA**"), Codes of Practice on Access to Government Information, on the Discharge of Public Authorities' Functions or on the Management of Records ("**Codes of Practice**") or the Environmental Information Regulations 2004 ("**Environmental Regulations**").
- 1.3 The Authority may disclose the Supplier's Confidential Information:
- 1.3.1 on a confidential basis, to any Contracting Authority (the Parties agree that all Contracting Authorities receiving such Confidential Information shall be entitled to further disclose the Confidential Information to other Contracting Authorities on the basis that the information is confidential and is not to be disclosed to a third party which is not part of any Contracting Authority);
 - 1.3.2 on a confidential basis, to any consultant, contractor or other person engaged by the Authority and/or the Contracting Authority receiving such information;
 - 1.3.3 to any relevant party for the purpose of the examination and certification of the Authority's accounts;
 - 1.3.4 to any relevant party for any examination pursuant to section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Authority has used its resources;

- 1.3.5 to Parliament and Parliamentary Committees or if required by any Parliamentary reporting requirements; or
- 1.3.6 on a confidential basis to a proposed successor body in connection with any proposed or actual, assignment, novation or other disposal of rights, obligations, liabilities or property in connection with this Contract;

and for the purposes of this Contract, references to disclosure "on a confidential basis" shall mean the Authority making clear the confidential nature of such information and that it must not be further disclosed except in accordance with Law or this Clause 1.3 of this Schedule 3.

- 1.4 The Supplier may only disclose the Authority's Confidential Information, and any other information provided to the Supplier by the Authority in relation this Contract, to the Supplier's Staff or professional advisors who are directly involved in the performance of or advising on the Supplier's obligations under this Contract. The Supplier shall ensure that such Staff or professional advisors are aware of and shall comply with the obligations in Clause 1 of this Schedule 3 as to confidentiality and that all information, including Confidential Information, is held securely, protected against unauthorised use or loss and, at the Authority's written discretion, destroyed securely or returned to the Authority when it is no longer required. The Supplier shall not, and shall ensure that the Staff do not, use any of the Authority's Confidential Information received otherwise than for the purposes of performing the Supplier's obligations in this Contract.
- 1.5 For the avoidance of doubt, save as required by Law or as otherwise set out in this Schedule 3, the Supplier shall not, without the prior written consent of the Authority (such consent not to be unreasonably withheld or delayed), announce that it has entered into this Contract and/or that it has been appointed as a Supplier to the Authority and/or make any other announcements about this Contract.
- 1.6 Clause 1 of this Schedule 3 shall remain in force:
 - 1.6.1 without limit in time in respect of Confidential Information which comprises Personal Data or which relates to national security; and
 - 1.6.2 for all other Confidential Information for a period of three (3) years after the expiry or earlier termination of this Contract unless otherwise agreed in writing by the Parties.

2 Data protection

- 2.1 The Parties acknowledge their respective duties under Data Protection Legislation and shall give each other all reasonable assistance as appropriate or necessary to enable each other to comply with those duties. For the avoidance of doubt, the Supplier shall take reasonable steps to ensure it is familiar with the Data Protection Legislation and any obligations it may have under such Data Protection Legislation and shall comply with such obligations.
- 2.2 Where the Supplier is Processing Personal Data and/or the Parties are otherwise sharing Personal Data under or in connection with this Contract, the Parties shall comply with the Data Protection Protocol in respect of such matters.
- 2.3 The Supplier and the Authority shall ensure that patient related Personal Data is safeguarded at all times in accordance with the Law, and this obligation will include (if transferred electronically) only transferring patient related Personal Data (a) if essential, having regard to the purpose for which the transfer is conducted; and (b) that is encrypted in accordance with any international data encryption standards for healthcare, and as otherwise required by those standards applicable to the Authority

under any Law and Guidance (this includes, data transferred over wireless or wired networks, held on laptops, CDs, memory sticks and tapes).

- 2.4 Where, as a requirement of this Contract, the Supplier is Processing Personal Data relating to NHS patients and/or service users and/or has access to NHS systems as part of the Services, the Supplier shall:
 - 2.4.1 complete and publish an annual information governance assessment using the Data Security and Protection toolkit;
 - 2.4.2 achieve all relevant requirements in the relevant Data Security and Protection toolkit;
 - 2.4.3 nominate an information governance lead able to communicate with the Supplier's board of directors or equivalent governance body, who will be responsible for information governance and from whom the Supplier's board of directors or equivalent governance body will receive regular reports on information governance matters including, but not limited to, details of all incidents of data loss and breach of confidence;
 - 2.4.4 report all incidents of data loss and breach of confidence in accordance with Department of Health and Social Care and/or the NHS England and/or Health and Social Care Information Centre guidelines;
 - 2.4.5 put in place and maintain policies that describe individual personal responsibilities for handling Personal Data and apply those policies vigorously;
 - 2.4.6 put in place and maintain a policy that supports its obligations under the NHS Care Records Guarantee (being the rules which govern information held in the NHS Care Records Service, which is the electronic patient/service user record management service providing authorised healthcare professionals access to a patient's integrated electronic care record);
 - 2.4.7 put in place and maintain agreed protocols for the lawful sharing of Personal Data with other NHS organisations and (as appropriate) with non-NHS organisations in circumstances in which sharing of that data is required under this Contract;
 - 2.4.8 where appropriate, have a system in place and a policy for the recording of any telephone calls in relation to the Services, including the retention and disposal of those recordings;
 - 2.4.9 at all times comply with any information governance requirements and/or processes as may be set out in the Specification and Tender Response Document; and
 - 2.4.10 comply with any new and/or updated requirements, Guidance and/or Policies notified to the Supplier by the Authority from time to time (acting reasonably) relating to the Processing and/or protection of Personal Data.
- 2.5 Where any Personal Data is Processed by any Sub-contractor of the Supplier in connection with this Contract, the Supplier shall procure that such Sub-contractor shall comply with the relevant obligations set out in Clause 2 of this Schedule 3, and any relevant Data Protection Protocol, as if such Sub-contractor were the Supplier.
- 2.6 The Supplier shall indemnify and keep the Authority indemnified against, any loss, damages, costs, expenses (including without limitation legal costs and expenses), claims or proceedings whatsoever or howsoever arising from the Supplier's unlawful

or unauthorised Processing, destruction and/or damage to Personal Data in connection with this Contract.

3 Freedom of Information and Transparency

- 3.1 The Parties acknowledge the duties of Contracting Authorities under the FOIA, Codes of Practice and Environmental Regulations and shall give each other all reasonable assistance as appropriate or necessary to enable compliance with those duties.
- 3.2 The Supplier shall assist and cooperate with the Authority to enable it to comply with its disclosure obligations under the FOIA, Codes of Practice and Environmental Regulations. The Supplier agrees:
 - 3.2.1 that this Contract and any recorded information held by the Supplier on the Authority's behalf for the purposes of this Contract are subject to the obligations and commitments of the Authority under the FOIA, Codes of Practice and Environmental Regulations;
 - 3.2.2 that the decision on whether any exemption to the general obligations of public access to information applies to any request for information received under the FOIA, Codes of Practice and Environmental Regulations is a decision solely for the Authority;
 - 3.2.3 that where the Supplier receives a request for information under the FOIA, Codes of Practice and Environmental Regulations and the Supplier itself is subject to the FOIA, Codes of Practice and Environmental Regulations it will liaise with the Authority as to the contents of any response before a response to a request is issued and will promptly (and in any event within two (2) Business Days) provide a copy of the request and any response to the Authority;
 - 3.2.4 that where the Supplier receives a request for information under the FOIA, Codes of Practice and Environmental Regulations and the Supplier is not itself subject to the FOIA, Codes of Practice and Environmental Regulations, it will not respond to that request (unless directed to do so by the Authority) and will promptly (and in any event within two (2) Business Days) transfer the request to the Authority;
 - 3.2.5 that the Authority, acting in accordance with the Codes of Practice issued and revised from time to time under both section 45 of FOIA, and regulation 16 of the Environmental Regulations, may disclose information concerning the Supplier and this Contract; and
 - 3.2.6 to assist the Authority in responding to a request for information, by processing information or environmental information (as the same are defined in FOIA and the Environmental Regulations) in accordance with a records management system that complies with all applicable records management recommendations and codes of conduct issued under section 46 of FOIA, and providing copies of all information requested by the Authority within five (5) Business Days of that request and without charge.
- 3.3 The Parties acknowledge that, except for any information which is exempt from disclosure in accordance with the provisions of the FOIA, Codes of Practice and Environmental Regulations, the content of this Contract is not Confidential Information.
- 3.4 Notwithstanding any other term of this Contract, the Supplier consents to the publication of this Contract in its entirety (including variations), subject only to the redaction of information that is exempt from disclosure in accordance with the provisions of the FOIA, Codes of Practice and Environmental Regulations.

- 3.5 In preparing a copy of this Contract for publication under Clause 3.4 of this Schedule 3, the Authority may consult with the Supplier to inform decision making regarding any redactions but the final decision in relation to the redaction of information will be at the Authority's absolute discretion.
- 3.6 The Supplier shall assist and cooperate with the Authority to enable the Authority to publish this Contract.
- 3.7 Where any information is held by any Sub-contractor of the Supplier in connection with this Contract, the Supplier shall procure that such Sub-contractor shall comply with the relevant obligations set out in Clause 3 of this Schedule 3, as if such Sub-contractor were the Supplier.

4 Information Security

- 4.1 Without limitation to any other information governance requirements set out in this Schedule 3, the Supplier shall:
 - 4.1.1 notify the Authority forthwith of any information security breaches or near misses (including without limitation any potential or actual breaches of confidentiality or actual information security breaches) in line with the Authority's information governance Policies; and
 - 4.1.2 fully cooperate with any audits or investigations relating to information security and any privacy impact assessments undertaken by the Authority and shall provide full information as may be reasonably requested by the Authority in relation to such audits, investigations and assessments.
- 4.2 Where required in accordance with the Specification and Tender Response Document, the Supplier will ensure that it puts in place and maintains an information security management plan appropriate to this Contract, the type of Services being provided and the obligations placed on the Supplier. The Supplier shall ensure that such plan is consistent with any relevant Policies, Guidance, Good Industry Practice and with any relevant quality standards as may be set out in the Key Provisions and/or the Specification and Tender Response Document.
- 4.3 Where required in accordance with the Specification and Tender Response Document, the Supplier shall obtain and maintain certification under the HM Government Cyber Essentials Scheme at the level set out in the Specification and Tender Response Document.

Schedule 4

Definitions and Interpretations

1 Definitions

1.1 In this Contract the following words shall have the following meanings unless the context requires otherwise:

“Actual Services Commencement Date”	means the date the Supplier actually commences delivery of the Services;
“Actuary”	means a Fellow of the Institute and Faculty of Actuaries;
“Anti-Slavery Policy”	has the meaning given under Clause 19.2.2 of Schedule 2;
“Authority”	means the authority named on the form of Contract on the first page;
“Authority’s Actuary”	means the Government Actuaries Department;
“Authority’s Obligations”	means the Authority’s further obligations, if any, referred to in the Key Provisions;
“Breach Notice”	means a written notice of breach given by one Party to the other, notifying the Party receiving the notice of its breach of this Contract;
“Broadly Comparable”	means certified by an Actuary as satisfying the condition that there are no identifiable Eligible Employees who would overall suffer material detriment in terms of their future accrual of Pension Benefits under the scheme compared with the NHS Pension Scheme assessed in accordance with Annex A of Fair Deal for Staff Pensions;
“Business Continuity Event”	means any event or issue that could impact on the operations of the Supplier and its ability to provide the Services including a pandemic and any Force Majeure Event;
“Business Continuity Plan”	means the Supplier’s business continuity plan which includes its plans for continuity of the Services during a Business Continuity Event;
“Business Day”	means any day other than Saturday, Sunday, Christmas Day, Good Friday or a statutory bank holiday in England and Wales;
“Cabinet Office Statement”	the Cabinet Office Statement of Practice – Staff Transfers in the Public Sector 2000 (as revised 2013) as may be amended or replaced;
“Change Control Process”	means the change control process, if any, referred to in the Key Provisions;

“Change in Law”	means any change in Law which impacts on the provision of the Services which comes into force after the Commencement Date;
“Codes of Practice”	shall have the meaning given to the term in Clause 1.2 of Schedule 3;
“Commencement Date”	means the date of this Contract;
“Commercial Schedule”	means the document set out at Schedule 6;
“Comparable Supply”	means the supply of services to another customer of the Supplier that are the same or similar to any of the Services;
“Confidential Information”	<p>means information, data and material of any nature, which either Party may receive or obtain in connection with the conclusion and/or operation of the Contract including any procurement process which is:</p> <ul style="list-style-type: none"> (a) Personal Data including without limitation which relates to any patient or other service user or his or her treatment or clinical or care history; (b) designated as confidential by either party or that ought reasonably to be considered as confidential (however it is conveyed or on whatever media it is stored); and/or (c) Policies and such other documents which the Supplier may obtain or have access to through the Authority’s intranet;
“Contract”	means the form of contract at the front of this document and all schedules attached to the form of contract;
“Contracting Authority”	means any contracting authority as defined in Regulation 2 (1) of the Public Contracts Regulations 2015 (SI 2015/102) (as amended), other than the Authority;
“Contract Manager”	means for the Authority and for the Supplier the individuals specified in the Key Provisions; or such other person notified by a Party to the other Party from time to time in accordance with Clause 8.1 of Schedule 2;
“Contract Price”	means the price exclusive of VAT that is payable to the Supplier by the Authority under the Contract for the full and proper performance by the Supplier of its obligations under the Contract;
“Controller”	shall have the same meaning as set out in the UK GDPR;
“Convictions”	means, other than in relation to minor road traffic offences, any previous or pending prosecutions, convictions, cautions and

	binding-over orders (including any spent convictions as contemplated by section 1(1) of the Rehabilitation of Offenders Act 1974 or any replacement or amendment to that Act);
“Cost Increase”	shall have the meaning given to the term in Clause 1.3.2 of Part D of Schedule 7;
“Cost Saving”	shall have the meaning given to the term in Clause 1.3.4 of Part D of Schedule 7;
“Data Protection Legislation”	means the Data Protection Act 2018 and the UK GDPR and any other applicable laws of England and Wales relating to the protection of Personal Data and the privacy of individuals (all as amended, updated, replaced or re-enacted from time to time);
“Data Protection Protocol”	means any document of that name as provided to the Supplier by the Authority (as amended from time to time in accordance with its terms), which shall include, without limitation, any such document appended to Schedule 3 (Information and Data Provisions) of this Contract;
“Direction Letter”	means an NHS Pensions Direction letter issued by the Secretary of State in exercise of the powers conferred by section 7 of the Superannuation (Miscellaneous Provisions) Act 1967 and issued to the Supplier or a Sub-contractor of the Supplier (as appropriate) relating to the terms of participation of the Supplier or Sub-contractor in the NHS Pension Scheme in respect of the Eligible Employees;
“Dispute(s)”	means any dispute, difference or question of interpretation or construction arising out of or in connection with this Contract, including any dispute, difference or question of interpretation relating to the Services, any matters of contractual construction and interpretation relating to the Contract, or any matter where this Contract directs the Parties to resolve an issue by reference to the Dispute Resolution Procedure;
“Dispute Notice”	means a written notice served by one Party to the other stating that the Party serving the notice believes there is a Dispute;
“Dispute Resolution Procedure”	means the process for resolving Disputes as set out in Clause 22 of Schedule 2 or, where Clause 25 of Schedule 1 of the Contract applies, the process for resolving Disputes as set out in Schedule 8. For the avoidance of doubt, the Dispute Resolution Procedure is subject to Clause 29.2.3 of Schedule 2;
“DOTAS”	means the Disclosure of Tax Avoidance Schemes rules which require a promoter of tax schemes to tell HM Revenue and Customs of any specified notifiable arrangements or proposals and to provide prescribed information on those arrangements or proposals within set time limits as contained in Part 7 of the Finance Act 2004 and in secondary legislation made under

	vires contained in Part 7 of the Finance Act 2004 and as extended to National Insurance Contributions by the National Insurance Contributions (Application of Part 7 of the Finance Act 2004) Regulations 2012, SI 2012/1868 made under s.132A Social Security Administration Act 1992;
“Electronic Trading System(s)”	means such electronic data interchange system and/or world wide web application and/or other application with such message standards and protocols as the Authority may specify from time to time;
“Eligible Employees”	<p>means each of the Transferred Staff who immediately before the Employee Transfer Date was a member of, or was entitled to become a member of, or but for their compulsory transfer of employment would have been entitled to become a member of, either the NHS Pension Scheme or a Broadly Comparable scheme as a result of their employment or former employment with an NHS Body (or other employer which participates automatically in the NHS Pension Scheme) and being continuously engaged for more than 50% of their employed time with the Authority (in the case of Transferring Employees) or a Third Party (in the case of Third Party Employees) in the delivery of services the same as or similar to the Services.</p> <p>For the avoidance of doubt a member of Staff who is or is entitled to become a member of the NHS Pension Scheme as a result of being engaged in the Services and being covered by an “open” Direction Letter or other NHS Pension Scheme “access” facility but who has never been employed directly by an NHS Body (or other body which participates automatically in the NHS Pension Scheme) is not an Eligible Employee entitled to Fair Deal for Staff Pensions protection under Part D of Schedule 7;</p>
“Employee Transfer Date”	means the Transferred Staff’s first day of employment with the Supplier (or its Sub-contractor);
“Employment Liabilities”	means all claims, demands, actions, proceedings, damages, compensation, tribunal awards, fines, costs (including but not limited to reasonable legal costs), expenses and all other liabilities whatsoever;
“Environmental Regulations”	shall have the meaning given to the term in Clause 1.2 of Schedule 3;
“eProcurement Guidance”	<p>means the NHS eProcurement Strategy available via:</p> <p>http://www.gov.uk/government/collections/nhs-procurement</p> <p>together with any further Guidance issued by the Department of Health and Social Care in connection with it;</p>
“Equality Legislation”	means any and all legislation, applicable guidance and statutory codes of practice relating to equality, diversity, non-discrimination and human rights as may be in force in England

	and Wales from time to time including, but not limited to, the Equality Act 2010, the Part-time Workers (Prevention of Less Favourable Treatment) Regulations 2000 and the Fixed-term Employees (Prevention of Less Favourable Treatment) Regulations 2002 (SI 2002/2034) and the Human Rights Act 1998;
“EU References”	shall have the meaning given to the term in Clause 1.17 of this Schedule 4;
“Evergreen Supplier Assessment”	shall have the meaning given to the term in Clause 8.1 of Schedule 1;
“Exit Day”	shall have the meaning in the European Union (Withdrawal) Act 2018;
“Exit Requirements”	means the Authority’s exit requirements, as set out in the Specification and Tender Response Document and/or otherwise as part of this Contract, which the Supplier must comply with during the Term and/or in relation to any expiry or early termination of this Contract;
“Fair Deal for Staff Pensions”	means guidance issued by HM Treasury entitled “Fair Deal for staff pensions: staff transfer from central government” issued in October 2013 (as amended, supplemented or replaced);
“FOIA”	shall have the meaning given to the term in Clause 1.2 of Schedule 3;
“Force Majeure Event”	<p>means any event beyond the reasonable control of the Party in question to include, without limitation:</p> <ul style="list-style-type: none"> (a) war including civil war (whether declared or undeclared), riot, civil commotion or armed conflict materially affecting either Party’s ability to perform its obligations under this Contract; (b) acts of terrorism; (c) flood, storm or other natural disasters; (d) fire; (e) unavailability of public utilities and/or access to transport networks to the extent no diligent supplier could reasonably have planned for such unavailability as part of its business continuity planning; (f) government requisition or impoundment to the extent such requisition or impoundment does not result from any failure by the Supplier to comply with any relevant regulations, laws or procedures (including such laws or regulations relating to the payment of any duties or taxes) and subject to the Supplier having used all reasonable legal means to resist such requisition or impoundment;

	<p>(g) compliance with any local law or governmental order, rule, regulation or direction applicable outside of England and Wales that could not have been reasonably foreseen;</p> <p>(h) industrial action which affects the ability of the Supplier to provide the Services, but which is not confined to the workforce of the Supplier or the workforce of any Sub-contractor of the Supplier; and</p> <p>(i) a failure in the Supplier's and/or Authority's supply chain to the extent that such failure is due to any event suffered by a member of such supply chain, which would also qualify as a Force Majeure Event in accordance with this definition had it been suffered by one of the Parties,</p> <p>but excluding, for the avoidance of doubt, any event or other consequence arising as a result of or in connection with the withdrawal of the United Kingdom from the European Union;</p>
"Fraud"	means any offence under any law in respect of fraud in relation to this Contract or defrauding or attempting to defraud or conspiring to defraud the government, parliament or any Contracting Authority;
"General Anti-Abuse Rule"	means <ul style="list-style-type: none"> (a) the legislation in Part 5 of the Finance Act 2013; and (b) any future legislation introduced into parliament to counteract tax advantages arising from abusive arrangements to avoid national insurance contributions;
"General Change in Law"	means a Change in Law where the change is of a general legislative nature (including taxation or duties of any sort affecting the Supplier) or which affects or relates to a Comparable Supply;
"Good Industry Practice"	means the exercise of that degree of skill, diligence, prudence, risk management, quality management and foresight which would reasonably and ordinarily be expected from a skilled and experienced service provider engaged in the provision of services similar to the Services under the same or similar circumstances as those applicable to this Contract, including in accordance with any codes of practice published by relevant trade associations;
"Guidance"	means any applicable guidance, supplier code of conduct, direction or determination and any policies, advice or industry alerts which apply to the Services, to the extent that the same are published and publicly available or the existence or contents of them have been notified to the Supplier by the Authority and/or have been published and/or notified to the Supplier by the Department of Health and Social Care, NHS England and NHS Improvement, the Medicines and Healthcare products Regulatory Agency, the European Medicines Agency,

	the European Commission, the Care Quality Commission, the National Institute for Health and Care Excellence and/or any other regulator or competent body;
“Halifax Abuse Principle”	means the principle explained in the CJEU Case C-255/02 Halifax and others;
“HM Government Cyber Essentials Scheme”	means the HM Government Cyber Essentials Scheme as further defined in the documents relating to this scheme published at: https://www.gov.uk/government/publications/cyber-essentials-scheme-overview ;
“Implementation Plan”	means the implementation plan, if any, referred to in the Key Provisions;
“Implementation Requirements”	means the Authority’s implementation and mobilisation requirements (if any), as may be set out in the Specification and Tender Response Document and/or otherwise as part of this Contract, which the Supplier must comply with as part of implementing the Services;
“Intellectual Property Rights”	means all patents, copyright, design rights, registered designs, trade marks, know-how, database rights, confidential formulae and any other intellectual property rights and the rights to apply for patents and trade marks and registered designs;
“Interested Party”	means any organisation which has a legitimate interest in providing services of the same or similar nature to the Services in immediate or proximate succession to the Supplier or any Sub-contractor and who had confirmed such interest in writing to the Authority;
“Key Provisions”	means the key provisions set out in Schedule 1;
“KPI”	means the key performance indicators as set out in Schedule 5;
“Law”	means any applicable legal requirements including, without limitation: <ul style="list-style-type: none"> (a) any applicable statute or proclamation, delegated or subordinate legislation, bye-law, order, regulation or instrument as applicable in England and Wales; (b) any applicable European Union obligation, directive, regulation, decision, law or right (including any such obligations, directives, regulations, decisions, laws or rights that are incorporated into the law of England and Wales or given effect in England and Wales by any applicable statute, proclamation, delegated or subordinate legislation, bye-law, order, regulation or instrument);

	<p>(c) any enforceable community right within the meaning of section 2(1) European Communities Act 1972;</p> <p>(d) any applicable judgment of a relevant court of law which is a binding precedent in England and Wales;</p> <p>(e) requirements set by any regulatory body as applicable in England and Wales;</p> <p>(f) any relevant code of practice as applicable in England and Wales; and</p> <p>(g) any relevant collective agreement and/or international law provisions (to include, without limitation, as referred to in (a) to (f) above);</p>
“Long Stop Date”	means the date, if any, specified in the Key Provisions;
“Losses”	all damage, loss, liabilities, claims, actions, costs, expenses (including the cost of legal and/or professional services) proceedings, demands and charges whether arising under statute, contract or at common law;
“Net Zero and Social Value Commitments”	means the Supplier’s net zero and social value commitments, each as set out in the Key Provisions and/or the Specification and Tender Response Document;
“Net Zero and Social Value Contract Commitments”	shall have the meaning given in Clause 8.4 of Schedule 1;
“Measures”	means any measures proposed by the Supplier or any Sub-contractor within the meaning of regulation 13(2)(d) of TUPE;
“NHS”	means the National Health Service;
“NHS Body”	has the meaning given to it in section 275 of the National Health Service Act 2006 as amended by section 138(2)(c) of Schedule 4 to the Health and Social Care Act 2012;
“NHS Pensions”	means NHS Pensions (being a division of the NHS Business Services Authority) acting on behalf of the Secretary of State as the administrators of the NHS Pension Scheme or such other body as may from time to time be responsible for relevant administrative functions of the NHS Pension Scheme, including the Pensions Division of the NHS Business Services Authority;
“NHS Pension Scheme”	means the National Health Service Pension Scheme for England and Wales, established pursuant to the Superannuation Act 1972 and governed by subsequent regulations under that Act including the NHS Pension Scheme Regulations;
“NHS Pension Scheme Arrears”	means any failure on the part of the Supplier or any Sub-contractor to pay employer’s contributions or deduct and pay across employee’s contributions to the NHS Pension Scheme

	or meet any other financial obligations under the NHS Pension Scheme or any Direction Letter in respect of the Eligible Employees;
"NHS Pension Scheme Regulations"	means, as appropriate, any or all of the National Health Service Pension Scheme Regulations 1995 (SI 1995/300), the National Health Service Pension Scheme Regulations 2008 (SI 2008/653) and any subsequent regulations made in respect of the NHS Pension Scheme, each as amended from time to time;
"Occasion of Tax Non-Compliance"	means: <ul style="list-style-type: none"> (a) any tax return of the Supplier submitted to a Relevant Tax Authority on or after 1 October 2012 is found on or after 1 April 2013 to be incorrect as a result of: <ul style="list-style-type: none"> (i) a Relevant Tax Authority successfully challenging the Supplier under the General Anti-Abuse Rule or the Halifax Abuse Principle or under any tax rules or legislation that have an effect equivalent or similar to the General Anti-Abuse Rule or the Halifax Abuse Principle; (ii) the failure of an avoidance scheme which the Supplier was involved in, and which was, or should have been, notified to a Relevant Tax Authority under the DOTAS or any equivalent or similar regime; and/or (b) any tax return of the Supplier submitted to a Relevant Tax Authority on or after 1 October 2012 gives rise, on or after 1 April 2013, to a criminal conviction in any jurisdiction for tax related offences which is not spent at the Effective Date or to a civil penalty for fraud or evasion;
"Party"	means the Authority or the Supplier as appropriate and Parties means both the Authority and the Supplier;
"Payment Date"	means twenty (20) Business Days after the last of the conditions in Clause 1.7 of Part D of Schedule 7 has been satisfied;
"Pension Benefits"	any benefits (including but not limited to pensions related allowances and lump sums) relating to old age, invalidity or survivor's benefits provided under an occupational pension scheme;
"Personal Data"	shall have the same meaning as set out in the UK GDPR;
"Policies"	means the policies, rules and procedures of the Authority as notified to the Supplier from time to time;
"Premature Retirement Rights"	rights to which any Transferred Staff (had they remained in the employment of an NHS Body or other employer which participates automatically in the NHS Pension Scheme) would

	have been or is entitled under the NHS Pension Scheme Regulations, the NHS Compensation for Premature Retirement Regulations 2002 (SI 2002/1311), the NHS (Injury Benefits) Regulations 1995 (SI 1995/866) and section 45 of the General Whitley Council conditions of service, or any other legislative or contractual provision which replaces, amends, extends or consolidates the same from time to time;
“Premises and Locations”	has the meaning given under Clause 2.1 of Schedule 2;
“Process”	shall have the same meaning as set out in the UK GDPR. Processing and Processed shall be construed accordingly;
“Purchase Order”	means the purchase order required by the Authority’s financial systems, if a purchase order is referred to in the Key Provisions;
“Relevant Tax Authority”	means HM Revenue and Customs, or, if applicable, a tax authority in the jurisdiction in which the Supplier is established;
“Remedial Proposal”	has the meaning given under Clause 15.3 of Schedule 2;
“Services”	means the services set out in this Contract (including, without limitation, Schedule 5 which sets out the requirements of the Authority as issued to tenderers as part of the procurement process and the Supplier’s response to these requirements);
“Services Commencement Date”	means the date delivery of the Services shall commence as specified in the Key Provisions. If no date is specified in the Key Provisions this date shall be the Commencement Date;
“Services Information”	means information concerning the Services as may be reasonably requested by the Authority and supplied by the Supplier to the Authority in accordance with Clause 20.1 of Schedule 2 for inclusion in the Authority’s services catalogue from time to time;
“Slavery Act”	has the meaning given in Clause 19.2.1 of Schedule 2;
“Specification and Tender Response Document”	means the document set out in Schedule 5 as amended and/or updated in accordance with this Contract;
“Specific Change in Law”	means a Change in Law that relates specifically to the business of the Authority and which would not affect a Comparable Supply;
“Staff”	means all persons employed or engaged by the Supplier to perform its obligations under this Contract including any Sub-contractors and person employed or engaged by such Sub-contractors;

“Step In Rights”	means the step in rights, if any, referred to in the Key Provisions;
“Sub-contract”	means a contract between two or more suppliers, at any stage of remoteness from the Supplier in a sub-contracting chain, made wholly or substantially for the purpose of performing (or contributing to the performance of) the whole or any part of this Contract;
Sub-contractor	means a party to a Sub-contract other than the Supplier;
“Subsequent Transfer Date”	means the point in time, if any, at which services which are fundamentally the same as the Services (either in whole or in part) are first provided by a Successor or the Authority, as appropriate, giving rise to a relevant transfer under TUPE;
“Subsequent Transferring Employees”	means any employee, agent, consultant and/or contractor who, immediately prior to the Subsequent Transfer Date, is wholly or mainly engaged in the performance of services fundamentally the same as the Services (either in whole or in part) which are to be undertaken by the Successor or Authority, as appropriate;
“Successor”	means any third party who provides services fundamentally the same as the Services (either in whole or in part) in immediate or subsequent succession to the Supplier upon the expiry or earlier termination of this Contract;
“Supplier”	means the supplier named on the form of Contract on the first page;
“Supplier Code of Conduct”	means the code of that name published by the Government Commercial Function originally dated September 2017, as may be amended, restated, updated, re-issued or re-named from time to time;
“Supplier Net Zero Corporate Champion”	shall have the meaning given to the term in Clause 8.3 of Schedule 1;
“Supplier Personnel”	means any employee, agent, consultant and/or contractor of the Supplier or Sub-contractor who is either partially or fully engaged in the performance of the Services;
“Supplier Net Zero and Social Value Contract Champion”	shall have the meaning given to the term in Clause 8.6 of Schedule 1;
“Term”	means the term as set out in the Key Provisions;
“Termination Notice”	means a written notice of termination given by one Party to the other notifying the Party receiving the notice of the intention of the Party giving the notice to terminate this Contract on a specified date and setting out the grounds for termination;

“Third Party”	means any supplier of services fundamentally the same as the Services (either in whole or in part) immediately before the Transfer Date;
“Third Party Body”	has the meaning given under Clause 8.5 of Schedule 2;
“Third Party Employees”	means all those employees, if any, assigned by a Third Party to the provision of a service that is fundamentally the same as the Services immediately before the Transfer Date;
“Transfer Amount”	an amount paid in accordance with Clause 1.7 of Part D of Schedule 7 and calculated in accordance with the assumptions, principles and timing adjustment referred to in Clause 1.6 of Part D of Schedule 7 in relation to those Eligible Employees who have accrued defined benefit rights in the NHS Pension Scheme or a Third Party’s Broadly Comparable scheme and elected to transfer them to the Supplier’s Broadly Comparable scheme or the NHS Pension Scheme under the Transfer Option;
“Transfer Date”	means the Actual Services Commencement Date;
“Transfer Option”	an option given to each Eligible Employee with either: (a) accrued rights in the NHS Pension Scheme; or (b) accrued rights in a Broadly Comparable scheme, as at the Employee Transfer Date, to transfer those rights to the Supplier’s (or its Sub-contractor’s) Broadly Comparable scheme or back into the NHS Pension Scheme (as appropriate), to be exercised by the Transfer Option Deadline, to secure year-for-year day-for-day service credits in the relevant scheme (or actuarial equivalent, where there are benefit differences between the two schemes);
“Transfer Option Deadline”	the first Business Day to fall at least three (3) months after the notice detailing the Transfer Option has been sent to each Eligible Employee;
“Transferred Staff”	means those employees (including Transferring Employees and any Third Party Employees) whose employment compulsorily transfers to the Supplier or to a Sub-contractor by operation of TUPE, the Cabinet Office Statement or for any other reasons, as a result of the award of this Contract;
“Transferring Employees”	means all those employees, if any, assigned by the Authority to the provision of a service that is fundamentally the same as the Services immediately before the Transfer Date;

"TUPE"	means the Transfer of Undertakings (Protection of Employment) Regulations 2006 (2006/246) and/or any other regulations or other legislation enacted for the purpose of implementing or transposing the Acquired Rights Directive (77/187/EEC, as amended by Directive 98/50 EC and consolidated in 2001/23/EC) into English law;
"UK GDPR"	has the meaning given to it in section 3(10) (as supplemented by section 205(4)) of the Data Protection Act 2018; and
"VAT"	means value added tax chargeable under the Value Added Tax Act 1994 or any similar, replacement or extra tax.

- 1.2 References to any Law shall be deemed to include a reference to that Law as amended, extended, consolidated, re-enacted, restated, implemented or transposed from time to time.
- 1.3 References to any legal entity shall include any body that takes over responsibility for the functions of such entity.
- 1.4 References in this Contract to a "Schedule", "Appendix", "Paragraph" or to a "Clause" are to schedules, appendices, paragraphs and clauses of this Contract.
- 1.5 References in this Contract to a day or to the calculation of time frames are references to a calendar day unless expressly specified as a Business Day.
- 1.6 Unless set out in the Commercial Schedule as a chargeable item and subject to Clause 30.6 of Schedule 2, the Supplier shall bear the cost of complying with its obligations under this Contract.
- 1.7 The headings are for convenience only and shall not affect the interpretation of this Contract.
- 1.8 Words denoting the singular shall include the plural and vice versa.
- 1.9 Where a term of this Contract provides for a list of one or more items following the word "including" or "includes" then such list is not to be interpreted as an exhaustive list. Any such list shall not be treated as excluding any item that might have been included in such list having regard to the context of the contractual term in question. General words are not to be given a restrictive meaning where they are followed by examples intended to be included within the general words.
- 1.10 Where there is a conflict between the Supplier's responses to the Authority's requirements (the Supplier's responses being set out in Schedule 5) and any other part of this Contract, such other part of this Contract shall prevail.
- 1.11 Where a document is required under this Contract, the Parties may agree in writing that this shall be in electronic format only.
- 1.12 Where there is an obligation on the Authority to procure any course of action from any third party, this shall mean that the Authority shall use its reasonable endeavours to procure such course of action from that third party.
- 1.13 Any guidance notes in grey text do not form part of this Contract.
- 1.14 Any Breach Notice issued by a Party in connection with this Contract shall not be invalid due to it containing insufficient information. A Party receiving a Breach Notice ("**Receiving Party**") may ask the Party that issued the Breach Notice ("**Issuing Party**") to provide any further information in relation to the subject matter of the Breach Notice

that it may reasonably require to enable it to understand the Breach Notice and/or to remedy the breach. The Issuing Party shall not unreasonably withhold or delay the provision of such further information as referred to above as may be requested by the Receiving Party but no such withholding or delay shall invalidate the Breach Notice.

- 1.15 Any terms defined as part of a Schedule or other document forming part of this Contract shall have the meaning as defined in such Schedule or document.
- 1.16 For the avoidance of doubt, and to the extent not prohibited by any Law, the term “expenses” (as referred to under any indemnity provisions forming part of this Contract) shall be deemed to include any fine and any related costs imposed by a commissioner, regulator or other competent body.
- 1.17 Any reference in this Contract which immediately before Exit Day was a reference to (as it has effect from time to time):
 - i. any EU regulation, EU decision, EU tertiary legislation or provision of the EEA agreement (“EU References”) which is to form part of domestic law by application of section 3 of the European Union (Withdrawal) Act 2018 shall be read on and after Exit Day as a reference to the EU References as they form part of domestic law by virtue of section 3 of the European Union (Withdrawal) Act 2018 as modified by domestic law from time to time; and
 - ii. any EU institution or EU authority or other such EU body shall be read on and after Exit Day as a reference to the UK institution, authority or body to which its functions were transferred.



Schedule 5

Specification and Tender Response Document

National Cancer Patient Experience
Survey 2025-2029

Statement of Requirements

TABLE OF CONTENTS

- [1. BACKGROUND TO THE REQUIREMENTS](#)..... 64
- [2. SCOPE OF THE PROCUREMENT](#) 67
- [3. REQUIREMENTS](#) 71
- [4. TIMESCALES AND IMPLEMENTATION](#) 102
- [5. ROLES AND RESPONSIBILITIES](#)..... 104
- [6. CONTRACT MANAGEMENT AND MONITORING](#)..... 105
- [7. CONTRACT TERM](#) 113
- [8. BUDGET](#) 114
- [9. APPENDICES](#) 118

BACKGROUND TO THE REQUIREMENTS

1.1. CONTEXT

- 1.1.1. The National Cancer Patient Experience Survey (NCPES) was first carried out in 2010 and has been carried out each year since 2012. The NCPES was developed in response to the Cancer Reform Strategy (2007):

https://webarchive.nationalarchives.gov.uk/ukgwa/20130104165259/http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_081006. NCPES also supports the objectives set out in "Achieving world-class cancer outcomes: a strategy for England 2015-2020":

www.england.nhs.uk/publication/achieving-world-class-cancer-outcomes-a-strategy-for-england-2015-2020/. More broadly, this survey supports NHS England's ambition of strengthening patient and public participation in all its work, in line with the NHS Constitution: www.gov.uk/government/publications/the-nhs-constitution-for-england/the-nhs-constitution-for-england.

- 1.1.2. The NCPES has been designed to monitor national progress on experience of cancer care; to provide information to drive local quality improvements; to assist commissioners and providers of cancer care; and to inform the work of the various charities and stakeholder groups supporting cancer patients.
- 1.1.3. The NCPES is commissioned by the Insight and Voice team at NHS England.
- 1.1.4. The NCPES highlights where care is working well and how NHS cancer services across England can be improved. The results highlight variation in experience in different parts of the country and across demographic groups and cancer types and provide an opportunity to track progress over time. The results also provide an important national read out on experience of care in cancer. The results are used by the NHS England National Cancer Programme and at a local level to implement changes to drive improvement of cancer care.
- 1.1.5. The survey is supported by the Cancer Patient Experience Survey Advisory Group (CPESAG), which includes cancer patients and carers of cancer patients; clinicians; cancer charity representatives; NHS Cancer Programme team members; and NHS England Insight and Voice team members.

- 1.1.6. The 2024 questionnaire includes seventy-one (71) quantitative questions and two (2) qualitative questions; the paper version is twelve (12) pages and can be downloaded at www.ncpes.co.uk/survey-instructions. The survey asks people about their experiences of cancer services. We also ask respondents to provide data on protected characteristics and individual health status, asking for information about any long-term conditions they have and a range of socio-demographic characteristics.
- 1.1.7. The most recently published NCPES (2023) involved 132 NHS Trusts. Out of 121,121 people, 63,438 people responded to the survey, yielding a response rate of 52%. More information about the NCPES response rate is available in the Technical Document at <https://www.ncpes.co.uk/latest-national-results/>.
- 1.1.8. The NCPES is an England-wide survey covering all acute and specialist NHS Trusts in England that provide adult cancer services. It's carried out once a year, with the fieldwork carried out during Autumn/Winter and results published in Summer as an Official Statistic.
- 1.1.9. The sample is currently compiled by individual Trusts from the Patient Administration System and includes all adult patients (aged 16 and over), with a confirmed primary diagnosis of cancer, discharged from an NHS trust after an inpatient episode or day case attendance for cancer related treatment in the months of April, May and June that year. For a full description of the sample, including the exclusions, see the 2024 sampling instructions at www.ncpes.co.uk/survey-instructions.
- 1.1.10. Under Section 251 of the NHS Act 2006, the survey requires approvals from the Confidentiality Advisory Group and the Data Alliance Partnership Board. Further information can be found here: <https://www.hra.nhs.uk/approvals-amendments/what-approvals-do-i-need/confidentiality-advisory-group> and here: <https://digital.nhs.uk/data-and-information/information-standards/information-standards-and-data-collections-including-extractions>. More information about data protection legislation and information governance relating to NCPES can be found in Appendix 9.1.
- 1.1.11. The survey is conducted primarily by post with up to two (2) reminders sent to non-responders. The questionnaire is also available online, and people are encouraged to complete the survey online if they are able to. A large print or Braille version of the

questionnaire can be requested. Additionally, the online questionnaire has been translated into three (3) additional languages.

1.1.12. A national freephone helpline is made available for patients by the Supplier and provides support to complete the survey in different languages. Details of the languages can be found in Section 3.8 and details of call volumes can be found in Appendix 9.2.

1.1.13. Aggregated survey results are published at national, Integrated Care Board (ICB), Cancer Alliance and NHS Trust level on the NCPES website: www.ncpes.co.uk.

1.1.14. Trust level reports containing the free text comments are made available to individual Trusts (without redaction).

1.1.15. The survey data is also used by the National Disease Registration Services to carry out further analysis by linking the data to the National Cancer Registration and Analysis Service.

2. SCOPE OF THE PROCUREMENT

2.1. SCOPE OF PROCUREMENT

- 2.1.1. NHS England is looking to award a contract for sixty-nine (69) months: 1 January 2025 – 1 September 2030. This contract length is designed to allow for delivery of five (5) cycles of the NCPES and includes the delivery of results following the final cycle.
- 2.1.2. The contracting authority will be NHS England who will be conducting this tender in line with their policy and procedures. Additionally, this tendering exercise will be conducted in line with Public Procurement Guidance which incorporates key principles of Transparency, Integrity, Fairness, Value for Money and Non-Discrimination.
- 2.1.3. The maximum available budget for this contract is [REDACTED] (excluding VAT).
- 2.1.4. The contract currently in place covers the 2022, 2023 and 2024 NCPES. In the event of a change of Supplier, it has been confirmed that Transfer of Undertakings Protection of Employment (TUPE) will not apply. An Exit Strategy will be in place by January 2025 to protect the continuity of NCPES. See Appendix 9.3 for more detail.

2.2. AIMS AND OBJECTIVES

- 2.2.1. That high quality NCPES quantitative data and outputs are produced in line with the Official Statistics Code of Practice (<https://code.statisticsauthority.gov.uk>), and that data is reliable, representative and comparable between reporting units (Trusts, ICBs, and Cancer Alliances).
- 2.2.2. That high quality NCPES qualitative data are produced at Trust level and shared in a report format which promotes and supports local level service improvement.
- 2.2.3. That NCPES data outputs are produced and published as soon after the conclusion of fieldwork as is possible, by July of each year, unless otherwise agreed with NHS England. Production and publication to these timings must not compromise data quality and must be in line with Official Statistic requirements:
<https://code.statisticsauthority.gov.uk>.

- 2.2.4. That all sampled survey participants, including non-English speakers and those with additional audio-visual needs, are provided equal opportunity to respond to the survey, such that non-response biases arising from unequal opportunity are minimised.
- 2.2.5. That comparability of NCPES data over time series are maintained unless decisions are made by NHS England that exclude this possibility, such as methodological or questionnaire changes.
- 2.2.6. That the questions in the survey and the reporting, through annual review with NHS England, reflect the delivery of cancer care and treatment in England and the experiences of cancer patients in England.
- 2.2.7. It is expected that the Supplier will carry out one full redevelopment of NCPES, in line with this Statement of Requirements, relating to redevelopment of the data collection materials and data collection methodology. If more than one full redevelopment is required during the Contract term, a formal variation process will be followed and costed separately.
- 2.2.8. That the Supplier will carry out the services in line with the agreed survey timetable to protect the comparability of the data to previous years, unless agreed otherwise by NHS England.
- 2.2.9. That all published documents, including data reports and survey support documentation, include the NHS logo, in line with NHS identity guidelines: www.england.nhs.uk/nhsidentity/. The Supplier may also include their logo on documents with agreement from NHS England. There are some exceptions to this, for example the survey invitation letters will typically include the logo of the NHS Trust, and not the logo of the Supplier or NHS England.

2.3. OVERVIEW OF THE REQUIREMENT

- 2.3.1. The required Service is the delivery of five (5) cycles of the NCPES on behalf of NHS England, with yearly sampling, data collection, and publication meeting Official Statistic standards.
- 2.3.2. Detail on the Service Requirement is included in the following Sections:

- Project management (Section 3.1);
- Advisory Group (Section 3.2);
- Data protection processes (Section 3.3);
- Data collection materials (Section 3.4);
- Communications (Section 3.5);
- Sampling (Section 3.6);
- Data collection (Section 3.7);
- Support for survey recipients (Section 3.8);
- Data processing and quality assurance (Section 3.9);
- Data outputs (Section 3.10);
- NCPES website (Section 3.11);
- Requirements to meet strategic objectives (Section 3.12);
- Social value (Section 3.13); and
- Skills and knowledge transfer and exit strategy (Section 3.14).

2.3.3. As with other surveys in the sector, the NCPES faces challenges of declining response rate, increasing postage costs, and non-response bias. In addition, the availability of mobile number in NHS Trust samples has improved over the past few years. In this context, NHS England require the Supplier to pilot a methodology which aims to address these challenges where possible, likely incorporating digital contact with patients (e.g., text message or email). Throughout the five year duration of this contract, it is anticipated that one full redevelopment of the data collection materials and data collection methodology will be required. If more than one full redevelopment is required during the Contract term, a formal variation process will be followed and costed separately. To mitigate multiple impacts on the data continuity of NCPES, it is anticipated that these changes are implemented in the same cycle of NCPES. Decisions impacting on data continuity will be made by NHS England. Additional detail on the redevelopment requirements are included in this Statement of Requirements.

2.4. SUPPLIER EXPERIENCE

2.4.1. In order to deliver high quality Official Statistics data and compliance with the processing of sensitive data, the Supplier will be expected to:

- have demonstrable expertise in research methods and data collection, specifically in the delivery of large-scale postal and online surveys, including expertise in survey sampling, data cleaning and manipulation, maximising response rates and representativeness, questionnaire and material design including cognitive testing, and qualitative data categorisation and/or analysis;
- have demonstrable expertise in the production and quality assurance of high-quality, accurate and reliable data outputs, in line with the Official Statistics Code of Practice, and in the communication of data findings to different audiences to support policy and decision makers;
- have sufficient research and logistical capacities to organise fieldwork and deliver data for the national survey within the stipulated timeframe;
- comply with the UK's Market Research Society Code of Conduct (<https://www.mrs.org.uk/standards/code-of-conduct>) and other relevant professional standards;
- provide advice on all aspects of quantitative research methods and information governance relating to the survey;
- demonstrate the ability to lead a public and stakeholder engagement phase to co-produce data collection materials during the redevelopment year of NCPES;
- show an understanding of the cancer policy and service landscape in England;
- demonstrate the ability to engage and work alongside an Advisory Group, including patients and wider stakeholders, in the design and development of a national survey and its outputs, and;
- ensure adequate project management is in place, including dedicated involvement of staff with the appropriate expertise, for all meetings with and presentations to NHS England.

3. REQUIREMENTS

3.1. PROJECT MANAGEMENT

- 3.1.1. The Supplier will be responsible for overall management and oversight of all aspects of the survey, using project management techniques as appropriate.
- 3.1.2. The Supplier will produce and share a detailed timetable and project plan of the full NCPES cycle each year. This will be in a format requested by NHS England and will be shared with the NHS England project team. Official Statistics require advance notice of publication dates and times, and this must be borne in mind when designing the timetable for delivery of the survey. The timetable will detail resource allocation to each task and will explain how the survey will deliver the results to the specified deadlines, with reference to the risk log.
- 3.1.3. The Supplier will deliver project milestones to the agreed project timetable, ensuring it meets the obligation of the set Key Performance Indicator (KPI 1).
- 3.1.4. The Supplier will maintain an up-to-date log of potential issues and risks in Microsoft Excel and the file structure will be agreed by NHS England. This will be reviewed at key points by the Supplier and NHS England. See Section 6 (Contract Management and Monitoring) for detail on the reporting of risks and issues. The risk log will include data security considerations and any issues that could affect the timing or delivery of the survey across the full survey lifecycle, from data collection to data processing and publishing. The log will also describe how risks are being mitigated and assign ownership to each risk.
- 3.1.5. The Supplier will maintain an up-to-date log of decisions (specifying the required NHS England governance for each decision), lessons learned, future improvements in Microsoft Excel; the file structure will be agreed by NHS England. This will be reviewed at key points by the Supplier and NHS England. The improvement log will detail changes to be considered to improve the survey and its delivery, with clear timelines for implementation.
- 3.1.6. The Supplier will produce and share a Business Continuity plan with NHS England. This will be updated every six (6) months and detail how delivery of the survey will be ensured in the event of the actualisation of risks to the project, including detail on the

continuity plan for any supplier organisations worked with to deliver the survey. The Supplier shall ensure the Business Continuity plan is reviewed in the event of any changes to the risk log and shared with NHS England within ten (10) working days of any changes to the risk log.

- 3.1.7. The Supplier will identify key project staff to deliver the requirements of NCPES, providing contact details and information on the responsibilities of each team member to NHS England.
- 3.1.8. The Supplier would be responsible for managing the relationship with any sub-contractors used to deliver the survey. The Supplier will notify NHS England before using any sub-contractors and will ensure that the use of sub-contractors does not have any impact on the quality or timeliness of NCPES delivery. The Supplier must notify NHS England of any sub-contractors processing Personal Data and provide the required Information Governance assurances for NHS England and Section 251 approval.
- 3.1.9. The Supplier will identify a senior member of the team to work closely with NHS England, should any issues arise and to be responsible for ensuring steps are taken to mitigate against similar issues.
- 3.1.10. The Supplier will identify a project manager and, if necessary, an additional day-to-day contact with responsibility for liaison with NHS England.
- 3.1.11. The Supplier will ensure adequate project management is in place, including dedicated involvement staff with the appropriate expertise, for all meetings with and presentations to NHS England.
- 3.1.12. The Supplier, including the project manager and day-to-day contact (if different), will host a routine weekly teleconference or videoconference with members of the NHS England project team. Other Supplier staff may attend the meeting if required. The Supplier will use the meeting to ensure that NHS England is kept up to date with developments and progress in delivering the survey, and to ensure that issues are raised and can be addressed in a timely manner.
- 3.1.13. The Supplier will share a concise written weekly project update with the NHS England project team one working day before the weekly project meeting. The

Supplier will share minutes with the NHS England project team two working days after the weekly meeting.

3.1.14. Regular meetings will be timetabled, and additional meetings agreed with NHS England as the need arises.

3.1.15. The Supplier will respond promptly to queries from the NHS England project team, with initial responses sent within twenty-four (24) hours, either with a resolution, or for more complex queries providing a timeframe for resolution. It is expected that more complex queries will be resolved within two (2) weeks.

3.1.16. The Supplier will provide ongoing expertise and authoritative advice with regard to survey changes throughout the contract period.

3.1.17. Once the Supplier is appointed, in the event of any decision to alter the survey approach from those defined in this Statement of Requirements, the Supplier will agree with NHS England the revised specification. The scope and cost of the revised survey will be agreed with NHS England via a Contract Variation issued by NHS England Commercial Contract Management Team prior to commencement. Budget may be repurposed with agreement from the Supplier and NHS England in the event that requirements are no longer being delivered.

3.2. NATIONAL CANCER PATIENT EXPERIENCE SURVEY ADVISORY GROUP

3.2.1. The National Cancer Patient Experience Survey Advisory Group comprises around forty-five (45) members who represent different stakeholder groups and who bring a particular area of expertise to discussions about the future of the survey. Members include cancer patients and carers of cancer patients; clinicians; cancer charity representatives; NHS Cancer Programme team members; and NHS England Insight and Voice team members.

3.2.2. Approximately four (4) Advisory Group meetings will be held each year. Advisory Group Sub-Group meetings may be held, when required, to focus on specific areas of improvement to the survey, such as reporting, data collection, and questionnaire design. Approximately fifteen (15) Sub-Group meetings will be held in total across five years. NHS England intend to hold all Advisory Group meetings remotely. Each

meeting is expected to last for two (2) hours unless otherwise agreed with NHS England.

3.2.3. The Supplier shall note NHS England responsibilities in relation to the Advisory Group as outlined below:

- managing all required contact with the Advisory Group, including sending out and manage invitations and encouraging attendance;
- maintaining membership of the Advisory Group;
- drafting and sending the agenda in advance of the meeting to the attendees, along with any other papers that have been agreed;
- providing facilities for teleconference and videoconference for the meeting;
- chairing the meeting;
- taking minutes of each meeting and circulating them to the Advisory Group;
- approving all presentation materials produced by the Supplier for use at Advisory Group meetings;
- facilitating the involvement of Advisory Group members in any additional engagement and co-production proposed by the Supplier.

3.2.4. The Supplier responsibilities in relation to the Advisory Group are outlined below:

- attending each Advisory Group meeting held throughout the survey contract;
- working with NHS England to agree an agenda item for each meeting;
- prepare suitable presentation materials, such as PowerPoint slides or any other information required, where required for any agenda items, and ensure these are shared with NHS England twelve (12) working days in advance of the meeting to be circulated to the attendees;
- in proposing an agenda item, the Supplier shall take proactive steps to ensure the Advisory Group has the opportunity to consider and provide advice on any significant developments of any aspect of the survey, particularly considering engagement with cancer patients (the Supplier shall ensure as a minimum this includes involvement in the redevelopment of data collection materials, methodology, and reporting outputs); and
- the Supplier may propose engaging the Advisory Group, including cancer patients, outside of the regular meetings. NHS England can facilitate involving Advisory Group members in this additional engagement and co-production if

required. The Supplier must agree all additional requirements of the Advisory Group members with NHS England in a timely manner to enable appropriate support and management before engagement begins.

3.3. DATA PROTECTION PROCESSES

- 3.3.1. The Supplier will ensure that all handling of information strictly adheres to UK General Data Protected Regulation (UK GDPR) and the Data Protection Act 2018 and must act only under instruction from the Data Controller, NHS England. The Supplier must be able to demonstrate how they will comply with UK GDPR and the Data Protection Act, such that all Personal Data is used in a responsible and secure manner. Stringent technical and organisational measures must be taken to ensure Personal Data are securely stored and viewed only by personnel directly involved in the National Cancer Patient Experience Survey, and to ensure against unlawful processing, accidental loss, damage, or destruction.
- 3.3.2. The Supplier must have appropriate compliance with the Data Protection Act 2018. This includes (but is not limited to) having the following in place:
- that the bidding organisation has an active registration with the Information Commissioner's Office and can provide their registration number;
 - that the bidding organisation can demonstrate which appropriate security assurances it has in place (i.e. Data Security and Protection Toolkit, Cyber Essentials, ISO27001:2013 or an equivalent other standard);
 - that the bidding organisation can name their appointed Data Protection Officer, where applicable, and can provide a link to an active and appropriate Privacy Notice on their website; and,
 - that the bidding organisation can list their appropriate policies and procedures in place which ensure ongoing compliance with current data protection legislation.
- 3.3.3. The Supplier will be required to agree to a Data Processing Agreement ("DPA") with NHS England as part of the contract and work with NHS England to provide all the information necessary to complete a Data Protection Impact Assessments ("DPIA"). A template DPA is shared for information only as attachment 'Document 6 - Draft Data Processor Agreement (Appendix 3 to the Form of Tender)', this does not need

to be completed as part of the bidding process but will be agreed within 2 weeks of contract signature.

- 3.3.4. The Supplier will ensure all Personal Data for the NCPES 25-29 contract is held and processed within the UK or EEA at all times. In the event of any Personal Data being transferred to the Supplier from the NCPES 22-25 contract, as part of the Exit Strategy, this must be held and processed only within the UK.
- 3.3.5. The Supplier will work with NHS England to obtain the required survey assurances and approvals. The Supplier will support completion of the Data Alliance Partnership Board application and associated documents including the Data Protection Impact Assessment and Processor Assurance Checklist. Further information about the process can be found at <https://digital.nhs.uk/data-and-information/information-standards/information-standards-and-data-collections-including-extractions>. Please note that on 27 April 2023 data collection for the survey was approved by the Data Alliance Partnership Board. The Data Alliance Partnership Board (DAPB) approves the assurance period for this collection for a period of assurance of 3 years until 30 April 2026.
- 3.3.6. The Supplier will draft the Section 251 application and work with NHS England to submit the application and obtain approval from the Confidentiality Advisory Group. The current form and accompanying guidance can be found at www.hra.nhs.uk/approvals-amendments/what-approvals-do-i-need/confidentiality-advisory-group/. In the event of any changes to the data collection materials or methodology, it is likely that an updated Section 251 application will be required. To support the timely submission of a Section 251 application which covers the pilot, NHS England will be carrying out qualitative engagement with cancer patients to seek their views on alternative methodologies. This information will be available by January 2025 and will be shared with the Supplier. Section 251 support is required before Trusts submit any patient samples to the Supplier.
- 3.3.7. The Supplier will ensure that any access to survey Personal Data is restricted to the minimum necessary information being made available to the minimum number of personnel who have a legitimate and justified need to access this data. All personnel given access to personal data will have undergone training in the law of data protection, in their duty of confidentiality under contract and in the care and handling

of Personal Data. Personal Data, including all information used for selecting and contacting the survey sample, must be stored securely, with encryption, and with restricted access.

- 3.3.8. The Supplier will ensure that Personal Data passed to telephone helpline staff are limited to those items required in order to contact the appropriate respondent and to fulfil the purpose of call, which may require administering the questionnaire over the telephone. Helpline staff will be presented with only one interview record at a time and will not be able to search or access other records. Once the call has been completed (which may include the submission of an online survey on the respondent's behalf) the staff member will not be able to re-access the data.
- 3.3.9. The Supplier will ensure that all correspondence to sampled patients adheres to Fair Processing requirements, clearly and fully explaining how the individual was selected, how their Personal Data has and will be used, how any information they provide via the survey will be used, and if and when they will be contacted again as part of the survey.
- 3.3.10. The Supplier will ensure that all personal identifiable information and data collected through the survey, including self-reported information about long-standing conditions and other demographic data, is stored in line with NHS England requirements.
- 3.3.11. The Supplier will need to transfer any confidential or sensitive data to NHS England using a secure File Transfer System that requires specific login rights. Named recipients of the data for quality assurance of the aggregated reports must be agreed with NHS England in advance of the data transfer.
- 3.3.12. The Supplier will take appropriate actions to ensure that published data cannot be used to identify individuals. The Supplier will work with NHS England to make decisions around data disclosure, considering rules applying to publication of Official Statistics and Disclosure Control Guidance:
<https://analysisfunction.civilservice.gov.uk/wp-content/uploads/2018/03/Guidance-for-tables-produced-from-surveys-4.pdf>.
- 3.3.13. The Supplier, as Data Processor, will ensure that all Personal Data are removed from all the Data Processor's systems once the survey is completed and based upon UK GDPR rules. Electronic copies stored locally on isolated hard drives or servers must

be securely deleted using appropriate electronic shredding software that meets HM Government standards. This must be done at the first available opportunity following publication of the Official Statistics, within a maximum period of twelve (12) months. Evidence of all destruction must be provided to NHS England.

- 3.3.14. The Supplier will be responsible for securely holding the personal information of survey respondents who answer 'Yes' to the question 'Can we contact you in the future to tell you about other surveys or research about your healthcare experiences?', and in line with agreed retention dates, deleting the personal details of those who answer 'No' or request deletion at a later date.
- 3.3.15. NHS England remain Data Controller of the personal information of survey respondents who answer 'Yes' to the question 'Can we contact you in the future to tell you about other surveys or research about your healthcare experiences?'. If external organisations request to use this information for a follow-up survey, they must seek agreement of NHS England, and the Supplier for this contract may be approached to carry out the survey as a data processor on behalf of NHS England. Further surveys or research are out of the scope of the contract and therefore should not be included in costs.
- 3.3.16. The Supplier must support NHS England in processing any Subject Access or similar requests.
- 3.3.17. The Supplier will manage data sharing requests for additional analysis by NHS England or relevant external parties. The Supplier will ensure that a Data Sharing Agreement is in place and that the minimum necessary information is made available for the additional analysis to take place. Please cost for five (5) requests per year. This could be bespoke analysis, for example conducted at an unpublished geographical level, or could be a request to access the record level data.

3.4. DATA COLLECTION MATERIALS

- 3.4.1. People selected for the survey will have, as a minimum, the option of completing the questionnaire by paper, online, or by receiving assistance via the telephone helpline.
- 3.4.2. The Supplier will produce all data collection materials required for the purpose of collecting survey data. The Supplier will design all data collection materials drawing

on social research best-practice. The Supplier will ensure that the survey response rate is maximised by the design and content of the data collection materials, including considering any personalisation and tailoring required to messaging to encourage different audiences to take part. The Supplier will agree the design of all data collection materials with the NHS England project team.

- 3.4.3. The Supplier will use insight from previous reviews of the NCPES questionnaire and cognitive testing, and other existing and/or validated data collection instruments, to inform the design of data collection materials, particularly the questionnaire.
- 3.4.4. The Supplier will be responsible for questionnaire design, including providing question wording and response options, as well as rationale for the recommendations, and for graphic design of the questionnaire.
- 3.4.5. Please cost assuming the questionnaire includes two open-ended questions for each year of NCPES. The Supplier would be required to capture all free text comments (from both paper and online completes). Redaction, anonymisation or cleaning of the comments would not be required. The Supplier would be required to review all comments for safeguarding concerns. In the NCPES 2023, 77,926 comments were received from patients. This is the total number of comments across the two questions asked and the average word count of all comments is 43 words. Of these comments, 64,790 were on paper and required transcription, with an average word count of 39 words for paper comments. See Section 3.10 for detail on the qualitative reporting requirements.
- 3.4.6. The Supplier will ensure that the survey facilitates the analysis of data by way of different demographic variables in order to understand the experiences of different demographic groups. As far as it is relevant to do so, the questionnaire must collect data on the protected characteristics defined in the Equality Act 2010. The Supplier shall include in the publishable survey reporting analysis based upon cancer type and outcomes, ethnicity, deprivation, age, geography, and any additional variables requested by NHS England ahead of publication.
- 3.4.7. The Supplier will ensure that the design and printing of all data collection materials facilitate accurate data collection, data capture and data processing, and that the questionnaire is clear and easy to complete in all formats, with branding that meets

NHS England requirements. Any designed materials may require NHS England corporate communications approval prior to use.

3.4.8. The Supplier will produce the below data collection materials for Year 1 of this Contract. For the questionnaire, covering letters, and accessibility sheet, the 2024 versions will be used as a starting point to maintain trends, though the Supplier can suggest improvements which will not impact the trend series. Copies of the covering letters and accessibility sheet can be found in Appendix 9.4, the questionnaire can be found on the NCPES website: www.ncpes.co.uk/survey-instructions/.

- A paper questionnaire.
- Three covering letters.
- An accessibility sheet.
- A facility for survey recipients to complete the survey online via a unique login or a unique hyperlink.

3.4.9. For the pilot and for subsequent years of NCPES, the Supplier will be responsible for producing the below data collection materials to incorporate any improvements and, where required, to reflect changes to the data collection methodology.

- A paper questionnaire.
- Covering letters.
- An accessibility sheet.
- A facility for survey recipients to complete the survey online via a unique login or a unique hyperlink.
- Any additional materials required. These are dependent on the Supplier methodology but will likely also include covering letters and SMS or email reminders.

3.4.10. The Supplier will seek to maintain the comparability of NCPES data over time as far as possible. However, the Supplier will also recognise that the questionnaire may need to evolve to reflect changing policy needs. The Supplier may also identify weaknesses in the current questionnaire and should suggest improvements to the questionnaire and other data collection materials throughout the Contract. Decisions impacting on data continuity will be made alongside NHS England.

3.4.11. For Years 2, 3, 4 and 5 of NCPES the questionnaire and data collection materials will be reviewed each year. For one of these years, a full review and redevelopment of the questionnaire and other data collection materials should be assumed. For other years, the Supplier should assume changes to 10% of the questionnaire. Cognitive testing will be required for any changes made to the questionnaire; the Supplier should cost for fifteen (15) 30-minute interviews to reflect the proportion of changes. This is a variable cost as if fewer changes are made and/or fewer interviews carried out, the Supplier will be required to amend costs so they are proportionally lower.

3.4.12. For the full review and redevelopment of the data collection materials, the following requirements apply:

- The Supplier will ensure that the data collection materials are as clear as possible and written in plain English, aiming to achieve a Crystal Mark from the Plain English Campaign. At least two rounds of feedback with the Plain English campaign will be required: one before cognitive testing commences and one of the final version of the questionnaire.
- A key requirement will be for the Supplier to conduct engagement with patients and stakeholders to inform the design of data collection materials, to understand how to best engage individuals with the survey and motivate them to take part. This engagement is also key to ensure the questionnaire focuses on delivering actionable insight or policy changes as an outcome of patient feedback.
- At a minimum, the Supplier will engage the following groups in the design of data collection materials (including the questionnaire and other relevant patient-facing materials):
 - The NCPES Advisory Group: As outlined in Section 3.2, the Supplier must take proactive steps to ensure the Advisory Group has the opportunity to consider and provide advice on any significant developments of any aspect of the survey. At a minimum this must include involvement in developing data collection materials and reporting outputs. NHS England can facilitate involving Advisory Group members outside of meetings if required. The Supplier must agree all additional engagement with the Advisory Group with NHS

England in a timely manner to enable appropriate support and management before engagement begins; and

- Primary qualitative research with additional stakeholders and patients: This will include stakeholders within NHS England, and clinical and management leaders working at national, Trust, Cancer Alliance and Integrated Care Boards (“ICB”) level. The Supplier will recruit and lead on engagement with these stakeholders. NHS England will facilitate contact with stakeholders where possible. The Supplier will propose a suitable methodology for engaging stakeholders throughout the material design process.
- The Supplier will undertake cognitive testing of data collection materials based upon a recruitment criterion agreed with NHS England. Please cost the cognitive testing based on thirty (30) 1-hour interviews and including recruitment and reporting costs. This is a variable cost based on the number of interviews and a revised cost would need to be provided if thirty (30) interviews were not carried out. Multiple rounds of cognitive testing will be conducted to allow iterative refinement of the data collection materials, and cognitive testing will include testing of individual questions and of how they function in the context of the full survey. The Supplier will be responsible for recruitment of interviews, providing incentives, and carrying out interviews. Between each round of cognitive testing, the Supplier will analyse findings and share these with NHS England, so that changes to the questionnaire can be agreed between rounds.
- The Supplier will deliver a minimum of two (2) material design workshops with the NHS England project team to discuss recommendations for the questionnaire and other data collection materials.
- The Supplier will share a materials development note bringing together findings from the above engagement and cognitive testing. The note will provide a clear rationale for any updates to the data collection materials.

3.4.13. NHS England will own all relevant intellectual property of the questionnaire and data collection materials.

3.4.14. See Section 3.8 for information on the accessible formats required for data collection.

3.5. COMMUNICATIONS

- 3.5.1. The Supplier will be responsible for updating the communications toolkit and resources annually to align with changes to the survey, but no overall redesign is required. The communication materials are not printed and there will be no cost of printing, distribution and placement for either the Supplier or NHS England. The Supplier will be responsible for uploading communication materials to the NCPES website. Examples of the current materials can be viewed at: www.ncpes.co.uk/promoting-the-survey. The Supplier and NHS England will be responsible for digitally sharing the communication materials with stakeholders to encourage promotion of the survey. Stakeholders, such as NHS Trusts, will be responsible for displaying communication materials.

NHS England are aiming to produce case studies that demonstrate how the NCPES has been used to improve experiences of care. The Supplier should provide optional costings for one (1) video case study and one (1) written case study for publication and dissemination.

3.6. SAMPLING

- 3.6.1. The sample for the survey will continue to include all adult (aged 16 and over) NHS patients, with a confirmed primary diagnosis of cancer, discharged from an NHS trust after an inpatient episode or day case attendance for cancer related treatment in the months of April, May and June that year. The sample will be compiled by individual Trusts from the Patient Administration System.
- 3.6.2. The NCPES has been granted permanent exemption from the National Data Guardian opt-out: <https://digital.nhs.uk/services/national-data-opt-out/programmes-to-which-the-national-data-opt-out-should-not-be-applied>.
- 3.6.3. The Supplier will be responsible for designing opt-out (dissent) posters for Trusts to display. The Supplier will also be responsible for ensuring that opt-out (dissent) posters are shared electronically with Trusts ahead of the survey sampling period and that Trusts are aware of their responsibilities to record opt-outs. Trusts will be required to keep records of those who have opted out ahead of the survey sample being drawn and ensure that those patients are not included in the sample submitted

to the Supplier. The current opt-out (dissent) poster is available on the NCPES website in English and other languages and can be utilised:
www.ncpes.co.uk/survey-instructions/.

- 3.6.4. The Supplier will put a Data Sharing Agreement in place with each participating Trust ahead of the sampling data being transferred to them. NHS England will support production of a template which will be approved by the NHS England Information Governance team, but it will be the responsibility of the Supplier to ensure agreements are signed.
- 3.6.5. The Supplier will be responsible for producing documentation each year to support NHS Trusts in the collation of samples. At a minimum, this will include the below documents. 2024 materials can be utilised and are available on the NCPES website:
www.ncpes.co.uk/survey-instructions/.
- Survey handbook
 - Sampling instructions
 - Declaration form
 - Sampling patient list spreadsheet
- 3.6.6. The Supplier will be responsible for the production and dissemination of this documentation to NHS Trusts. The guidance will be approved by NHS England before it is disseminated on or before the first working day in July of each survey year. Please note that the sampling instructions need to be submitted as part of the Section 251 application.
- 3.6.7. The supplier will run two (2) online workshops for NHS Trust staff to explain the sampling instructions and allow opportunities for questions. Each workshop will last one (1) hour. The content of each workshop will be identical. The Supplier will be responsible for producing slides, presenting at the workshop, providing an opportunity for questions and responding appropriately.
- 3.6.8. The Supplier will collect declaration forms and survey samples from NHS Trusts, sending reminders where necessary to ensure the sample is received on time. The Supplier will also collect information from NHS Trusts to personalise the invitation letters (logo, signatory name, and image of signatory).

- 3.6.9. The Supplier will be responsible for ensuring samples are received and quality assured on time, to enable all Trusts into field by the earliest possible point. The Supplier will be responsible for ensuring there are no errors in the final sample. At a minimum, the Supplier will ensure that all necessary data checks as outlined in the 2024 Sampling Instructions are completed.
- 3.6.10. The Supplier will liaise with NHS Trusts as required to ensure the sample has been drawn accurately and provide support with queries. NHS England can support with sending reminders to NHS Trusts if the Supplier is not able to obtain a response.
- 3.6.11. The Supplier will take steps to improve the sample submission process and quality of sampling data received from Trusts, both to improve the quality of data produced and to provide assurance that patients who do not have cancer are not included in the sample.
- 3.6.12. The Supplier will be required to pilot a data collection methodology which may involve the use of SMS and/or email contact with patients. Currently, mobile number and email address are submitted by NHS Trusts in the NCPES sample, though NHS Trusts are made aware that this information is not currently used to contact patients. Appendix 9.5 includes information on the coverage and quality of these variables. If mobile number or email address information is used for the NCPES methodology in future, the Supplier will be expected to work with NHS Trusts to improve the coverage and quality of these variables to maximise the success of the data collection methodology.
- 3.6.13. The Supplier will not be required to keep a record of the NHS numbers of people who ask to be permanently excluded from the survey. Patients requesting a permanent opt out will be advised to contact the NHS Trust.

3.7. DATA COLLECTION

- 3.7.1. The Supplier will be responsible for printing of all data collection materials, postage out, postage return, set-up and hosting of the online survey, and collection of data from online and paper completes.

3.7.2. The Supplier will arrange for hard copies of the covering letters and questionnaire to be printed and posted out to the full survey sample in line with the proposed methodology and timings agreed with NHS England. For the purposes of costing, assume:

- the questionnaire will be a maximum of twelve (12) A4 pages (i.e. six (6) double side pages);
- each covering letter will be a maximum of two (2) A4 pages (i.e. one (1) double sided page);
- printing for the questionnaire and covering letters will use a minimum of two (2) colours (printing will not be in black and white only);
- printing for the accessibility sheet can be in black and white only;
- postage out will be 2nd class; though if the Supplier can obtain adMail rates this should be used for the purposes of costing and Contract delivery; and
- where a questionnaire is included in a mailing, it will be accompanied by a Freepost return envelope.

3.7.3. The Supplier will host an online survey on the survey website for the duration of fieldwork, which survey recipients can choose to complete.

3.7.4. The Supplier will accurately and electronically record and collate survey responses from paper, online and telephone completes.

3.7.5. The Supplier will be responsible for ensuring respondents are removed at the latest possible date from the sample for the first mailing and all subsequent reminder mailings (removing completes, opt-outs, and patients who are no longer eligible e.g., deceased patients). The Supplier will ensure that any patient requests for removal from the survey sample are actioned within one working day, avoiding any reminders for that survey year being sent wherever possible.

3.7.6. Ahead of each mailing, the Supplier will be responsible for running checks to identify any patients who have passed away and ensure that they are removed from the mailing. The Supplier should cost for covering any cost incurred for these checks. The timings for these checks will be agreed with NHS England. The burden for running deceased checks must not be on NHS Trusts.

- 3.7.7. The current data collection methodology will be used for Year 1 of the contract (running alongside a pilot which we anticipate taking place in Year 1). The methodology for subsequent years is dependent on the outcome of the pilot. Currently, mailing 1 (week 1) includes a letter with online survey details, paper questionnaire, and accessibility sheet. Mailing 2 (week 4) includes a letter with online survey details. Mailing 3 (week 8) includes a letter with online survey details, paper questionnaire, and accessibility sheet. Fieldwork closes after 12 weeks. The survey is usually paused from around the end of the first full week in December and resumes in early January. If it is not possible for a Trust to align with these fieldwork timings (for example, if their initial sample is not signed off on time), a different timeline of data collection may be required for that Trust. This scenario is unlikely and would only be required for a minority of Trusts.
- 3.7.8. For continuity and comparability with previous years, Suppliers are expected to replicate existing fieldwork timetables unless this is not logistically feasible, or unless an alternative approach is believed to be compelling and agreed by NHS England.
- 3.7.9. NHS England are interested in updating the data collection methodology to encourage online completion and/or maximise response rate. This may involve using SMS reminders whilst continuing to provide paper to minimise bias. NHS England are currently exploring how to improve the coverage of mobile numbers.
- 3.7.10. The Supplier will be required to design an updated data collection methodology and pilot this; we anticipate this taking place in Year 1 of this Contract unless the Supplier provides a rationale for alternative timescales. The Supplier will be required to evaluate the success of the updated methodology, at a minimum considering impact on response rate, online completion, non-response bias, responses to NCPES, cost-effectiveness and any other logistical impacts.
- 3.7.11. It is anticipated that the survey's updated methodology will be mixed mode and push-to-web – providing participants the option of completing on paper or online (in the form of an online survey link) and may also include SMS or email reminders. This method is proposed to minimise selection bias and ensure a key part of the population are not excluded. Based on the evidence we currently have, NHS England expect that any methodology would provide participants the option of completing on paper or online, unless any clear evidence can be provided or collected to show that

removing a paper component will not have an impact on overall survey response rate, inclusivity, representativeness, or the quality of the survey data. However, Suppliers will be encouraged to suggest methodologies which increases online completion, without impacting non-response bias or response rate, and increase the likelihood of achieving representation and inclusivity; these must be evidenced.

- 3.7.12. If the pilot is successful, NHS England anticipate implementing the updated survey methodology and the implementation timings will be agreed between the Supplier and NHS England. The Supplier will be responsible for implementing the updated survey methodology.
- 3.7.13. If SMS or email reminders are included in the Supplier methodology, the Supplier will be responsible for sending SMS or email reminders to the timings agreed with NHS England.

3.8. SUPPORT FOR SURVEY RECIPIENTS

- 3.8.1. The Supplier will host and manage an email inbox for the duration of the contract. The Supplier will respond to any queries received from members of the public, clinicians, or other non-project team stakeholders in a timely manner, with initial responses sent within two (2) working days. The Supplier will seek additional information from NHS England as required in a timely manner. The Supplier will maintain a log of queries and responses and will share this on request. The Supplier will notify NHS England of any non-routine queries in the weekly project meeting.
- 3.8.2. The Supplier will provide a dedicated Freephone helpline and inbox during the fieldwork period for survey recipients. Details regarding helpline services, staffing, opening times and reporting will be agreed with NHS England, but the Freephone helpline is expected to be available to survey recipients, as a minimum, Monday to Friday 9am – 5pm, and an opportunity to leave a voicemail message at other times. A trained member of staff will deal with the query within one (1) working day of the message being left. Details of past call and email volumes are detailed in Appendix 9.2.
- 3.8.3. The Supplier will be responsible for managing all contact they receive from recipients of the survey in a timely manner, with initial responses within two (2) working days and final responses as soon as possible thereafter. The Supplier will seek advice

from a nominated NHS England contact in respect of issues that they are initially unable to respond to. All queries and responses will be logged, and NHS England will be notified of the content of any non-routine queries.

3.8.4. The Supplier will ensure that the helpline delivers the following requirements:

- a single helpdesk call number is provided;
- the helpdesk number is free (the Supplier should cost for providing a Freephone to ensure there is no charge to participants);
- a single email contact address to enable call back from the helpline is provided;
- a helpdesk management tool is in place to allow the recording and capture of incident data;
- the helpdesk management tool allows the recording of free text notes about an incident;
- the helpdesk management tool facilitates the production of reports on call volumes and topics;
- the helpdesk management tool retains all closed incident data; and
- the helpdesk management tool enables all management report information to be retained for the lifetime of the contract.

3.8.5. The Supplier will share a summary of call volumes and topics recorded by the helpline at the end of fieldwork. The Supplier will include recommendations for any changes to the survey process or materials based on the feedback received from participants via the helpline. For example, this may include updates to FAQs, data collection materials, or helpline processes.

3.8.6. The helpline and helpline staff will be based in the UK or EEA unless agreed otherwise with NHS England and staffed by people able to respond to general queries about the NCPES, including how and why survey recipients should respond.

3.8.7. Helpline staff will also be available to assist survey recipients in completing the questionnaire including by completing the survey online by transcribing their responses on their behalf.

3.8.8. All relevant precautions shall be made to protect the confidential information of respondents calling the helpline. Helpline staff, including those assisting by

transcribing survey responses online, will receive appropriate training in order to assure that respondent confidentiality is protected and that UK GDPR and the Data Protection Act 2018 is not breached. We also expect that any helpline staff would receive training on how to deal with sensitive calls appropriately. Helpline staff would not be expected to provide any clinical advice but would be expected to be able to signpost callers to additional support if required or escalate to NHS England (as per agreed communication and safeguarding protocols).

- 3.8.9. The Supplier shall ensure online survey functionality will include the ability to adjust the colour contrast and make the font size larger, and the interface will be device agnostic.
- 3.8.10. The Supplier shall note people selected for the survey will be able to request a copy of the questionnaire and covering letter in large print or Braille format. The Supplier will be responsible for providing these formats when requested. The Supplier will ensure that alternative versions of the questionnaire are made available within two (2) working days (where alternative versions need to be posted, these should be posted within two working days) upon request, and that access to these alternative versions is made as easy as possible for the people in question. Information on the volumes requested in the current contract can be found in Appendix 9.2.
- 3.8.11. The Supplier will make helpline support available in each of the twenty-two (22) languages listed in 3.8.12 as a minimum, including telephone completion of questionnaires on the respondent's behalf. Foreign language helpline calls may be answered by a voicemail message, with trained translators/interpreters responding to each message within forty-eight (48) hours of the message being left. The Supplier will be responsible for ensuring the language helpline is accessible and that the initial contact to the language helpline is in each non-English language, unless the Supplier can provide evidence of an alternative approach that will mitigate any barriers for non-English speakers.

Additionally, the Supplier will continue to maintain and update the supporting online information for the fourteen (14) languages highlighted in bold below. An example of the supporting information can be found at: <https://www.ncpes.co.uk/tomar-la-encuesta-online/>. NHS England do not anticipate making changes to the existing content, but

minor updates will be required for accuracy in the event of a change of Supplier (for example, to update the Freephone number).

1. **Arabic**
2. **Bengali**
3. Chinese (Cantonese)
4. **Chinese (Mandarin)**
5. English
6. **French**
7. **Gujarati**
8. Hindi
9. **Italian**
10. Kurdish
11. Persian
12. **Polish**
13. **Portuguese**
14. **Punjabi**
15. **Romanian**
16. Russian
17. **Spanish**
18. Somali
19. **Tamil**
20. Thai
21. **Turkish**
22. **Urdu**

3.8.12. The Supplier will continue to make the questionnaire available online in the following languages as a minimum. The translations will be provided to the Supplier by NHS England for the 2024 questionnaire and Suppliers should therefore not cost for these translations.

1. Bengali
2. Polish
3. Punjabi

- 3.8.13. The Supplier should cost for translating the online questionnaire into the above three (3) languages, and the questionnaire and FAQs into four (4) additional languages which will be agreed with NHS England, to take place at the point of the full redevelopment of the questionnaire.
- 3.8.14. The Supplier will implement a safeguarding protocol that will be agreed with NHS England Safeguarding team. The Supplier will ensure that adequate support is provided for people who are distressed by receiving the survey and that appropriate safeguarding measures are in place where an individual may be at risk of harm or the victim of a crime (this may include breaking confidentiality to escalate the safeguarding concern to the appropriate authority).
- 3.8.15. The Supplier will ensure that telephone, email, and postal contact details for queries are provided on the NCPES website.
- 3.8.16. The Supplier will suggest any further appropriate services that can maximise the inclusivity of the survey.

3.9. DATA PROCESSING AND QUALITY ASSURANCE

- 3.9.1. The NCPES is an Official Statistic and statistical practice is regulated by the Office for Statistics Regulation (OSR). OSR sets the standards of trustworthiness, quality, and value in the Code of Practice for Statistics that all producers of Official Statistics should adhere to. This means that the handling of data and publishing of results are subject to access restrictions set in legislation and that changes to survey methodology and reporting may require consultation with stakeholders to ensure they meet their needs.
- 3.9.2. The Supplier will be responsible for maintaining the Official Statistic status of NCPES and adhering to the Code of Practice for Statistics from the start of the contract. The Code of Practice for Statistics can be found here: <https://www.statisticsauthority.gov.uk/code-of-practice>. The Supplier is expected to report any instances of non-compliance to NHS England within two (2) working days of the non-compliance issue being discovered.
- 3.9.3. The Supplier will take steps to minimise error in the processing and collation of the paper questionnaire responses into a standard electronic format and in the further

data cleaning and manipulation of respondent-level data to achieve final datasets. Data cleaning and manipulation will be in line with the data cleaning guidance and data analysis plan, also produced by the Supplier and agreed by NHS England.

3.9.4. The Supplier will deliver the cleaned data sets to NHS England as soon as possible after the close of fieldwork to allow for qualitative insight to be delivered alongside the quantitative data publication. These datasets are:

- One dataset containing the current year of data, along with free text variables, any sample information requested by NHS England, and the mode of survey completion (paper, online or telephone).
- One dataset containing data for all comparative years, with no free text variables.

3.9.5. The Supplier will produce the required reporting outputs in line with the data analysis plan, which will incorporate weighting, case-mix adjustment, application of statistical disclosure control and measurements of uncertainty.

3.9.6. The Supplier will be responsible for quality assurance of the data and reporting outputs, including documenting steps taken in the production of the data and outputs, and responding flexibly to any findings from the quality assurance process (such as implementing corrections). The supplier will share proof of any relevant accreditation it details within its bid, such as ISO 9001 Quality Management System as an example.

3.9.7. The Supplier will designate at least one senior analytical member of staff to work closely with NHS England to quality assure the data and survey results. The Supplier must ensure that sufficient resource is in place across the team to fulfil quality assurance requirements.

3.9.8. The Supplier will produce a quality assurance strategy. The Supplier will take steps to improve the quality assurance strategy throughout the contract, such as implementing additional quality assurance processes based on learnings or errors identified through delivery. The quality assurance strategy will be approved by NHS England.

3.9.9. The Supplier will provide NHS England with information on the quality assurance that has been completed on each version of the reporting outputs, for example through the use of shared quality assurance logs between NHS England and the Supplier.

3.10. DATA OUTPUTS

3.10.1. The Supplier will publish data as soon as feasible after the conclusion of fieldwork, taking steps throughout the contract to reduce the time lag between the conclusion of fieldwork and publication. The quantitative data shall be published, and qualitative Trust workbooks shared with Trusts, by the latest of July of each survey year unless otherwise stated by NHS England.

3.10.2. The Supplier will be required to produce the below suite of data outputs. The Supplier can utilise existing 2024 templates for these data outputs; these are available on the NCPES website: www.ncpes.co.uk/latest-results/. More information about the Exit Strategy relating to these outputs can be found in Appendix 9.3.

- A national report;
- Individual NHS Trust reports;
- Individual ICB reports;
- Individual Cancer Alliance reports;
- Excel tables at national, NHS Trust, ICB and Cancer Alliance level;
- Long format data tables;
- National infographic (single and social media assets of each question);
- Infographic template;
- Interactive dashboard;
- Free text qualitative workbooks; and,
- Technical document.

3.10.3. Suppliers will be required to change the number of reports produced during the contract should Trusts/ICBs/Cancer Alliances merge or separate. Any changes to report numbers will be agreed with NHS England.

3.10.4. The Supplier will be expected to update the NCPES interactive dashboard each year to coincide with the publication of other data outputs: www.ncpes.co.uk/interactive-results/. The dataset and HTML/CSS code that determines the “look and feel” of the

interactive tool will be shared with the Supplier. However, the Supplier for this Contract will be required to develop or use existing code which drives the functionality of the dashboard. In the event that the Supplier develops code for this Contract, NHS England will own the Intellectual Property for this code. Information about the Exit Strategy in relation to the existing dashboard can be found in Appendix 9.3.

- 3.10.5. The free text qualitative workbooks will be produced by the Supplier. An individual workbook will be produced and shared with each NHS Trust. The workbook will provide Trusts with the qualitative data for their Trust organised into key topics/categories using explicit language. A semantic analysis is anticipated to deliver this using machine learning methods/text mining algorithms to automate the analysis due to volume of data. The Excel workbook will be designed to aid Trusts in sampling and exploring the qualitative data further. The intention is not to quantify the qualitative data collected in the free text survey questions.
- 3.10.6. Each year, a degree of review and refinement of the outputs will be required, and the Supplier will be responsible for these updates. Suggestions to improve the outputs may be made by NHS England or other stakeholders, and the Supplier will also be required to identify and suggest improvements. Each year, the Supplier will also update the quantitative data outputs to incorporate an additional year of data. The Supplier will consider how best to represent trends following any additional years of data or changes to the data collection methodology and will recommend an approach to NHS England for consideration and agreement.
- 3.10.7. NHS England are planning to engage stakeholders to request feedback on the current suite of NCPES outputs. Following this engagement, the Supplier may be required to undertake more extensive redevelopment of the outputs. Costs for a full review of the outputs should not be included in the costs for this Contract as the scope of the work is dependent on the outcome of the planned engagement.
- 3.10.8. All outputs produced by the Supplier must be accessible, impactful, easy to understand, and ready for the agreed publication date. The Supplier must aim to produce outputs which adhere to the relevant accessibility standards and NHS style and content guides as agreed with NHS England.

3.10.9. The Supplier will be responsible for all data cleaning, structuring for data analysis, and carrying out all analysis required to produce the above outputs.

3.10.10. Please note that NHS England also produce the below outputs, which are outside the scope of this contract and do not need to be included in Supplier costs.

- Easy read reports;
- National qualitative thematic reports; and,
- Response rate analysis at national and NHS Trust level.

3.10.11. An online webinar will be held after publication each year. It is typically two (2) to three (3) hours. The aim is to share the survey results with stakeholders, including NHS Trusts, Cancer Alliances, ICBs and cancer charities.

The Supplier will be responsible for:

- Chairing the online webinar and facilitating discussions;
- Presenting the NCPES results during the webinar, ensuring that the Supplier team in attendance at the webinar are present to fulfil the role of presenting or answering questions;
- Inviting NHS Trusts to the webinar by sharing an email invite and sign-up link; and,
- Supporting NHS England to agree the webinar agenda.

NHS England will be responsible for:

- Presenting at the webinar and agreeing input with any internal speakers (such as the National Cancer Programme);
- Signing off the webinar agenda; and,
- Publicising the webinar to encourage sign-up.

3.10.12. Each year, the Supplier will provide NHS England with an analysis of questionnaire performance which considers ceiling effects, floor effects, number of neutral responses, don't know / can't remember responses, not applicable responses, and missing responses.

3.10.13. The Supplier will not be required to print any reporting outputs for dissemination.

3.11. NATIONAL CANCER PATIENT EXPERIENCE SURVEY WEBSITE

- 3.11.1. The current website will be made available to the Supplier, which includes the transfer of the ownership of the domain name and transfer of web hosting. The website hosting and maintenance is sub-contracted to a website agency; this contract can be transferred to the Supplier, or the Supplier can arrange their own hosting and maintenance.
- 3.11.2. Throughout the duration of the contract, the Supplier will be fully responsible for the hosting, management, maintenance and updating of the NCPES website. This will include as a minimum the publication of survey materials and outputs, provision of facilities for online survey completion, provision of support for survey recipients including FAQs and alternative questionnaire formats. The website should also contain an archive of previous survey outputs and materials. The Supplier will be required to provide analytics to NHS England on website usage, such as number of page views and document downloads. Website analytics for the current NCPES website are included in Appendix 9.6.
- 3.11.3. The Supplier will ensure that the website includes information for survey recipients on the nature of the survey, its history and uses, and a list of frequently asked questions and responses, to be agreed with NHS England. Questions to be addressed include why we run the survey, how to complete the survey, how to access alternative versions of the survey, where and how the results can be accessed, what happens with the results, and what happens to the personal data of patients in the sample. All Fair Processing requirements will be complied with.
- 3.11.4. The current NCPES website is compliant with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018: www.ncpes.co.uk/accessibility/. The Supplier will be expected to maintain this compliance when making any updates to the website.
- 3.11.5. In future, the Supplier may be required to revise the website in future in accordance with Government Digital Service guidelines. This will involve working with NHS England to obtain the relevant approvals and meet the relevant guidelines. The Supplier may be required in future to work with NHS England to redesign the appearance of the website in accordance with NHS England branding guidelines. In

addition, NHS England may wish to migrate the website to an NHS-owned web domain. The Supplier will work with NHS England to manage these processes if they are required. The Supplier should not provide a cost for these elements as, if required, these would be outside the scope of this contract.

3.11.6. The Supplier shall maintain an open source website which must be transferred to NHS England at the end of the contract. All relevant intellectual property required to maintain the main website will be provided and will be owned by NHS England. The Supplier will work with NHS England to manage the process of transferring the website at the end of the contract in accordance with the Exit Strategy.

3.12. REQUIREMENTS TO MEET STRATEGIC OBJECTIVES

3.12.1. It is imperative that the Supplier works with NHS England to develop a survey that will lead to the achievement of NHS England's strategic objectives over the course of the contract. Responses to the tender must include a plan for fulfilling these objectives through both continual improvement throughout the contract and the proposed redevelopment, and how they will be implemented across the contract.

3.12.2. The three strategic objectives are (i) data quality, (ii) cost savings, and (iii) impact.

1) Data quality:

To deliver data which is high-quality, accurate, reliable, and valued by stakeholders, the Supplier shall embed the following principles in the survey.

- **Representativeness:** The survey respondents should be as representative as possible of the sampling frame of cancer patients. This may be achieved through the data collection methodology and reporting;
- **Inclusivity:** The Supplier will strive to incorporate accessibility and inclusivity into the survey design. This may be achieved through providing support for participants or through other methods to encourage response from underrepresented demographic groups and cancer types; and
- **Response:** The Supplier will take steps to maintain and, where possible, increase the response rate of NCPES. This may include focusing on improving response rate of demographic and cancer type groups where non-response is more prevalent.

2) Cost savings:

The Supplier will take steps to increase the proportion of respondents completing the survey online, thereby making savings in printing and postage costs, while using an approach that minimises any impact on data quality. The Supplier will also consider if there are any other changes to the survey that could lead to a reduction in running costs.

3) Impact:

Through the redevelopment of NCPES and engagement with stakeholders and cancer patients, the Supplier will ensure that the questionnaire and data outputs are designed to increase the impact of NCPES data among its different audiences.

3.13. SOCIAL VALUE

3.13.1. The Supplier will deliver social value as part of this contract, in line with the Social Value Model: <https://www.gov.uk/government/publications/procurement-policy-note-0620-taking-account-of-social-value-in-the-award-of-central-government-contracts>.

The Supplier will be evaluated against technical questions relating to 'Tackling economic inequity' and 'Fighting climate change'

3.13.2. The Supplier will be required to comply with the with the NHS England roadmap to achieve net zero: <https://www.england.nhs.uk/greenernhs/get-involved/suppliers/>. In line with the requirement implemented in April 2024: the Supplier will be required to publish a Carbon Reduction Plan for their UK Scope 1 and 2 emissions and a subset of Scope 3 emissions as a minimum (aligning with PPN 06/21). From April 2027: the Supplier will be required to publicly report targets, emissions and publish a Carbon Reduction Plan for global emissions aligned to the NHS net zero target, for all of their Scope 1, 2 and 3 emissions. From April 2028: New requirements will be introduced overseeing the provision of carbon foot printing for individual products supplied to the NHS. The NHS will work with the Supplier and regulators to determine the scope and methodology.

3.14. SKILLS AND KNOWLEDGE TRANSFER, AND EXIT STRATEGY

- 3.14.1. The Supplier will be transparent and open when new knowledge arising from the survey suggests beneficial innovation in the delivery of cancer care and treatment in general and will proactively share such knowledge with NHS England.
- 3.14.2. The Supplier will establish and share with NHS England an Exit Strategy to protect the continuity of the National Cancer Patient Experience Survey beyond the agreed contract. This will be updated annually and will detail all aspects of Supplier handover and safeguarding of current survey methodological processes through a change of Supplier. The initial Exit Strategy will be provided to NHS England and approved subject to acceptance, within six (6) months of the Commencement Date. In the event of a change of Supplier, the Supplier for this contract will be required to cooperate with NHS England to implement the Exit Strategy.
- 3.14.3. The Supplier will, upon the conclusion of the contract, transfer all relevant information and facilities to NHS England and/or a change of Supplier including:
- a detailed, complete technical report covering the NCPES methodology including specification of any further work required to complete the service (had the contract not been terminated), including relevant strategic improvement plans;
 - all intellectual property and other facilities of the website belonging to NHS England, such that it can be hosted by an alternative Supplier without loss of content or functionality, as well as any other relevant facilities owed, including helpline Freephone numbers;
 - all intellectual property of data collection materials, including the questionnaire;
 - service performance delivery statistics, including visits to the website, pages viewed, average session duration, documents downloaded;
 - a detailed survey timetable, up-to-date and completed risk register and any project review notes;
 - a written document summarising learnings from delivering this contract;
 - details of the sampling methodology (where full detail is not in technical report);
 - national response rates broken down by online and paper (used to determine sample sizes for the next survey);

- documents detailing outcomes of questionnaire development, questionnaire performance, and cognitive testing and decisions taken as a result;
- copies of all survey materials for most recent contract;
- weighting and/or case-mix adjustment schemes and reasons for decisions taken (where full detail is not in technical report); and
- all reporting outputs and underlying coding scripts.

3.14.4. To transfer skills to NHS England staff, the Supplier will work closely with staff within NHS England such that there is a consistent skills and knowledge transfer to enhance in-house capability in the following areas: operational running of large-scale national surveys, survey sampling, quantitative survey methods, including innovative digital research techniques, questionnaire design, question testing, stakeholder engagement, information governance, data collection, data processing, website construction and management.

4. TIMESCALES AND IMPLEMENTATION

- 4.1.1. NHS England is looking to award a contract for sixty-nine (69) months: 1 January 2025 – 1 September 2030. This contract length is designed to allow for delivery of five (5) cycles of NCPES and includes the delivery of results following the final cycle.
- 4.1.2. The 2025-2029 contract will commence in January 2025. This will overlap with the existing 2022-2025 contract which will terminate in September 2025 at the close of the 2024 survey.
- 4.1.3. An indicative timetable for certain key dates in fieldwork and data delivery for the contract are detailed below for Year 1 of the survey. A detailed timetable will be agreed between the Supplier and NHS England on appointment.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Contract mobilisation																				
Section 251 submission Approval required before sample submission can begin																				
Methodology pilot Agreement of pilot methodology																				
Sampling period During these months patients are eligible to be sampled, therefore Trusts must display dissent posters																				
Sample sign-off NHS Trusts prepare sample list and send to Supplier for quality assurance and sign-off. Submission typically																				

5. ROLES AND RESPONSIBILITIES

NHS ENGLAND RESPONSIBILITIES

- comments on all draft materials;
- sign-off of all final materials;
- coordination in the organisation of meetings, as required;
- monitoring progress against agreed milestones and help troubleshoot any arising issues; and,
- collaboratively produce a quality assurance strategy with the Supplier and provide final approval.

SUPPLIER RESPONSIBILITIES

- attendance at meetings with NHS England as and when required;
- provision of clear quality assurance information on all aspects of the programme to project meetings or as required by NHS England on a monthly basis;
- provision of clear quality assurance processes for delivery, with sufficient resource to provide quality assurance and respond flexibly to any findings from the quality assurance process (such as implementing corrections);
- collaboratively produce a quality assurance strategy and logs with NHS England;
- provision of high quality statistical, research and logistical resources and capacities to collate the survey sample, organise fieldwork, use specialist software to analyse and deliver data for the national survey;
- compliance with the Code of Practice for statistics;
- ensure sufficient internal quality assurance processes in the production of the survey data and results, including those derived from statistical models.
- provision of timely and on-going evaluation information related to the programme to project meetings or as required by NHS England on a weekly basis;
- direct communication and coordination with participants and stakeholders as and when required; and,
- contribute to discussion on the development of the survey and its delivery, including providing feedback on lessons learned and how the survey could be improved in the future within the available resources.

6. CONTRACT MANAGEMENT AND MONITORING

6.1. MANAGEMENT INFORMATION AND GOVERNANCE

6.1.1. The programme governance will drive the programme forward and enable the delivery of benefits and outcomes by ensuring that there is:

- timely decision making, addressing and controlling change;
- due process and sufficient evidence of review and challenge of decisions;
- appropriate evidence and ‘audit trail’ for key decisions;
- where appropriate, an organisation-wide view;
- strategic steer on the future direction and running of the programme;
- problem solving and relationship management;
- assurance meetings and KPI monitoring;
- design and implementation of the programme governance strategies and supporting the SRO in implementation and control;
- reports in consultation with the team for the approval of the SRO in a concise and transferable format; and
- highlights key risks and issues, actions for escalation.

6.1.2. Governance routes report through the Nursing Directorate governance arrangements as defined by NHS England. The survey is also supported by the Cancer Patient Experience Survey Advisory Group (CPESAG).

6.1.3. NHS England and the Supplier will fulfil the below roles and functions to ensure strong programme governance and reporting. The Supplier and NHS England will be required to identify named individuals for Table 6.1 at the stage of Contract Award.

Table 6.1. Management Levels for Governance, Escalation and Dispute

Level	NHS England	Supplier
Responsible officer to act as contract manager		
Overall project manager for NCPES and day-to-day contact		

At least one professional analyst with the responsibility of quality assuring survey data and producing Official Statistics		
1 st contact for Escalation or Dispute		
2 nd contact for Escalation or Dispute		
3 rd contact for Escalation or Dispute, and individual with overall accountability and responsibility for the design, approval of and compliance of the programme and its documentation (Senior Responsible Officer (SRO))		

6.2. PROGRAMME REPORTING AND MEETINGS

6.2.1. The Supplier shall ensure relevant Key Stakeholders from their organisation attend programme meetings. Date and times to be agreed with the Supplier following contract award and Contract Kick Off Meeting. Table 6.2 summarises the anticipated dates for Year 1 of the Contract.

Table 6.2. Year 1 Returns

Meeting	Period	Month of report submission and meeting date
Monthly	January 2025	February 2025
Monthly	February 2025	March 2025
Quarterly (Quarter 1)	January, February, March 2025	April 2025
Monthly	April 2025	May 2025
Monthly	May 2025	June 2025
Quarterly (Quarter 2)	April, May, June 2025	July 2025
Monthly	July 2025	August 2025
Monthly	August 2025	September 2025
Quarterly (Quarter 3)	July, August, September 2025	October 2025
Monthly	October 2025	November 2025
Monthly	November 2025	December 2025
Annual	January to December 2025	January 2026

6.3. MONTHLY PROGRAMME REPORTING AND MEETINGS

6.3.1. Programme Reporting will be completed via a monthly KPI report. Programme Assurance Meetings with the NHS England team will occur at least monthly; meetings will take place online and be scheduled for 30 minutes.

6.3.2. Programme Reporting will include KPIs as outlined in Table 6.3 plus the following elements:

- communicating planned activities versus actual achievements, critical risks and issues, and statistical summary information on tasks, budget, and plan;
- achievements, successes, and benefits;
- providing control to monitor and measure change and performance;
- early discussion and communication of problems, issues, or need for help;
- potential changes to time, cost, or scope of deliverables;
- current resource position with recommendations for decision / approval; and
- reports should look forwards as well as reporting what has happened.

6.4. QUARTERLY PROGRAMME REPORTING AND MEETINGS

6.4.1. The Supplier will hold quarterly Contract Review meetings with NHS England representatives. The meetings will take place online and will be expected to last for two (2) hours unless otherwise agreed with NHS England. The meetings will be used to discuss issues and developments and to agree on any changes to any aspects of the survey. When a quarterly meeting takes place, it will replace the monthly meeting of that month.

6.4.2. For the duration of the contract, the Supplier shall produce for the formal quarterly Contract Review meetings as a minimum the following information:

- a Highlight Report that tracks performance against key performance indicators;
- quarterly KPI returns on a template as agreed by the NHS England;
- a risk register; and
- a finance report.

6.4.3. Quarterly returns are to be submitted ten (10) working days after each preceding quarter.

6.5. ANNUAL REPORTING AND MEETINGS

- 6.5.1. The Supplier shall note Annual Review Meetings will take place every January after a 12-month delivery period. The format for Annual Review Meetings will be in the same format as quarterly meetings. The Annual Review Meeting will replace the Quarterly meeting of that Quarter. Annual report to be provided by the deadline proposed in the table above for Quarter 4; i.e. tenth working day in January.
- 6.5.2. Reports from Year Two onwards shall include year on year comparisons for each respective quarter and include trends.
- 6.5.3. The Supplier shall provide relevant insurance certificates to NHS England annually as and when the Supplier's insurance are renewed for the following:
- i. Employers Liability;
 - ii. Public Liability; and
 - iii. Professional Indemnity or other relevant insurance.
- 6.5.4. The Annual Review Meeting will also be used to share any learnings regarding survey delivery with NHS England. For example, general recommendations for improvements, efficiencies, or different ways of working with NHS England. The Supplier shall make recommendations for subsequent survey years. The Supplier must develop and maintain a log of lessons throughout the Contract. The Supplier must share a written document summarising final learnings at the end of the Contract.

6.6. PERFORMANCE AND MEASUREMENT

- 6.6.1. The Supplier shall monitor the quality of the service provision to ensure NHS England satisfaction in accordance with the key performance indicators ("KPIs") outlined in Table 6.3.
- 6.6.2. The Supplier shall note that areas of underperformance and where KPIs are not met may lead to a performance review. The NHS England project board will determine any action to be taken. For example, quarterly/monthly payments due to the Supplier may be withheld until improvements on KPI has been shown. A formal Improvement Notice may be issued by the Authority and the Supplier will be required to submit an

Action Plan demonstrating how improvements shall be made to address performance issues. Release of withheld payments will be linked to the satisfactory completion of agreed timescales and targets in the Plan as agreed by the Authority.

- 6.6.3. The KPIs will be reviewed by NHS England and the Supplier throughout the contract to ensure they remain fit for purpose. Variations can be made to the KPIs if required and mutually agreed by the Supplier and NHS England.

Table 6.3. Key Performance Indicators

KPI	Description of KPI	Measurement	KPI Tolerances	Action
KPI 1	Production of project timetable and completion of timetabled tasks to the deadlines agreed. Updates can be made to timetable tasks throughout the year if agreed with NHS England. Delays agreed with or due to NHS England will not be counted as missing deadlines.	Quarterly target. Measured monthly.	Over 95% of deadlines met.	Issue raised and escalated; NHS England project board will determine any action.
KPI 2	The Supplier will respond promptly to queries from the NHS England project team and other stakeholders. For NHSE: initial responses sent within 24 hours, either with a resolution, or for more complex queries providing a timeframe for resolution (with more complex queries expected to be resolved within two (2) weeks). For other stakeholders: initial responses within two (2) working days and final responses as soon as possible thereafter.	Quarterly target. Ongoing measurement.	100%.	Issue raised and escalated; NHS England project board will determine any action.
KPI 3	That there are no data security breaches or breaches to UK GDPR or Data Protection Act principles. Any breaches will be reported to NHS England within 24 hours of the breach occurring.	Quarterly target. Measured throughout the year.	100%.	Issue raised and escalated; NHS England project board will

KPI	Description of KPI	Measurement	KPI Tolerances	Action
KPI 4	That all accessibility options and helpline support requirements detailed in this Specification are offered to all of the survey sample from the opening of fieldwork.	Quarterly target. Measured throughout survey set-up and fieldwork period; communications report to be shared with information on accessibility options, and volumes and topics of helpdesk queries; percentage of time against the agreed contract that the support desk is staffed.	That ahead of fieldwork all of the accessibility options and helpline support required are available from the start of fieldwork of the survey and continue to be offered throughout fieldwork.	determine any action. Issue raised and escalated; NHS England project board will determine any action.
KPI 5	To publish the survey data following all Official Statistics rules in July each year (unless another date is agreed with NHS England). Any instances of non-compliance to with the Code of Practice should	Annual target. Measured after survey publication, with progress reviewed	That the survey is published on the agreed date and obtains Official Statistic	Issue raised and escalated; NHS England project board will

KPI	Description of KPI	Measurement	KPI Tolerances	Action
	be reported to NHS England within two (2) working days.	throughout the survey reporting stage.	status. That issues of non-compliance are reporting within two (2) working days.	determine any action.
KPI 6	That data and outputs (such as the questionnaire and reporting outputs) delivered to NHS England are high-quality, accurate and reliable, through the completion of the shared quality assurance log for each output delivered. The outputs and quality assurance log will be agreed between the Supplier and NHS England.	Quarterly target. Measured monthly.	100% of outputs delivered with completed quality assurance log.	Issue raised and escalated; NHS England project board will determine any action.

7. CONTRACT TERM

- 7.1.1. The Contract term is sixty-nine (69) months from the Commencement date. The estimated Contract end date is 1 September 2030.
- 7.1.2. We intend for the contract to run for the whole term, but it shall be noted that a Termination Clause has been included in the Terms and Conditions.

8. BUDGET

- 8.1.1. The maximum budget for this contract is [REDACTED] excluding VAT. The Supplier will be excluded from further evaluation if the maximum budget is exceeded.
- 8.1.2. Payments will be based upon a payment schedule, with payments provided at the point of key milestones and deliverables being completed. The exact schedule and timings will be agreed between the Supplier and NHS England, but it is anticipated that five (5) payments will be made per cycle of NCPES. The anticipated invoicing schedule for Year 1 is outlined below as an example:
- Invoice 1 – Milestone of Section 251 & set-up (activity delivered in the period of Jan-March 2025)
 - Invoice 2 – Milestone of sample period (activity delivered April-June 2025)
 - Invoice 3 – Milestone of sampling (activity delivered Aug-September 2025)
 - Invoice 4 – Milestone of fieldwork (Activity delivered Oct 2025-Jan 2026)
 - Invoice 5 – Milestone of reporting (Activity delivered Feb-June 2026)
- 8.1.3. The assigned Supplier team will be based at its own premises (the base location) and NHS England will not be responsible for any expenses incurred. NHS England will not be responsible for the cost of any materials produced by the team at the Supplier's premises.

8.2. PRICING MODEL

- 8.2.1. Ahead of each survey year, including Year 1, suppliers will calculate estimates of required fieldwork volumes and costs, using the data from the most recent survey. The volume and cost will be agreed with NHS England before the survey starts each year.
- 8.2.2. At the end of each survey fieldwork period, reconciliation will take place if required. If fieldwork costs are higher than estimated, NHS England will provide additional funding to the Supplier with no cap applied. If fieldwork costs are lower than estimated, the Supplier will return funding to NHS England with no cap applied.
- 8.2.3. Suppliers must not apply any mark-up to postage costs; postage costs must be passed through directly to NHS England. For transparency, if requested the Supplier must be able to evidence to NHS England that no mark-up has been applied to the costs and will be expected to provide this at the level of cost per unit.

- 8.2.4. In the event of any future decision to alter the survey approach from those defined in the Statement of Requirements, for example a change in methodology to encourage online completion, the Supplier will agree with NHS England the revised specification for the following survey year. The scope and cost of the revised survey will be agreed with NHS England via a contract amendment prior to commencement. The funding model will continue to work in the same way, with all fieldwork costs directly passed through to NHS England with no mark-up applied.

8.3. PRICING SUBMISSION REQUIREMENTS

- 8.3.1. For evaluation purposes, the Supplier must provide costs for printing, postage, scanning and the sending of any digital (SMS or email) reminders per item. The required breakdown is detailed in the cost schedule. The sample size volumes provided are approximate based on the 2023 survey and predictions for this Contract. This means that the predicted volumes ahead of Year 1 of this Contract, while unknown at this stage, are likely to change.
- 8.3.2. For evaluation purposes only, all suppliers should use the information in Table 8.1 to provide costs for data collection. Suppliers will be asked to account for inflation in their costing approach to ensure that delivery of the NCPES is feasible within the overall budget envelope each year. Suppliers must not apply any mark-up to postage costs.
- 8.3.3. Suppliers should provide fixed prices, where requested. These should be held across the five (5) years of the contract. These costs will be payable by NHS England only where the elements are commissioned. All fixed prices are detailed in the cost schedule.
- 8.3.4. The Supplier must also provide costs for the below items. These are potential future variations of the contract. Whether they will be required will need to be agreed with NHS England once the Supplier for this contract has been appointed.
- One (1) written case study
 - One (1) video case study
- 8.3.5. Please refer to the Commercial Questionnaire for more detailed instructions on the submission requirements.

Table 8.1. Fieldwork cost assumptions

		For information only			To be used for costing assumptions				
		2021	2022	2023	2025	2026	2027	2028	2029
Sample size and completes	Starting sample size	117,133	123,632	129,234	132,234	134,234	136,234	138,234	140,234
	Total number of responses	59352	61268	63438	Supplier to provide.				
	Number of responses – online	10,589	11,246	12,925					
	Proportion of responses online	17.84%	18.36%	20.37%					
	Number of responses – paper	48,667	49,968	50,482					
	Proportion of responses on paper	82.00%	81.56%	79.58%					
	Number of responses – telephone or translation	96	54	31					
Data collection	Response rate	55%	53%	52%	Supplier to provide unit price for 2025. Value for money will be assessed as part of the overall scoring of cost. Each year, Supplier to assume 10% inflation of the postage unit cost. Each year, Supplier to include a 10% contingency amount of total data collection costs (this				
	Mailing 1 volume (letter and questionnaire)	117,133	123,632	129,234					
	Proportion in M1	100%	100%	100%					
	Mailing 2 volume (letter only)	100,423	106,188	115,950					
	Proportion in M2	86%	86%	90%					
	Mailing 3 volume (letter and questionnaire)	70,261	84,787	79,033					
	Proportion in M3	60%	69%	61%					
	Cost per unit	n/a	n/a	n/a					

							will be automatically calculated in the Commercial Questionnaire)
--	--	--	--	--	--	--	---

9. APPENDICES

9.1. NCPES DATA PROTECTION LEGISLATION AND INFORMATION GOVERNANCE

What is the legal and statutory basis for carrying out the survey?

NHS England's lawful basis for carrying out the survey is covered as a 'public task' under Article 6(1)(e) of the UK General Data Protection Regulation (UK GDPR). This provides a lawful basis for processing personal data where:

"...processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller."

In addition, NHS England's lawful basis for processing special category personal data (such as data about health, racial or ethnic origin or sexual orientation) is covered under Article 9(2)(h):

"9(2)(h) processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services on the basis of Union or Member State law or pursuant to contract with a health professional and subject to the conditions and safeguards referred to in paragraph 3..."

The survey supports NHS England to deliver the following general duties stated within the Health and Social Care Act 2012:

13E Duty as to improvement in quality of services

13E(1) The board must exercise its functions with a view to securing continuous improvement in the quality of services provided to individuals for or in connection with -
13E(1)(a) the prevention, diagnosis or treatment of illness
(13E(3)(c) the quality of the experience undergone by patients.

The 2002 Control of Patient Information Regulations allow the processing of confidential patient information relating to patients referred for the diagnosis or treatment of neoplasia for medical purposes approved by the Secretary of State which includes the monitoring and audit of health and health related care provision and outcomes (2b).

Is consent required for the survey?

Consent is **not** required for the survey.

Section 251 of the NHS Act 2006 provides a lawful basis for processing confidential patient information **without** consent.

Will opt outs apply to the survey?

Patients will be able to opt out of the survey ahead of their details being shared with the survey contractor regardless of whether the National Data Guardian (NDG) opt out applies to the survey. They will be able to do this by responding to a privacy notice presented by the Trust. Trusts are asked to keep records of those who have opted out ahead of the survey sample being drawn and ensure that those patients are not included in the sample submitted to the survey contractor.

In addition, the survey covering letter, first and second reminder letter, and questionnaire front cover will emphasise that participation in the survey is entirely voluntary and provide details of how to opt out of the survey. Patients will be provided with contact details of the survey contractor to allow them to opt out of the survey.

The NCPES is exempt from the National Data Guardian opt-out:

<https://digital.nhs.uk/services/national-data-opt-out/programmes-to-which-the-national-data-opt-out-should-not-be-applied>.

How will the General Data Protection Regulation impact on the Survey?

The EU GDPR has been effective since 25 May 2018 and the UK GDPR since 1 January 2021, and therefore consideration has been given to data subject's rights and how this will impact on the NCPES as follows:

Right to be informed

Privacy information contained within the questionnaire, covering letter and reminder letters have been updated to ensure that our lawful basis for processing as well as the purposes for processing personal data, our retention periods for that personal data, and who it will be shared with are clear to the survey recipient.

Right of access

Survey recipients will have the right to request:

- confirmation that their data is being processed; and
- access to their personal data.

While this information will be contained within the privacy information as noted above, the right to access will be upheld to allow those requesting access to ensure that they are fully aware of the data being used and to allow them to verify the lawfulness of the processing.

Right to access requests will be responded to without delay and at the latest within one month of receipt.

Right to rectification

Survey recipients will have the right to have inaccurate personal data rectified, or completed if it is incomplete. Requests for rectifications will be responded to within one calendar month.

Right to erasure

Survey recipients will have the right to erasure of personal data at any point during the survey fieldwork up to the point at which data are analysed and personal details are removed. Names and addresses of survey recipients will be destroyed three months after completion of the survey

unless an erasure request is made sooner. Respondents who state as part of their survey return that they would be willing to be contacted again in future to participate in further surveys, will also have the right to erasure should they make a request.

Right to restrict processing

Processing information is made clear to patients in the questionnaire front cover, invitation, and reminder letters. Survey recipients agree to their personal data being processed for the purposes required for the survey when they complete and return their questionnaire. Survey recipients will have the right to request the restriction of their data for processing purposes in producing the survey data at any point during the survey fieldwork up to the point at which data are analysed and personal details are removed. Requests will be responded to within one calendar month.

Survey responses will be suppressed in the following scenarios:

- In cases where a result is based on fewer than 10 responses, the result has been suppressed. For example, where fewer than 10 people answered a question from a particular organisation, the results are not shown for that question for that organisation.
- For organisations with an eligible population of 1,000 or fewer, data relating to the respondent and their condition has been suppressed where 5 people or fewer were in a particular category.
- In instances where only one has been suppressed, the next lowest category has been suppressed to prevent back calculation from the total number of responses.

Right to data portability

Right to data portability will not apply to the survey for the following reasons:

- the individual has not provided the data to NHS England as the data controller;
- the processing is not based on the performance of a contract; and
- processing is not carried out by automated means.

Right to object

The Control of Patient Information Regulations 2002 provide a lawful basis for carrying out the survey. Therefore, individuals wishing to object must have an objection “on grounds relating to his or her particular situation.” We will stop processing the data unless:

- we can demonstrate compelling legitimate grounds for the processing, which override the interests, rights, and freedoms of the individual; or
- the processing is for the establishment, exercise or defence of legal claims.

Right to automated decision making including profiling

Automated decision making and profiling does not apply to the survey.

9.2. NCPES HELPLINE STATISTICS

	Survey Year		
	2021	2022	2023
Number of helpdesk calls	3,043	3,192	2,835
Number of helpdesk emails	247	171	392
Number of alternative language requests	5	10	11
Number of accessible survey format requests	2	1	7

9.3. EXIT STRATEGY

In the event of a change in Supplier, handover of the contract will be completed by the beginning of the 2025–2029 contract term (1 January 2025), with ongoing support from the previous contract Supplier, if required, until the end of that contract term (September 2025).

1. Transfer of the NCPES website

The current website will be made available to the Supplier, which includes the transfer of the ownership of the domain name and transfer of web hosting. The website hosting and maintenance is sub-contracted to a website agency; this contract can be transferred to the Supplier, or the Supplier can arrange their own hosting and maintenance. A one-hour virtual learning session can be held on the use of the content management system.

2. Transfer of the online reporting tool

The dataset and HTML/CSS code that determines the “look and feel” of the interactive tool will be shared with the Supplier, including the user interface, static text, and associated visualisations of these elements. The code would be provided to the replacement supplier and the existing tool would be kept online by the previous supplier for up to 12 months from the point of contract term end (in the form the online reporting tool exists at that point) to enable the replacement supplier to bring their platform online.

The following elements would not be transferred:

- The code developed to drive the functionality of the online reporting tool and associated connection to the online reporting tool front end. The Supplier will be required to develop code which drives the functionality of the dashboard, and NHS England will own the Intellectual Property for this code.
- The domain (<https://nhssurveys.co.uk>).

3. Transfer of documents and records

A summary of key documents and data that will be provided to facilitate the transfer of information and data is set out below. Documents will be the most up-to-date versions and from 2022 to 2025 unless otherwise specified:

- **Initiation** – any technical reports including specification of any further work to be completed.
- **Survey approvals** – the Section 251 application and annual review submissions.
- **Project management** – project timelines, project logs and details of sub-contracted work.
- **Survey development** – documents detailing questionnaire changes, outcomes of engagement work and survey development report.
- **Materials** – dissent posters, data sharing agreement, information leaflets, survey materials (covering letter, questionnaire, multi-language sheet), translations and accessible versions of survey materials, communications toolkits and resources, images/icons/illustrations.
- **Sampling and methods** – survey methodology, sample and response rate data, findings of scoping work and pilots, sampling instructions and materials, NHS trust contact details and aggregate data from historical Trust sample submissions.
- **Helpline** – service performance delivery statistics for the helpline and mailbox.

- **Website** – website domain name, security certificate, service performance delivery statistics, outputs related to WCAG 2.1 AA accessibility and outputs related to load or penetration testing.
- **Implementation documentation** – including survey handbook, data entry spreadsheet and data cleaning guidance.
- **Reporting** – including analysis plan, technical document, scored questionnaire, final datasets (including quality assurance logs and details on data cleaning approaches), data file cleaning and analysis scripts (including all statistical testing and suppression), final versions and templates of all reporting and analytical outputs (2019–2025), quality assurance specifications, written summary for any data editing and syntax for derived variables, free text responses.

9.4. COVERING LETTERS AND ACCESSIBILITY SHEET

First covering letter

Dear <First Name> <Surname>

Your chance to tell us about your experience of cancer care in the NHS

I am writing to ask you to take part in the National Cancer Patient Experience Survey. You are being invited to take part in this survey because you recently had treatment for your cancer at <Site name> of the <NHS trust name>.

This national survey will help improve cancer services in your area

Your views are very important in helping us understand how NHS cancer services can be improved. The questionnaire asks about your experiences of your cancer care. Even if you have filled in a questionnaire before, it's still really important that we hear from you. **It should take you less than 20 minutes.**

Please return the completed questionnaire using the FREEPOST envelope. No stamp is needed.

Want to complete it online?

You can also complete the questionnaire online at **www.ncpes.co.uk/take-part** or you can scan the QR code on the right using your tablet or smart phone.

<insert QR code>

You will need to put in the following case sensitive details to start the questionnaire:

Access code: <insert password>

Your information will be treated as confidential

Please see the back of this letter for details on how we use your information.

You can call the [supplier] Freephone helpline on 0800 103 2804 if you need help completing this questionnaire. We have also included a language support leaflet with this letter.

Thank you very much for giving some of your time to help improve your local NHS cancer services.

Yours sincerely

Insert Signature here

Signatory Name
Job Title
Trust name

Why are you carrying out this survey?

The results are used to understand where NHS cancer care is working well or can be improved. For previous survey results, visit www.ncpes.co.uk/about-the-survey.

How did you get my details?

Your personal details and some information about your cancer treatment have been used to identify you for this survey. An independent group, which includes members of the public, gave their support for confidential patient information to be used to identify people diagnosed with cancer and invite them to take part in this survey. Your details were provided to [supplier] by the NHS trust where you had your cancer care. [supplier] is an independent organisation that NHS England has appointed to carry out this survey. Strict data security arrangements are in place to keep your information safe. For more information about data protection, visit www.ncpes.co.uk/help-support.

This survey has been granted exemption from the National Data Guardian opt-out by the Department of Health and Social Care. For more information, visit www.digital.nhs.uk/services/national-data-opt-out.

Do I have to take part?

Taking part is voluntary. If you do not want to take part, it will not affect your care and you do not need to give a reason. If you do not want to receive reminders about this survey, please return the blank questionnaire or contact [supplier] on Freephone [supplier] or [supplier].

How will my personal data be used and what are my rights?

NHS England is the data controller responsible for how your personal data is used. Your personal information will be held in line with the UK General Data Protection Regulation. The published National Cancer Patient Experience Survey results will not identify you. NHS England's Privacy Notice explains how your personal information will be used, your rights, and how to contact them: www.england.nhs.uk/contact-us/privacy-notice. We will use the survey data – with your NHS Number, postcode and date of birth, but not name or full address – for further analysis linked to the National Disease Registration Service database.

What happens to my answers?

Your anonymised survey answers may be shared with approved researchers, but only in a way that does not identify you and subject to strict rules about data processing. By participating in the survey, you give permission for your data to be shared in this way.

What happens if I agree to be contacted about future surveys or research (Question 69)?

If you tick 'yes' to question 69 to agree to be contacted about future surveys or research, you may be invited to share your experiences to help improve health and care services. This may be run by a non-NHS organisation, but your contact details will never be shared with these organisations. NHS England will keep your personal details for up to 20 years and then decide whether to keep them for longer. If you tick 'no' to question 69, we will delete your name, address, date of birth and NHS number from our records 12 months after publication of the survey results.

For help with completing the questionnaire or any questions

If you would like someone to help you complete the survey it's fine to ask a friend or relative to help, but please make sure the answers are only about your experiences.

You can also contact the team at [supplier] at Freephone [supplier] (9am to 5pm Monday to Friday or leave an answerphone message) or email [supplier].

Second covering letter

Dear <First Name> <Surname>

Please don't forget to tell us about your experience of NHS cancer care

A few weeks ago we sent you a questionnaire about your experiences of cancer care at <Site name> of the <NHS trust name>, but we haven't received your response yet. Please send us your feedback as soon as you can so that your voice can be heard.

Many people have already responded to the questionnaire but we would really like to hear from you too.

To take part:

Please complete the paper questionnaire as soon as possible and return in the FREEPOST envelope provided. No stamp is needed.

You can also complete the questionnaire online at **www.ncpes.co.uk/take-part** or you can scan the QR code on the right using your tablet or smart phone.

<insert QR code>

You will need to put in the following case sensitive details to start the questionnaire:

Access code: <insert password>

Your information will be treated as confidential

If we do not hear from you in 2-3 weeks, we will send you another copy of the questionnaire and another FREEPOST envelope. After that we will not send you any further mailings regarding this survey. If you have recently returned your questionnaire, thank you, and please accept our apologies for sending you this reminder.

For more information or help filling in the questionnaire, please see the back of this letter. You can also call the [supplier] Freephone helpline on [supplier].

Your views are important in helping us understand how NHS cancer services can be improved

We look forward to hearing from you soon.

Yours sincerely

Insert Signature here

Signatory Name

Job Title

Trust name

Please turn over for more information

Why are you carrying out this survey?

The results are used to understand where NHS cancer care is working well or can be improved. For previous survey results, visit www.ncpes.co.uk/about-the-survey.

How did you get my details?

Your personal details and some information about your cancer treatment have been used to identify you for this survey. An independent group, which includes members of the public, gave their support for confidential patient information to be used to identify people diagnosed with cancer and invite them to take part in this survey. Your details were provided to [supplier] by the NHS trust where you had your cancer care. [supplier] is an independent organisation that NHS England has appointed to carry out this survey. Strict data security arrangements are in place to keep your information safe. For more information about data protection, visit www.ncpes.co.uk/help-support.

This survey has been granted exemption from the National Data Guardian opt-out by the Department of Health and Social Care. For more information, visit www.digital.nhs.uk/services/national-data-opt-out.

Do I have to take part?

Taking part is voluntary. If you do not want to take part, it will not affect your care and you do not need to give a reason. If you do not want to receive reminders about this survey, please contact [supplier] on Freephone [supplier] or [supplier].

How will my personal data be used and what are my rights?

NHS England is the data controller responsible for how your personal data is used. Your personal information will be held in line with the UK General Data Protection Regulation. The published National Cancer Patient Experience Survey results will not identify you. NHS England's Privacy Notice explains how your personal information will be used, your rights, and how to contact them: www.england.nhs.uk/contact-us/privacy-notice. We will use the survey data – with your NHS Number, postcode and date of birth, but not name or full address – for further analysis linked to the National Disease Registration Service database.

What happens to my answers?

Your anonymised survey answers may be shared with approved researchers, but only in a way that does not identify you and subject to strict rules about data processing. By participating in the survey, you give permission for your data to be shared in this way.

What happens if I agree to be contacted about future surveys or research (Question 69)?

If you tick 'yes' to question 69 to agree to be contacted about future surveys or research, you may be invited to share your experiences to help improve health and care services. This may be run by a non-NHS organisation, but your contact details will never be shared with these organisations. NHS England will keep your personal details for up to 20 years and then decide whether to keep them for longer. If you tick 'no' to question 69, we will delete your name, address, date of birth and NHS number from our records 12 months after publication of the survey results.

For help with completing the questionnaire or any questions

If you would like someone to help you complete the survey it's fine to ask a friend or relative to help, but please make sure the answers are only about your experiences.

You can also contact the team at [supplier] at Freephone [supplier] (9am to 5pm Monday to Friday or leave an answerphone message) or email [supplier].

Third covering letter

Dear <First Name> <Surname>

Please take this opportunity to make a difference

A few weeks ago we sent you a questionnaire about your experience of cancer care at <Site name> of the <NHS trust name>. As we don't seem to have heard from you yet, we have enclosed another copy of the questionnaire.

Many people have already completed the questionnaire and **we would really like to hear from you too**. Your views are important in helping us understand how NHS cancer services can be improved.

If you have not already completed and returned the questionnaire, this will be your last opportunity to take part in this year's Cancer Patient Experience Survey and to give your views about your recent experience of cancer care. We will not contact you again or send you any further reminders this year. **Please complete the questionnaire by the xx January 2025.**

To take part:

Please complete the enclosed questionnaire as soon as possible and return it in the FREEPOST envelope provided. No stamp is needed.

You can also complete the questionnaire online at **www.ncpes.co.uk/take-part** or you can scan the QR code on the right using your tablet or smart phone.

<insert QR code>

You will need to put in the following case sensitive details to start the questionnaire:

Access code: <insert password>

Your information will be treated as confidential

For more information or help filling in the questionnaire, please see the back of this letter. You can also call the [supplier] Freephone helpline on [supplier].

We look forward to hearing from you soon – thank you for your time.

Yours sincerely

Insert Signature here

Signatory Name
Job Title
Trust name

Please turn over for more information

Why are you carrying out this survey?

The results are used to understand where NHS cancer care is working well or can be improved. For previous survey results, visit www.ncpes.co.uk/about-the-survey.

How did you get my details?

Your personal details and some information about your cancer treatment have been used to identify you for this survey. An independent group, which includes members of the public, gave their support for confidential patient information to be used to identify people diagnosed with cancer and invite them to take part in this survey. Your details were provided to [supplier] by the NHS trust where you had your cancer care. [supplier] is an independent organisation that NHS England has appointed to carry out this survey. Strict data security arrangements are in place to keep your information safe. For more information about data protection, visit www.ncpes.co.uk/help-support.

This survey has been granted exemption from the National Data Guardian opt-out by the Department of Health and Social Care. For more information, visit www.digital.nhs.uk/services/national-data-opt-out.

Do I have to take part?

Taking part is voluntary. If you do not want to take part, it will not affect your care and you do not need to give a reason. If you do not want to receive reminders about this survey, please return the blank questionnaire or contact [supplier] on Freephone [supplier] or [supplier].

How will my personal data be used and what are my rights?

NHS England is the data controller responsible for how your personal data is used. Your personal information will be held in line with the UK General Data Protection Regulation. The published National Cancer Patient Experience Survey results will not identify you. NHS England's Privacy Notice explains how your personal information will be used, your rights, and how to contact them: www.england.nhs.uk/contact-us/privacy-notice. We will use the survey data – with your NHS Number, postcode and date of birth, but not name or full address – for further analysis linked to the National Disease Registration Service database.

What happens to my answers?

Your anonymised survey answers may be shared with approved researchers, but only in a way that does not identify you and subject to strict rules about data processing. By participating in the survey, you give permission for your data to be shared in this way.

What happens if I agree to be contacted about future surveys or research (Question 69)?

If you tick 'yes' to question 69 to agree to be contacted about future surveys or research, you may be invited to share your experiences to help improve health and care services. This may be run by a non-NHS organisation, but your contact details will never be shared with these organisations. NHS England will keep your personal details for up to 20 years and then decide whether to keep them for longer. If you tick 'no' to question 69, we will delete your name, address, date of birth and NHS number from our records 12 months after publication of the survey results.

For help with completing the questionnaire or any questions

If you would like someone to help you complete the survey it's fine to ask a friend or relative to help, but please make sure the answers are only about your experiences.

You can also contact the team at [supplier] at Freephone [supplier] (9am to 5pm Monday to Friday or leave an answerphone message) or email [supplier].

Accessibility sheet



If you want a copy of the questionnaire in large print or Braille, call free on 0800 103 2804. If you take part online, you can use a screen reader.

Can someone help me take part in the survey?

Yes. If you need help taking part, you can call on Freephone 0800 103 2804 (Monday to Friday from 09:00 to 17:00). Or email You can also ask a friend or relative to help you.

Can I take part in another language?

	বাংলায় অনলাইনে www.ncpes.co.uk/bengali - এ অংশগ্রহণ করুন। অথবা বিনামূল্যে কল করুন 0800 103 2804 ।
	ਪੰਜਾਬੀ (ਭਾਰਤ) ਵਿੱਚ www.ncpes.co.uk/punjabi 'ਤੇ ਔਨਲਾਈਨ ਹਿੱਸਾ ਲਓ। ਜਾਂ 0800 103 2804 'ਤੇ ਮੁਫਤ ਕਾਲ ਕਰੋ।
	Weź udział w polskiej ankiecie online na stronie www.ncpes.co.uk/polish . Lub zadzwoń pod bezpłatny numer 0800 103 2804.
اتصل مجاناً على الرقم 0800 103 2804 للمشاركة باللغة العربية. للحصول على مزيد من المعلومات، تفضل بزيارة www.ncpes.co.uk/arabic .	
拨打免费电话号码 0800 103 2804 并以普通话参加调查问卷。如需更多信息，请访问 www.ncpes.co.uk/chinese 。	
Appelez le 0800 103 2804 gratuitement pour participer en français . Pour plus d'informations, consultez www.ncpes.co.uk/french .	
ગુજરાતીમાં ભાગ લેવા માટે 0800 103 2804 પર ફોન કરો. વધુ માહિતી માટે, www.ncpes.co.uk/gujarati ની મુલાકાત લો.	
Chiama gratuitamente il 0800 103 2804 per partecipare in italiano . Per ulteriori informazioni, visita www.ncpes.co.uk/italian .	

โทรฟรีไปที่ 0800 103 2804 เพื่อมีส่วนร่วมด้วยภาษาไทย

9.5. EMAIL AND PHONE NUMBER AVAILABILITY

The sample provided by NHS Trusts includes the following variables:

- Trust Code
- Patient Record Number (PRN)
- Title
- Initials / First name
- Surname
- Address Fields
- Postcode
- NHS Number
- Date of Birth
- Gender
- Ethnicity
- Day of Admission
- Month of Admission
- Year of Admission
- Day of Discharge
- Month of Discharge
- Year of Discharge
- ICD-11 Code
- ICD10 Code
- Main Specialty
- Sub ICB Location code
- Patient classification – the type of admission
- Site code
- Site name
- Patient email address, if available
- Patient mobile phone number, if available

For the contact information, Initials / First name and Surname needs to be populated for each record. NHS Trusts will also only include patients with enough address information to have a reasonable chance of the questionnaire being delivered.

For 2023, Trusts were asked to submit email address and mobile number information, but were made aware that the data would be used to explore the digital potential for the survey further and would not be used to make contact with patients. As this was not being used to make contact with patients, the quality assurance of these variables differed to other sample variables. However, the current Supplier carried out analysis on the completeness and quality.

Mobile number:

- Out of the total sample size (128,989), 93,481 phone numbers were provided (73%).
- When looking at accuracy of data, 107 (0.11%) of the 93,481 mobile numbers provided contained text only or a mix of text and numbers (such as 'none' or 'no texts' or 'No 8/2/23') rather than an actual phone number.
- Records were checked to see if trusts had included any landline numbers, rather than mobile numbers. 364 records (0.4%) appeared to be landline numbers.

- A further check on accuracy looked at length of number. Of the 93,481 mobile numbers provided: 93,373 (99.9%) were either 10 (first zero removed), 11 (expected for a UK telephone number), 12 (44 used), 13 (such as 44 and a space used), or 14 (such as 44 and two spaces used) characters long.
- Records longer than this (n=45) tended to be a combination of number and text, for example a phone number followed by an indication of who that number belonged to (such as wife, husband, son, daughter).
- Based on number length alone, all trusts had over 95% of their mobile numbers flagged as being of a usable length.

Availability of phone numbers by age, gender and ethnicity:

The availability of mobile phone numbers was looked at by age, gender and ethnicity variables as present in the sample data.

No difference in availability of mobile phone numbers was found between males and females (72% and 73% respectively).

When looking at ethnicity, 71% of people in the White British group had a mobile number available compared to 90% in the Black other group. All groups had more than 70% of people with a mobile number available.

Ethnicity from sample	Total sample size	Phone number N	Phone number %
A = White British	91126	64625	70.9
B = White Irish	942	710	75.4
C = White other	4976	3929	79.0
D = Mixed White and Black Caribbean	216	181	83.8
E = Mixed White and Black African	117	97	82.9
F = Mixed White and Asian	165	122	73.9
G = Mixed other	357	291	81.5
H = Asian Indian	1599	1154	72.2
J = Asian Pakistani	903	686	76.0
K = Asian Bangladeshi	315	273	86.7
L = Asian other	1164	937	80.5
M = Black Caribbean	1188	941	79.2
N = Black African	1116	918	82.3
P = Black other	622	557	89.5
R = Chinese	410	323	78.8
S = Any other ethnic group	2159	1713	79.3
Z = Not stated	17689	13063	73.8
(blank)	3925	2961	75.4

Green = 75% or more available

Red = less than 50% available

Looking at age, the 85+ age group had the fewest people with a mobile number available (54% up from 49% last year). The 25-34 age group had the most people with a mobile number available (80% up from 75% last year).

Age group	Total sample size	Phone number N	Phone number %
16-24	813	628	77.2
25-34	2132	1699	79.7
35-44	6327	4946	78.2
45-54	14429	11274	78.1
55-64	29625	22868	77.2
65-74	37905	27882	73.6
75-84	31282	20677	66.1
85+	6476	3507	54.2

Green = 75% or more available

Red = less than 50% available

Email address:

- Out of the total sample size (128,989), 34,826 email addresses were provided (27%).
- A validity checker was used to validate the email format. This checker scanned for '@' followed by '[word]' followed by '.'. This is a standard check for email validity. Of the 34,826 email addresses provided, 5 (0.01%) were identified as being invalid. It is likely that this number is higher where typos in domain have occurred. Four of these records had an incorrect domain name and one record had no domain name.

Please note that the below website information totals from July 2023 to current (August 2024).

[illegible]

à®•à®²à®"à □à®²à □à®•à Šà®³à □à®•Á - National Cancer Patient Experience Survey		
Ankete ÅŒevrimiÅŒi olarak katÄ±lÄ±n - National Cancer Patient Experience Survey	18	Turkish
CompletaÈi sondajul online - National Cancer Patient Experience Survey	24	Romanian
à ...à "à ²à ³⁄à †à "àŒ† à œà °à ¿à ªàŒ† à ...à ,à ¶ à "à ¿à " - National Cancer Patient Experience Survey	14	Bengalli
Preencher o inquÃrito online - National Cancer Patient Experience Survey	8	Portuguese
à†à"à²à³⁄à^à" à,à°àµà©†à –à£ à•à°à© - National Cancer Patient Experience Survey	3	Punjabi

Dashboard page views:

Page path and screen class	Views
/cpes/subgroups_trend/national	2071
/cpes/subgroups_trend/trust	1690
/cpes/subgroups_trend/alliance	1468
/cpes/how-to-use/	1825
/cpes/subgroups_trend/icb	732
/cpes/org_comparisons/alliance	437
/cpes/org_comparisons/trust	427
/cpes/org_comparisons/icb	152
/cookies-and-privacy	2

Version 4 – 20/11/2024

1870

1871

1872

1873

1874

1875

1876

1877

1878

1879

1880

1881

1882

1883

1884

1885

1886

1887

1888

1889

1890

1891

1892

1893

1894

1895

1896

1897

1898

1899

1900

1901

1902

1903

1904

1905

1906

1907

1908

1909

1910

1911

1912

1913

1914

1915

1916

1917

1918

1919

1920

1921

1922

1923

1924

1925

1926

1927

1928

1929

1930

1931

1932

1933

1934

1935

1936

1937

1938

1939

1940

1941

1942

1943

1944

1945

1946

1947

1948

1949

1950

1951

1952

1953

1954

1955

1956

1957

1958

1959

1960

1961

1962

1963

1964

1965

1966

1967

1968

1969

1970

1971

1972

1973

1974

1975

1976

1977

1978

1979

1980

1981

1982

1983

1984

1985

1986

1987

1988

1989

1990

1991

1992

1993

1994

1995

1996

1997

1998

1999

2000

2001

2002

2003

2004

2005

2006

2007

2008

2009

2010

2011

2012

2013

2014

2015

2016

2017

2018

2019

2020

2021

2022

2023

2024

2025

2026

2027

2028

2029

2030

2031

2032

2033

2034

2035

2036

2037

2038

2039

2040

2041

2042

2043

2044

2045

2046

2047

2048

2049

2050

2051

2052

2053

2054

2055

2056

2057

2058

2059

2060

2061

2062

2063

2064

2065

2066

2067

2068

2069

2070

2071

2072

2073

2074

2075

2076

2077

2078

2079

2080

2081

2082

2083

2084

2085

2086

2087

2088

2089

2090

2091

2092

2093

2094

2095

2096

2097

2098

2099

2100

2101

2102

2103

2104

2105

2106

2107

2108

2109

2110

2111

2112

2113

2114

2115

2116

2117

2118

2119

2120

2121

2122

2123

2124

2125

2126

2127

2128

2129

2130

2131

2132

2133

2134

2135

2136

2137

2138

2139

2140

2141

2142

2143

2144

2145

2146

2147

2148

2149

2150

2151

2152

2153

2154

2155

2156

2157

2158

2159

2160

2161

2162

2163

2164

2165

2166

2167

2168

2169

2170

2171

2172

2173

2174

2175

2176

2177

2178

2179

2180

2181

2182

2183

2184

2185

2186

2187

2188

2189

2190

2191

2192

2193

2194

2195

2196

2197

2198

2199

2200

2201

2202

2203

2204

2205

2206

2207

2208

2209

2210

2211

2212

2213

2214

2215

2216

2217

2218

2219

2220

2221

2222

2223

2224

2225

2226

2227

2228

2229

2230

2231

2232

2233

2234

2235

2236

2237

2238

2239

2240

2241

2242

2243

2244

2245

2246

2247

2248

2249

2250

2251

2252

2253

2254

2255

2256

2257

2258

2259

2260

2261

2262

2263

2264

2265

2266

2267

2268

2269

2270

2271

2272

2273

2274

2275

2276

2277

2278

2279

2280

2281

2282

2283

2284

2285

2286

2287

2288

2289

2290

2291

2292

2293

2294

2295

2296

2297

2298

2299

2300

2301

2302

2303

2304

2305

2306

2307

2308

2309

2310

2311

2312

2313

2314

2315

2316

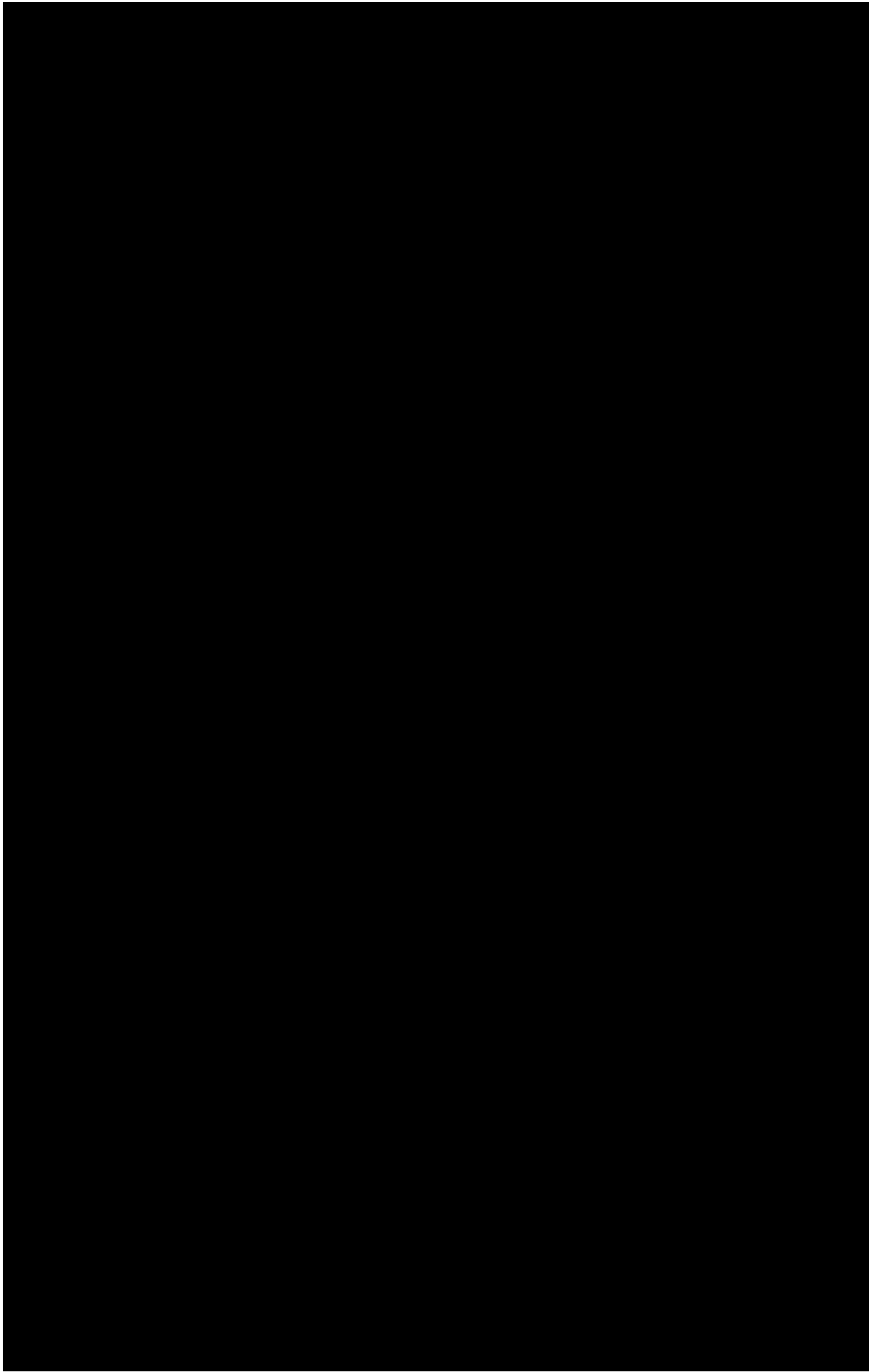
2317

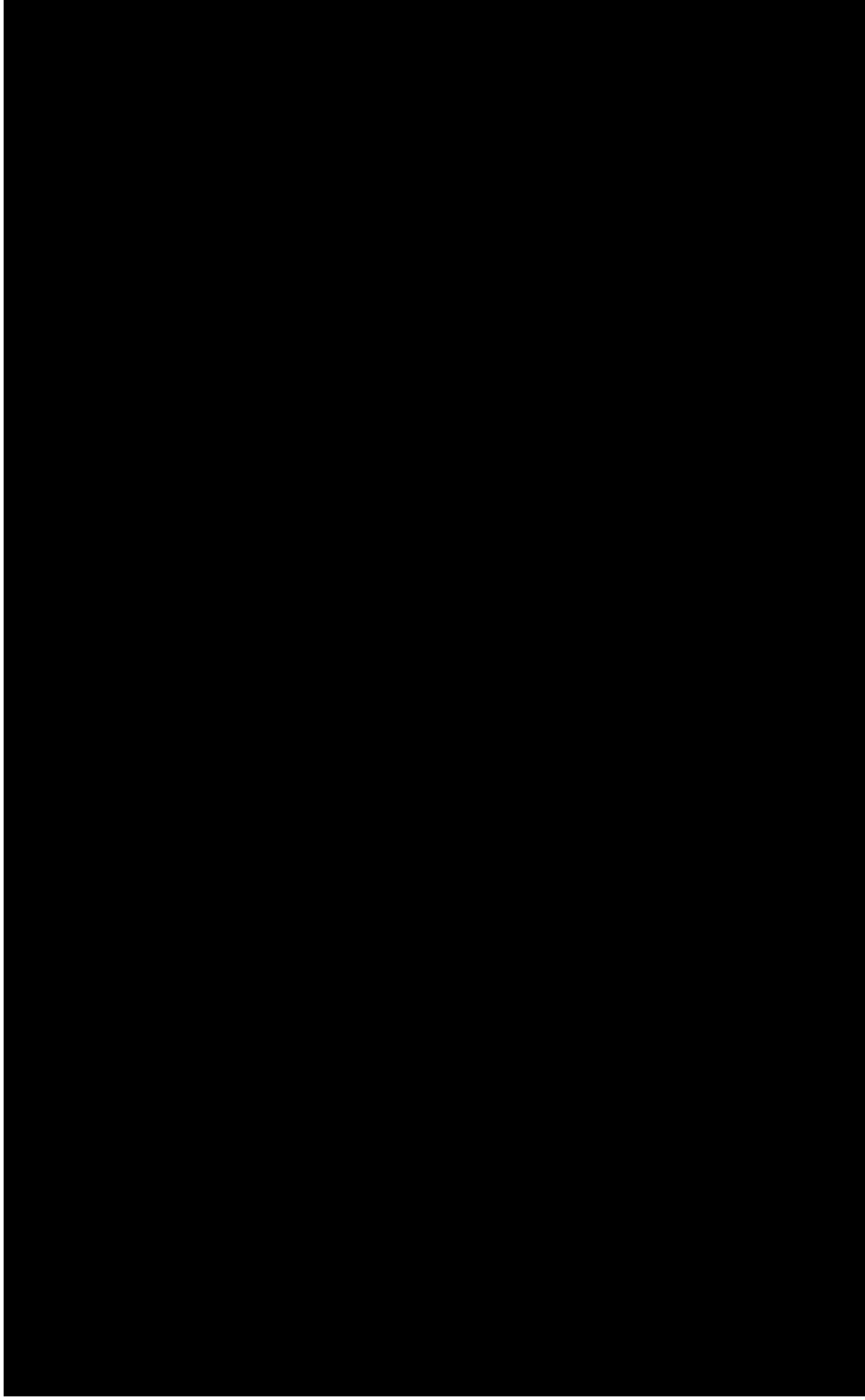
2318

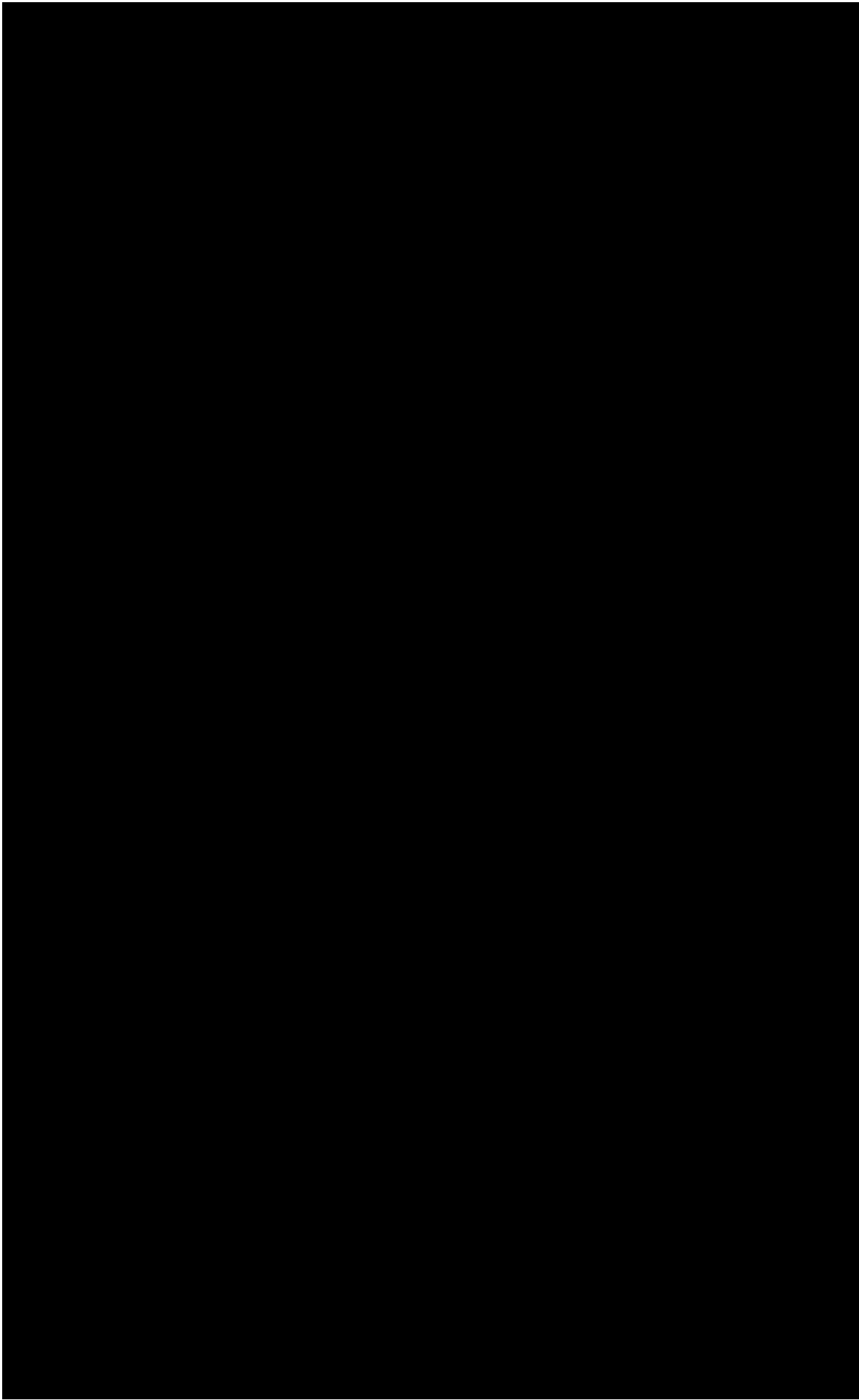
2319

2320

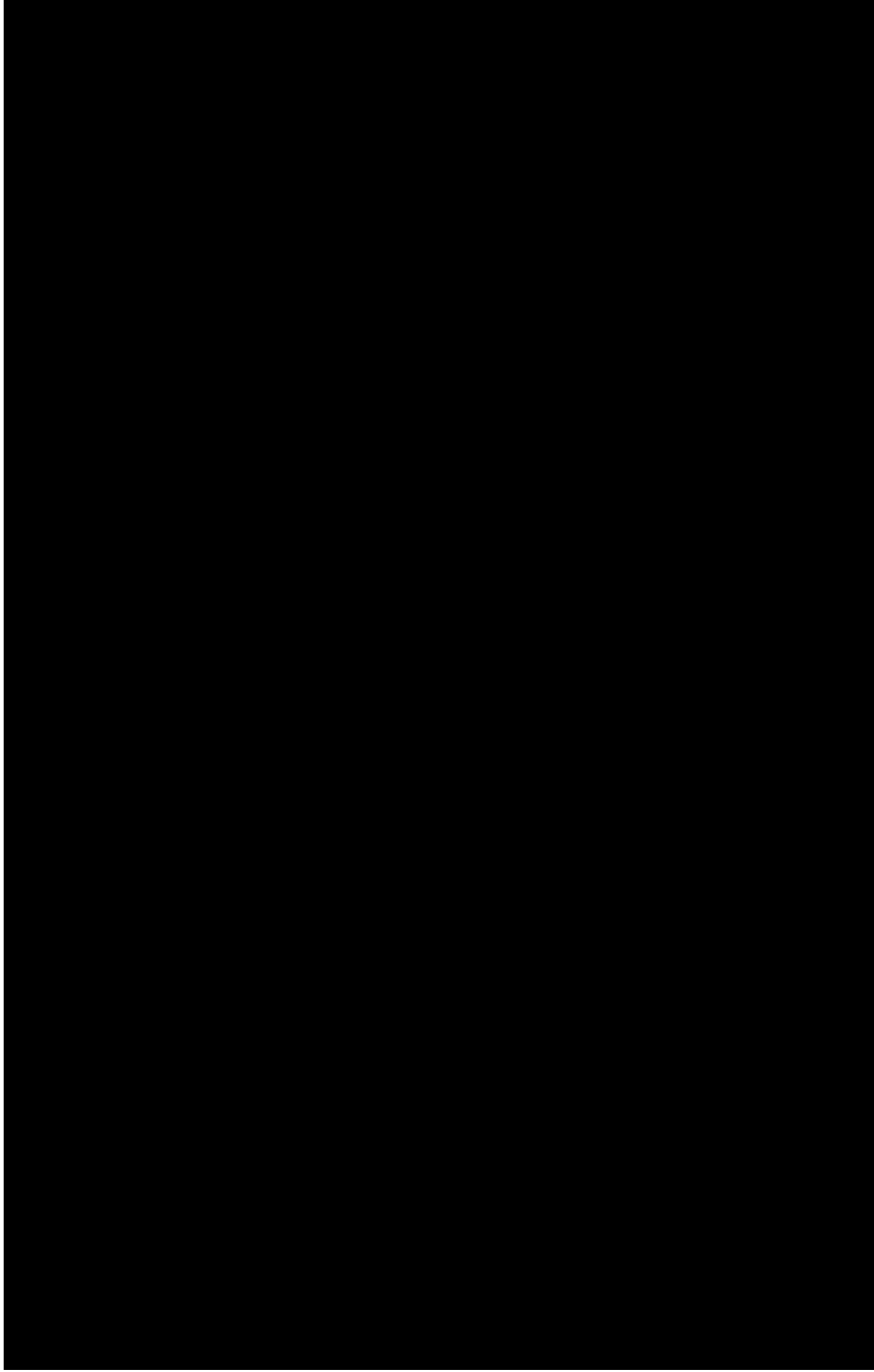
2321



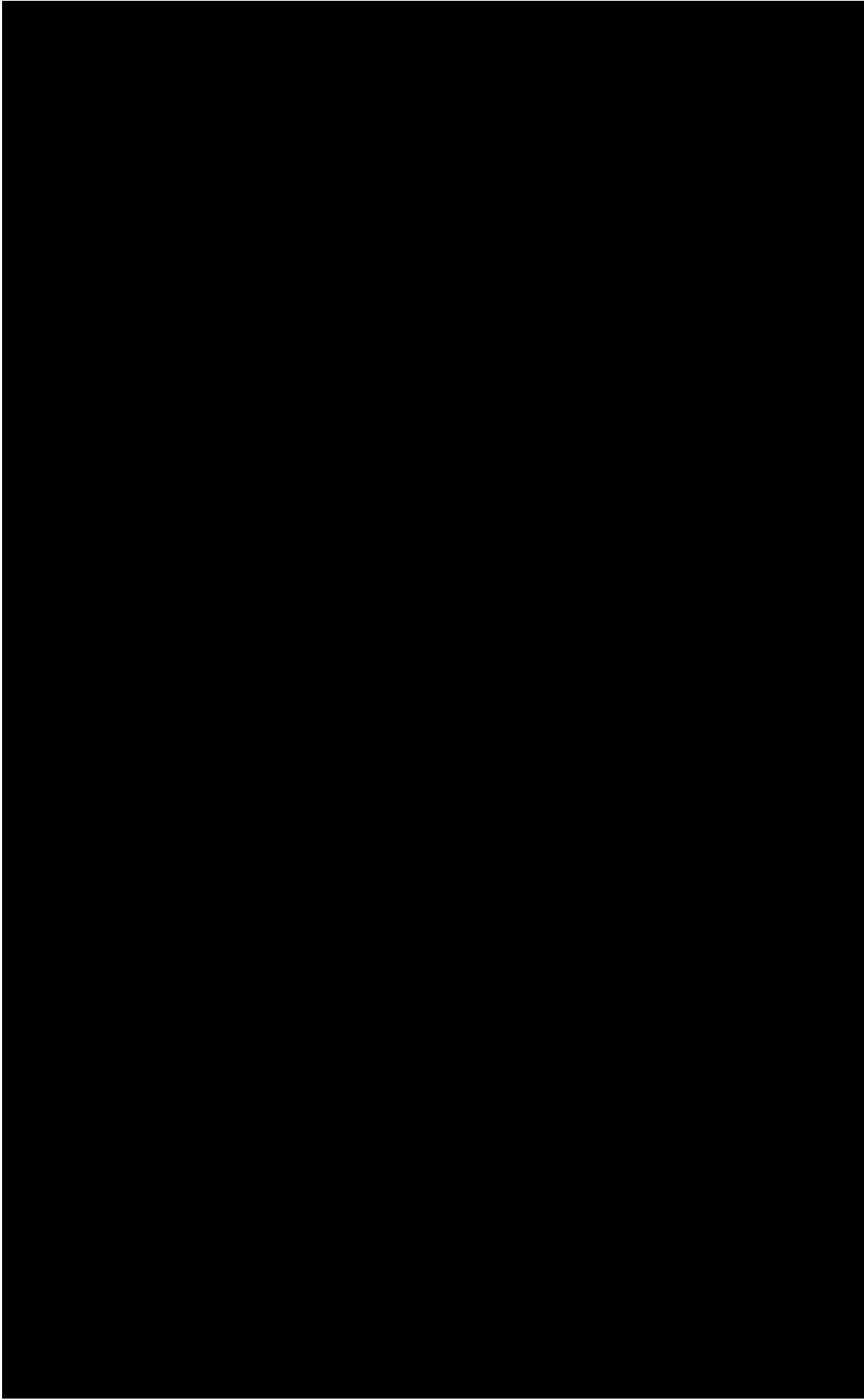


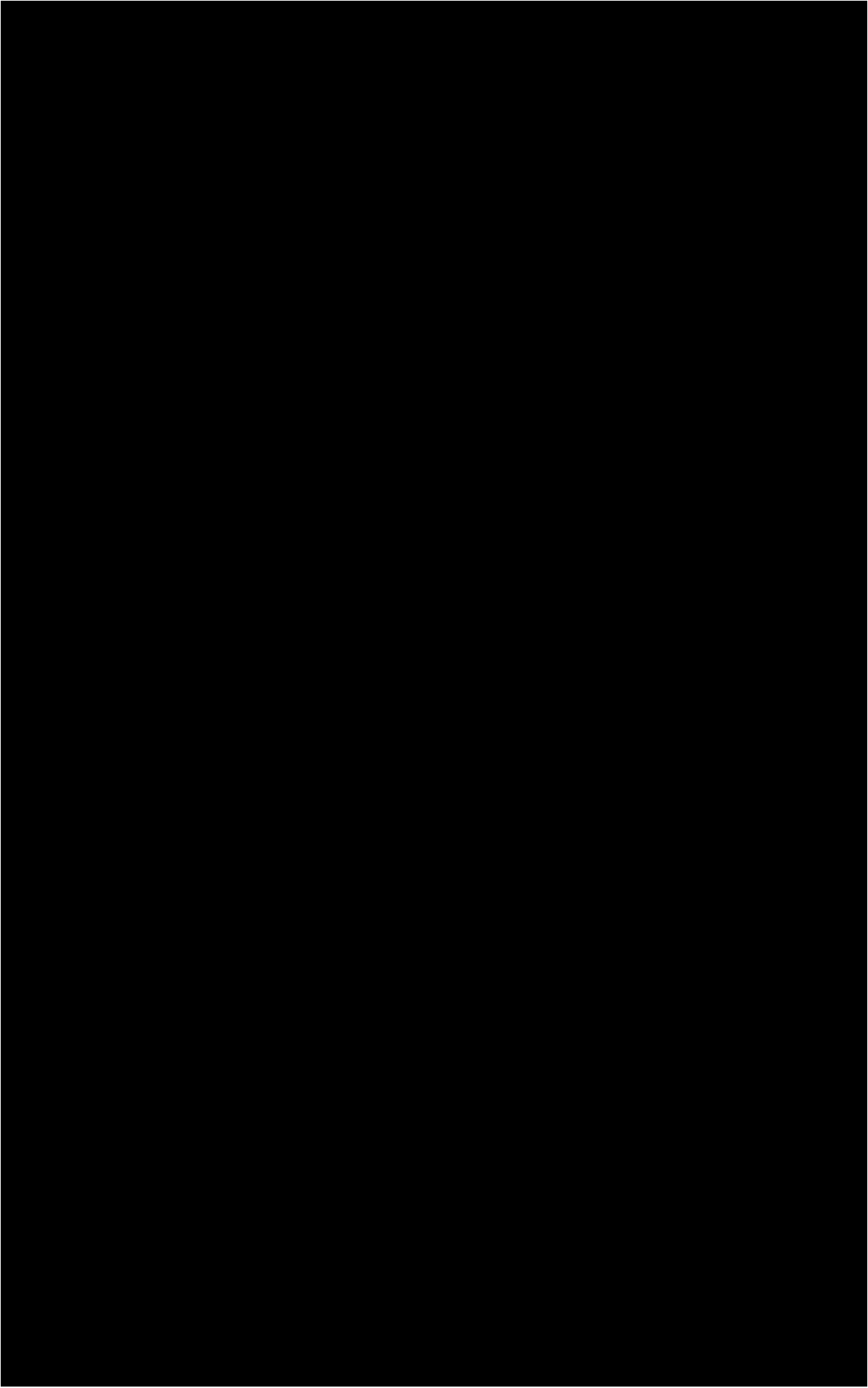


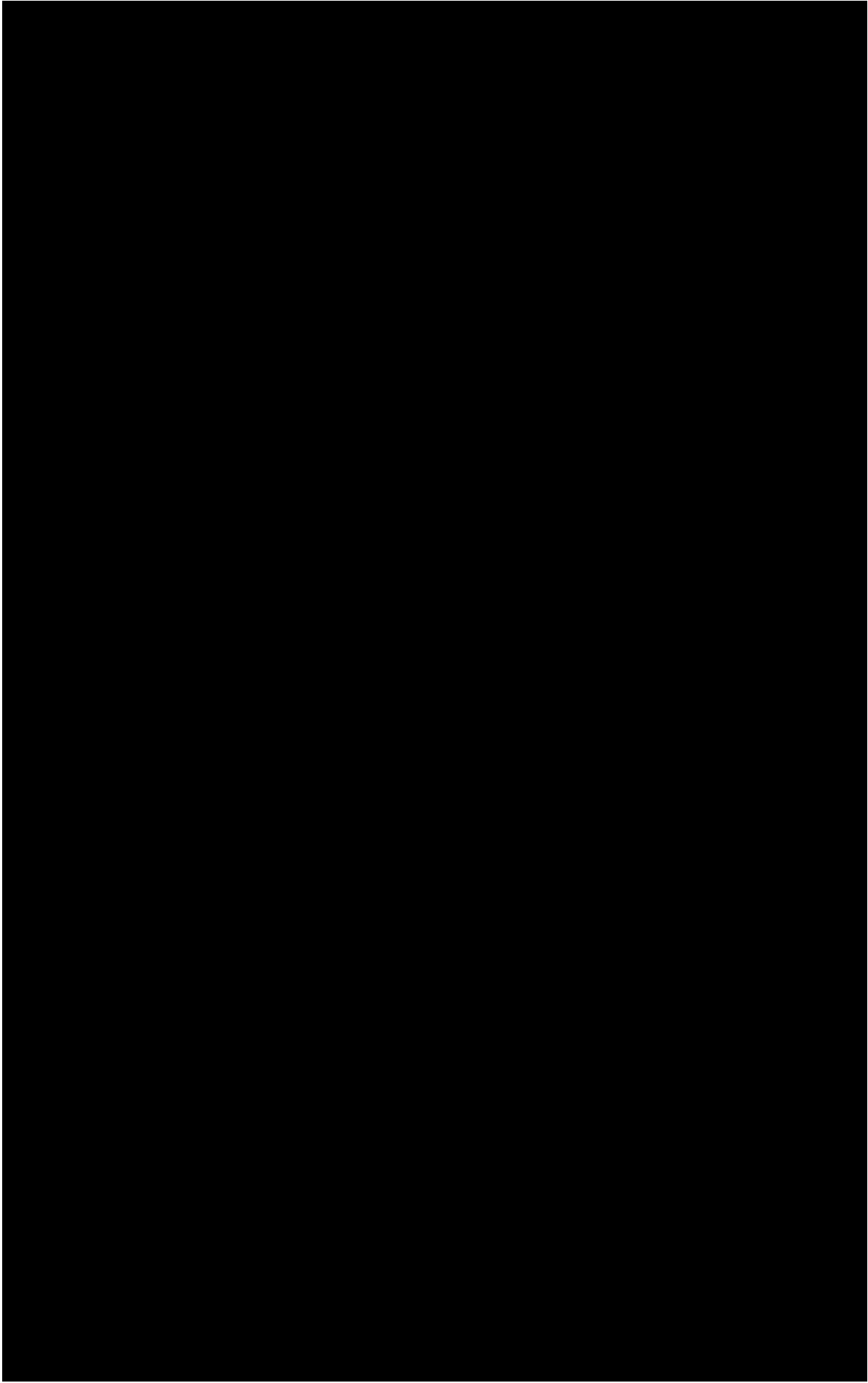


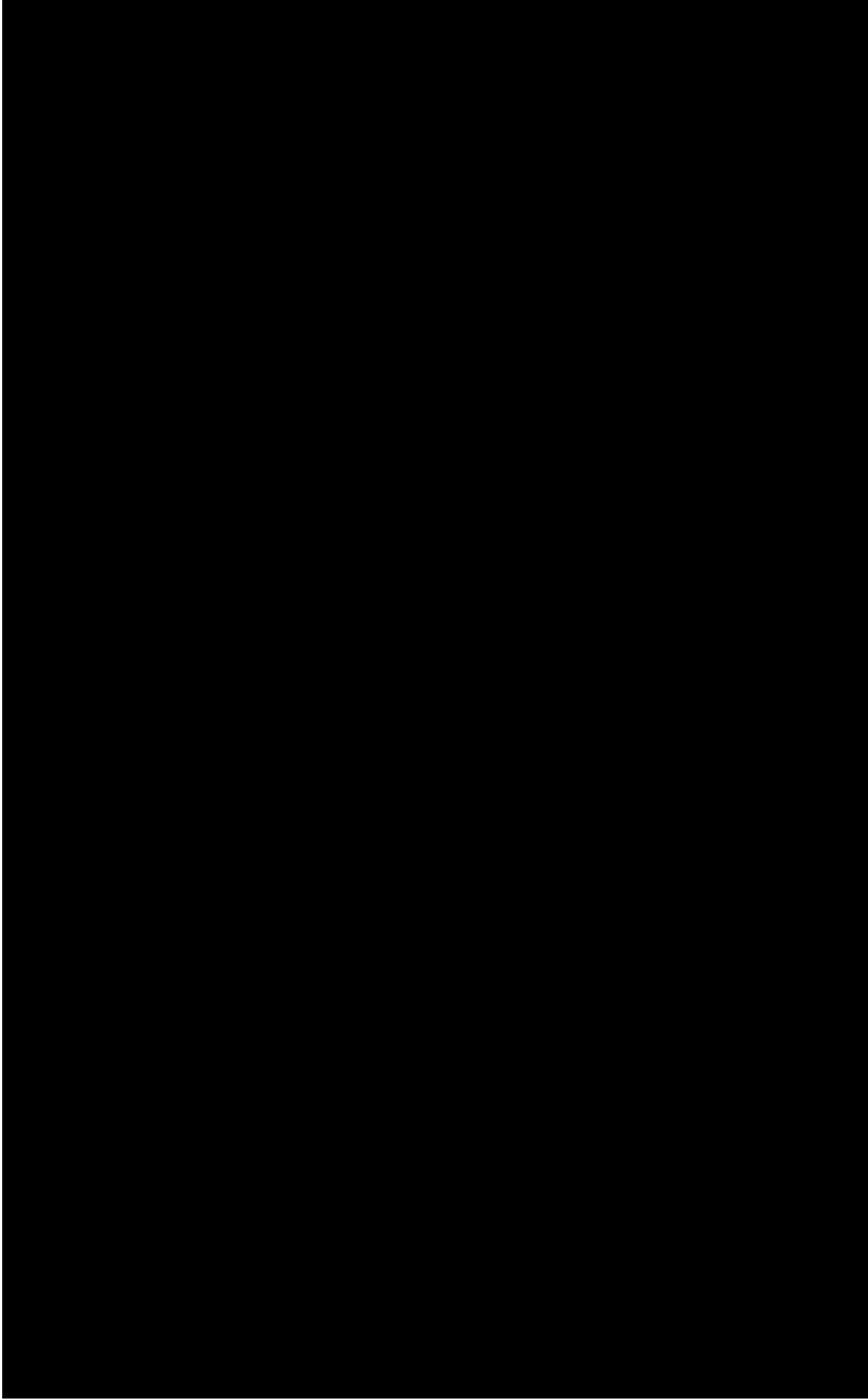


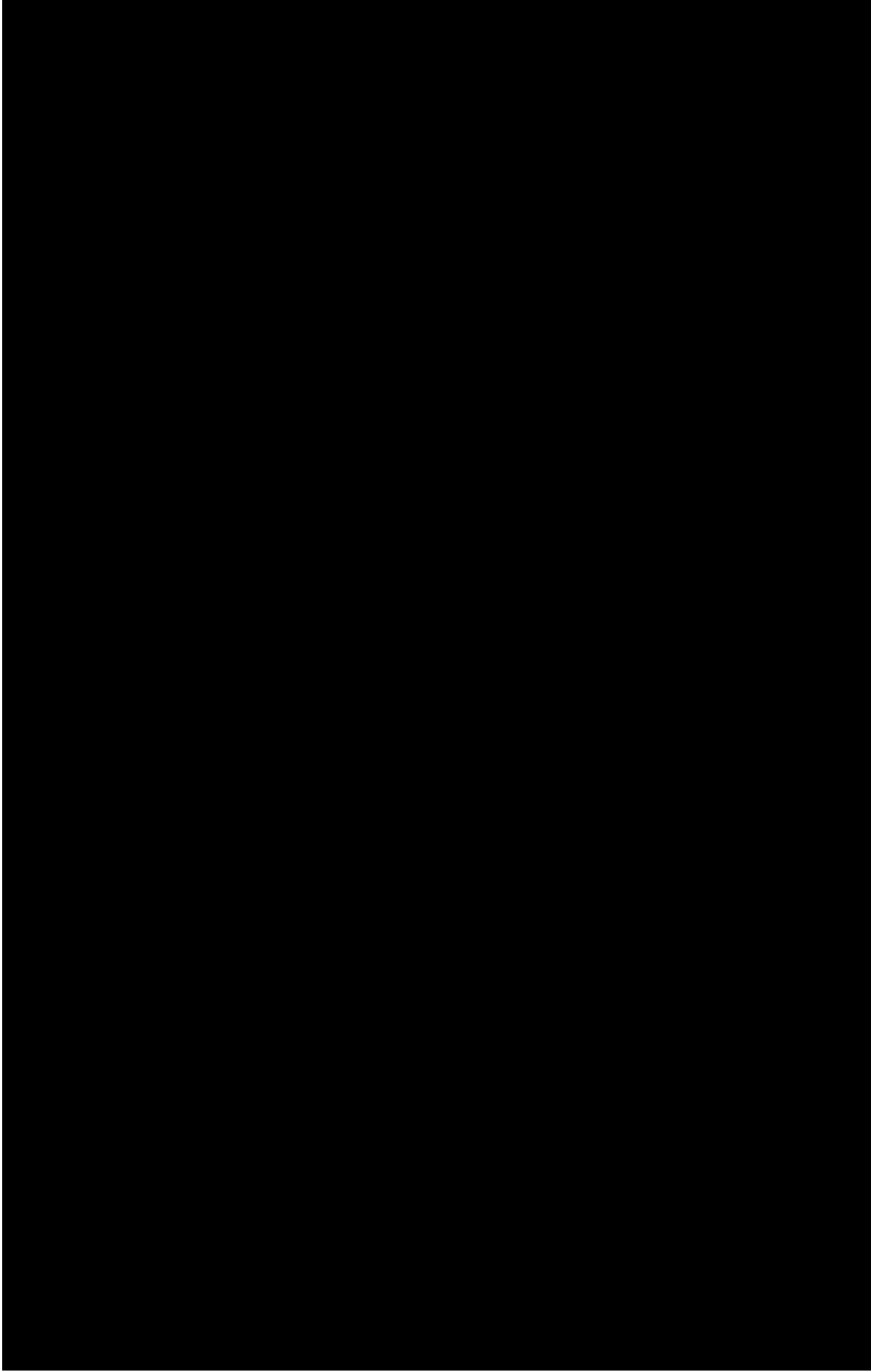
[REDACTED]

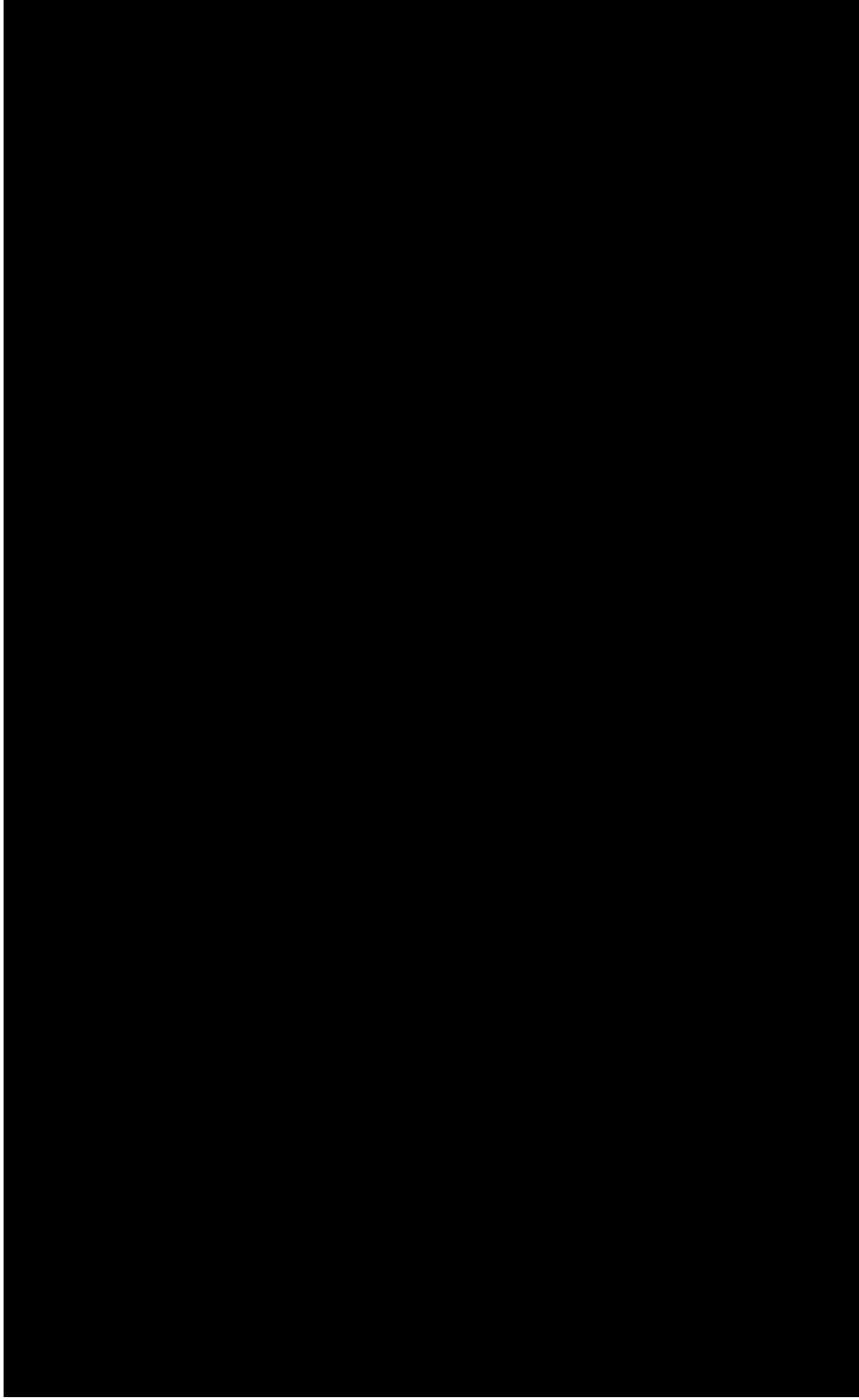


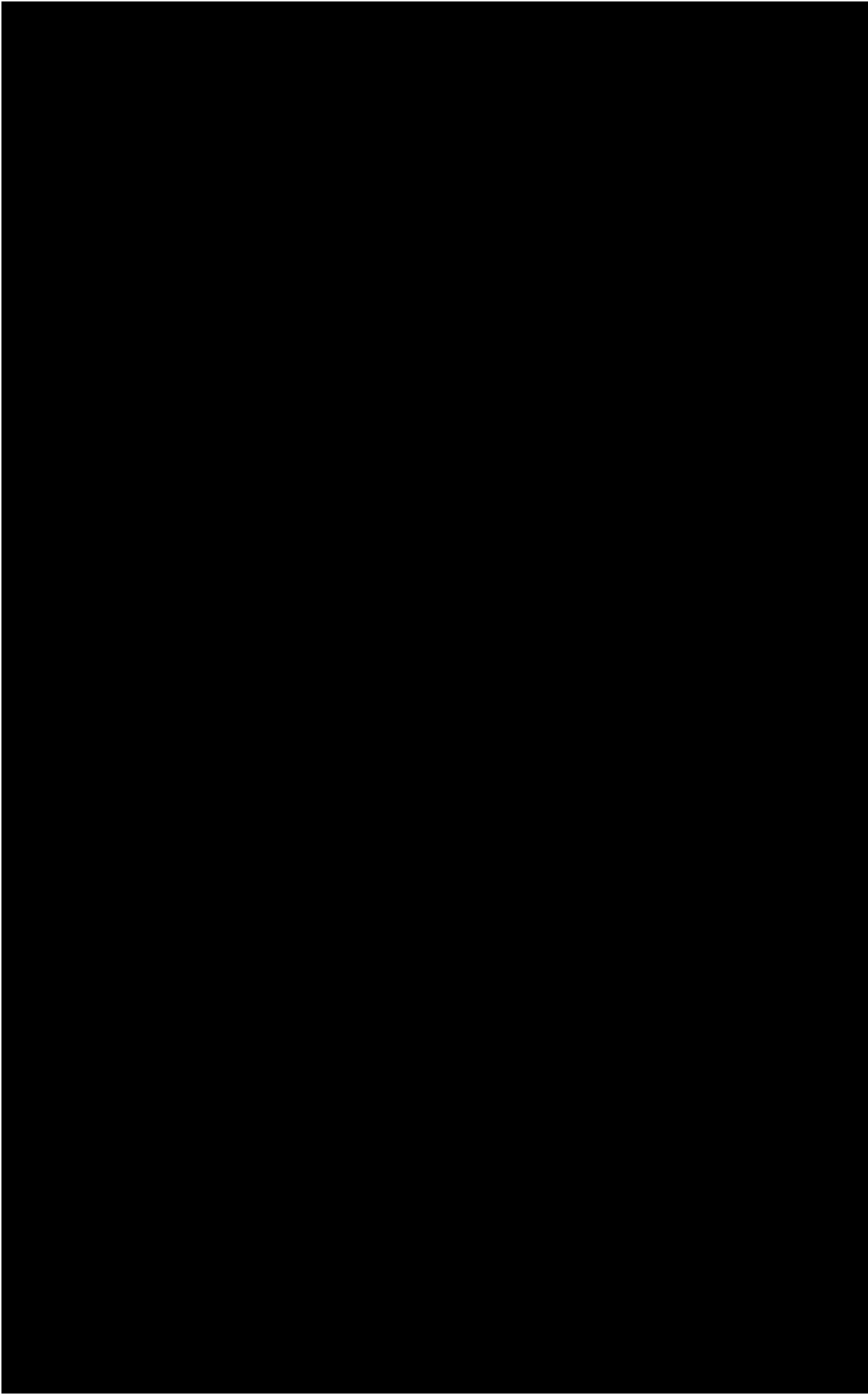


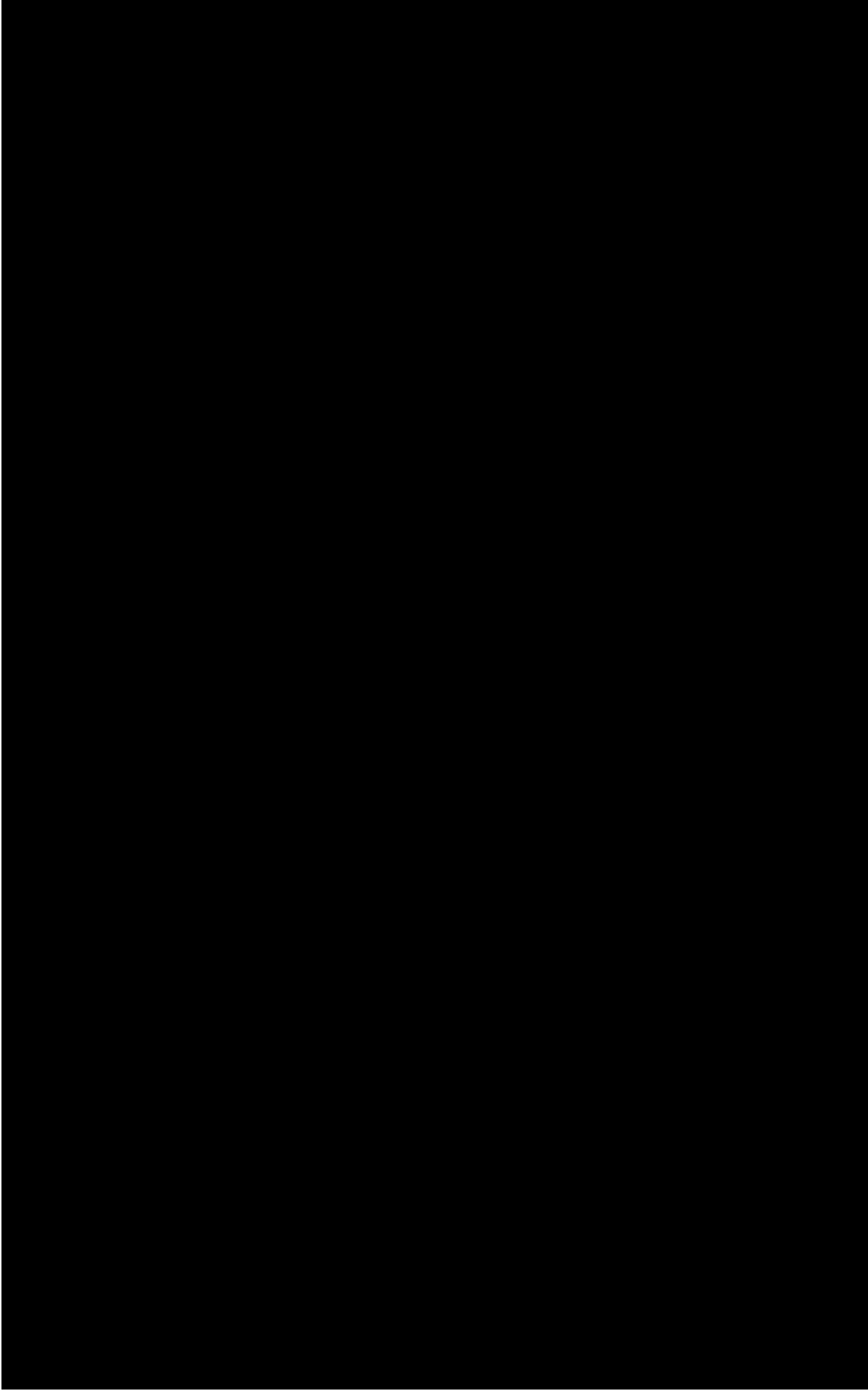


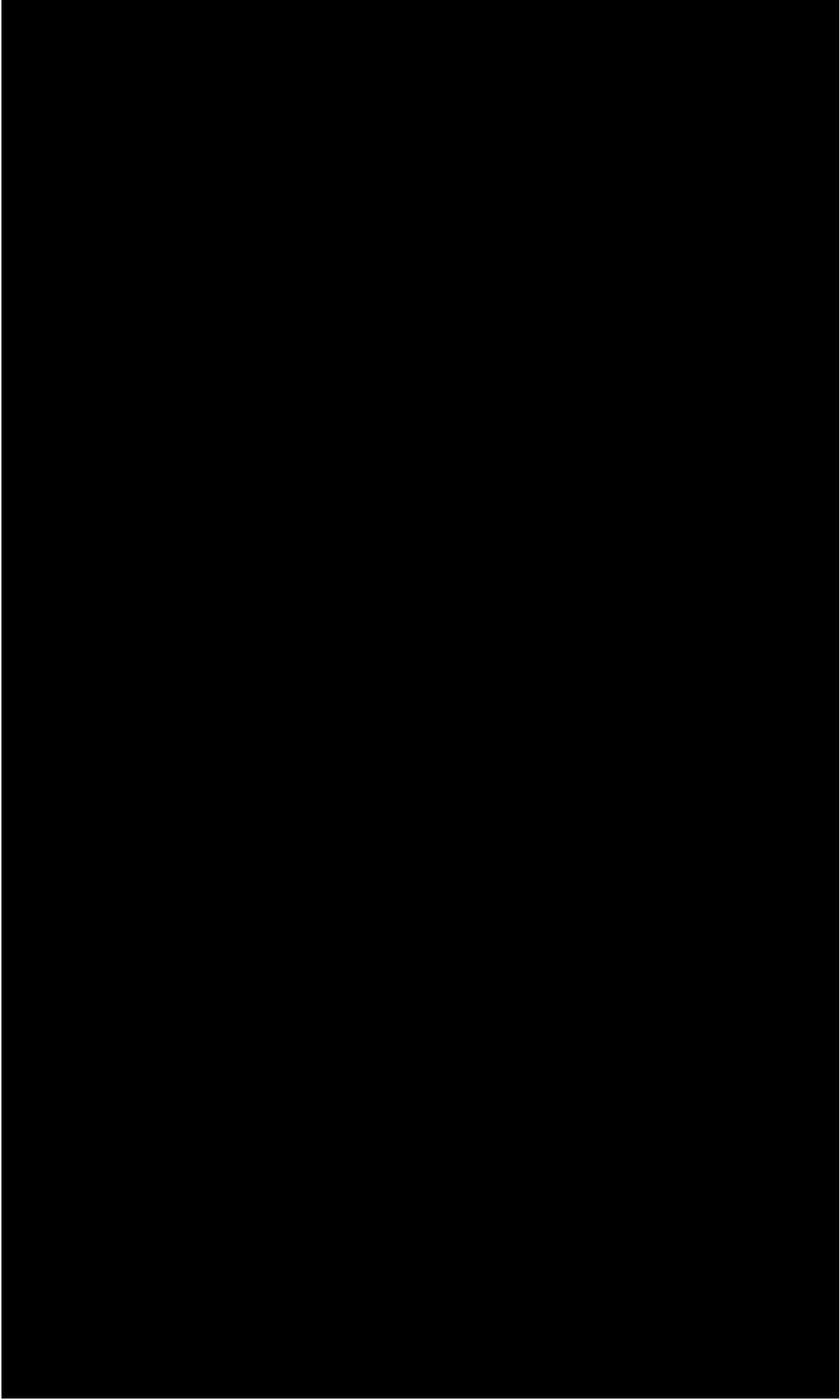


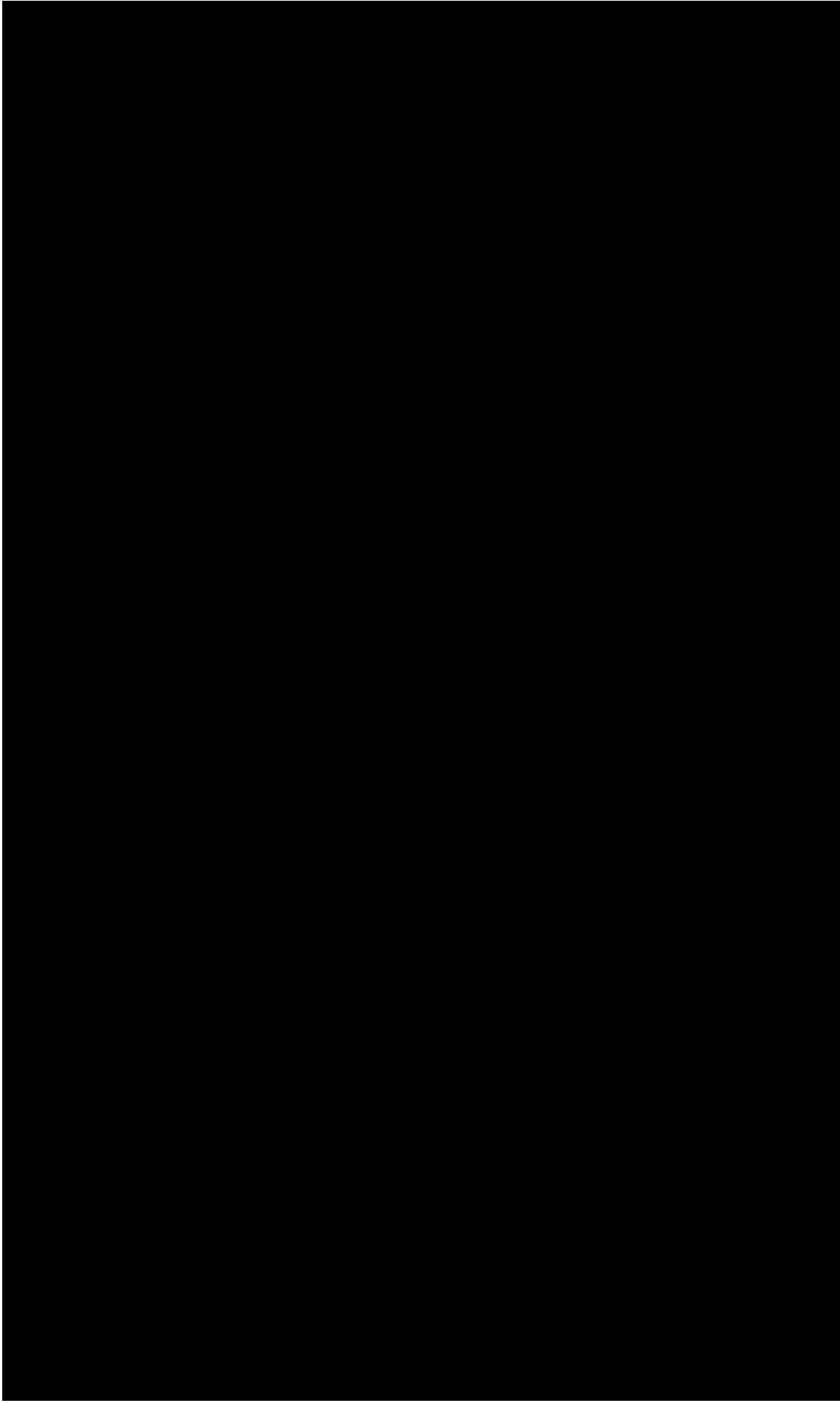


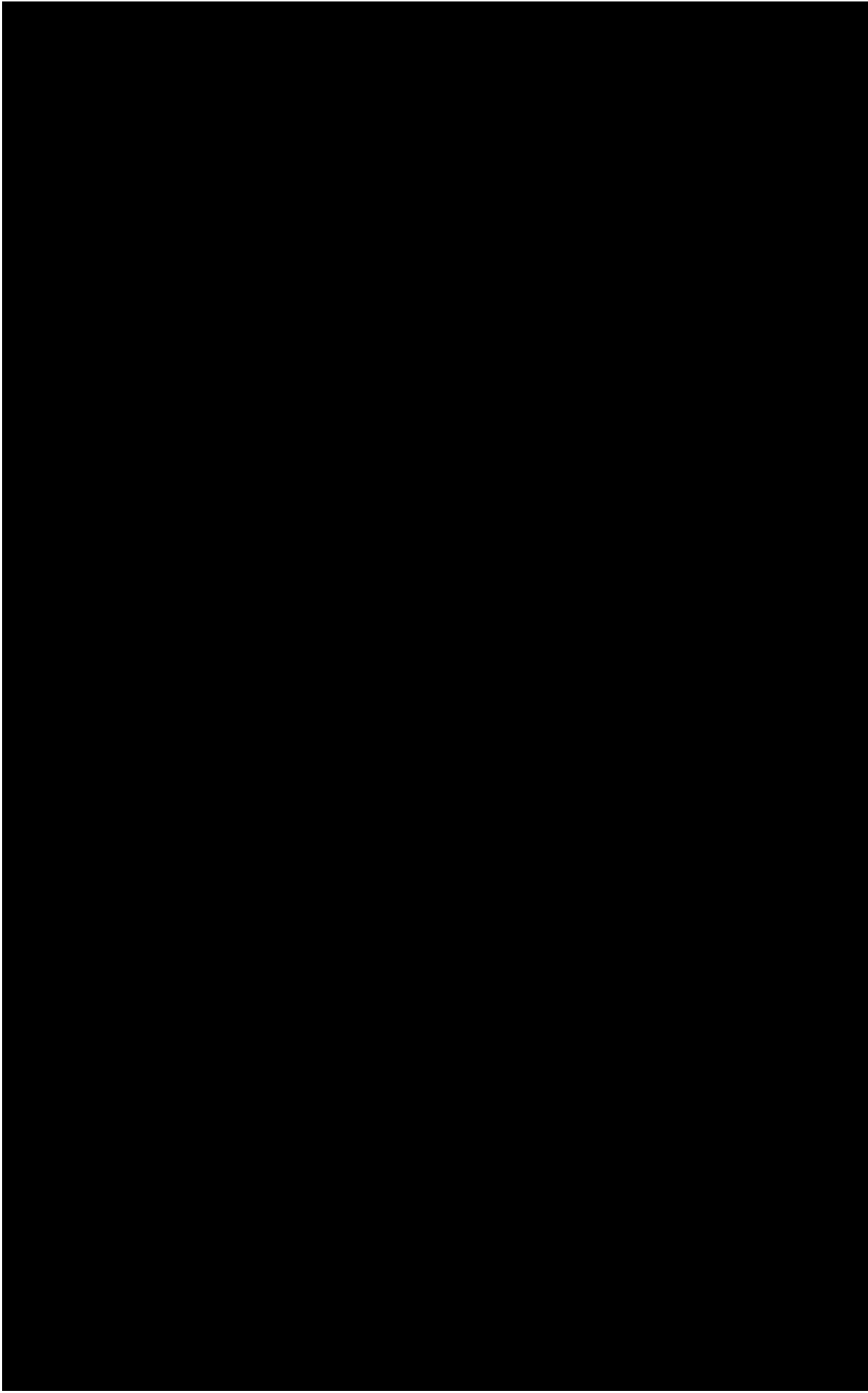










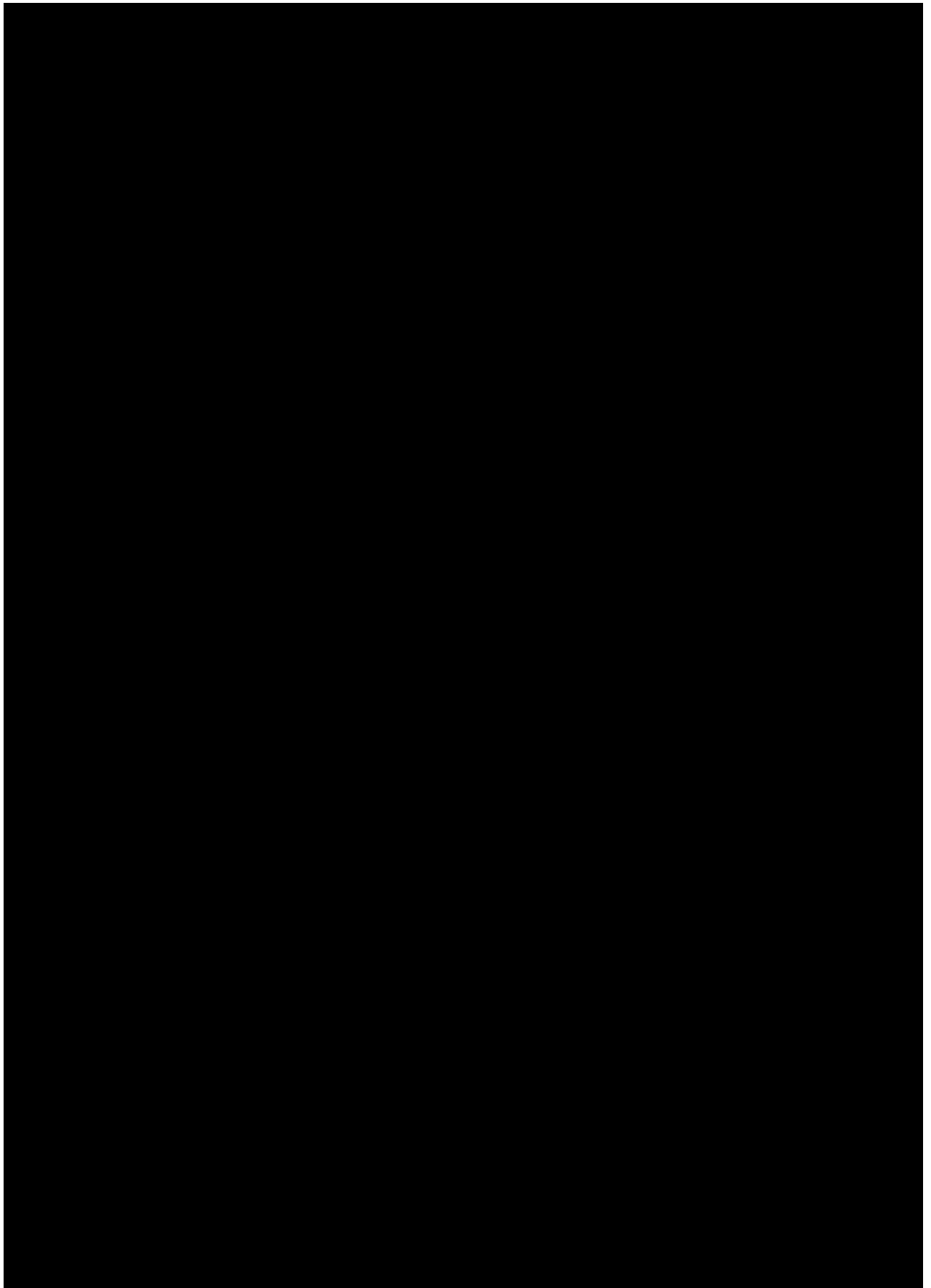


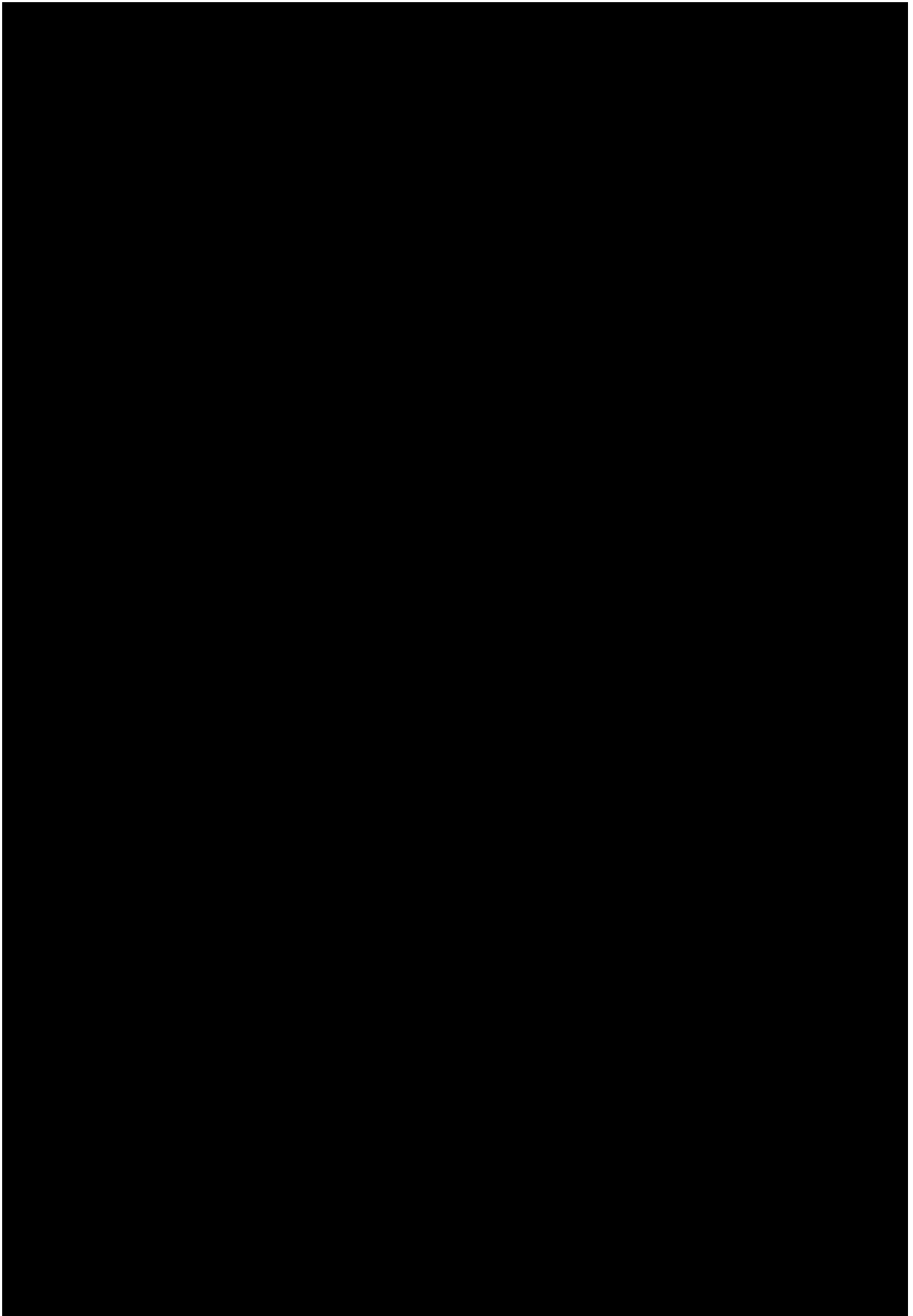
[REDACTED]

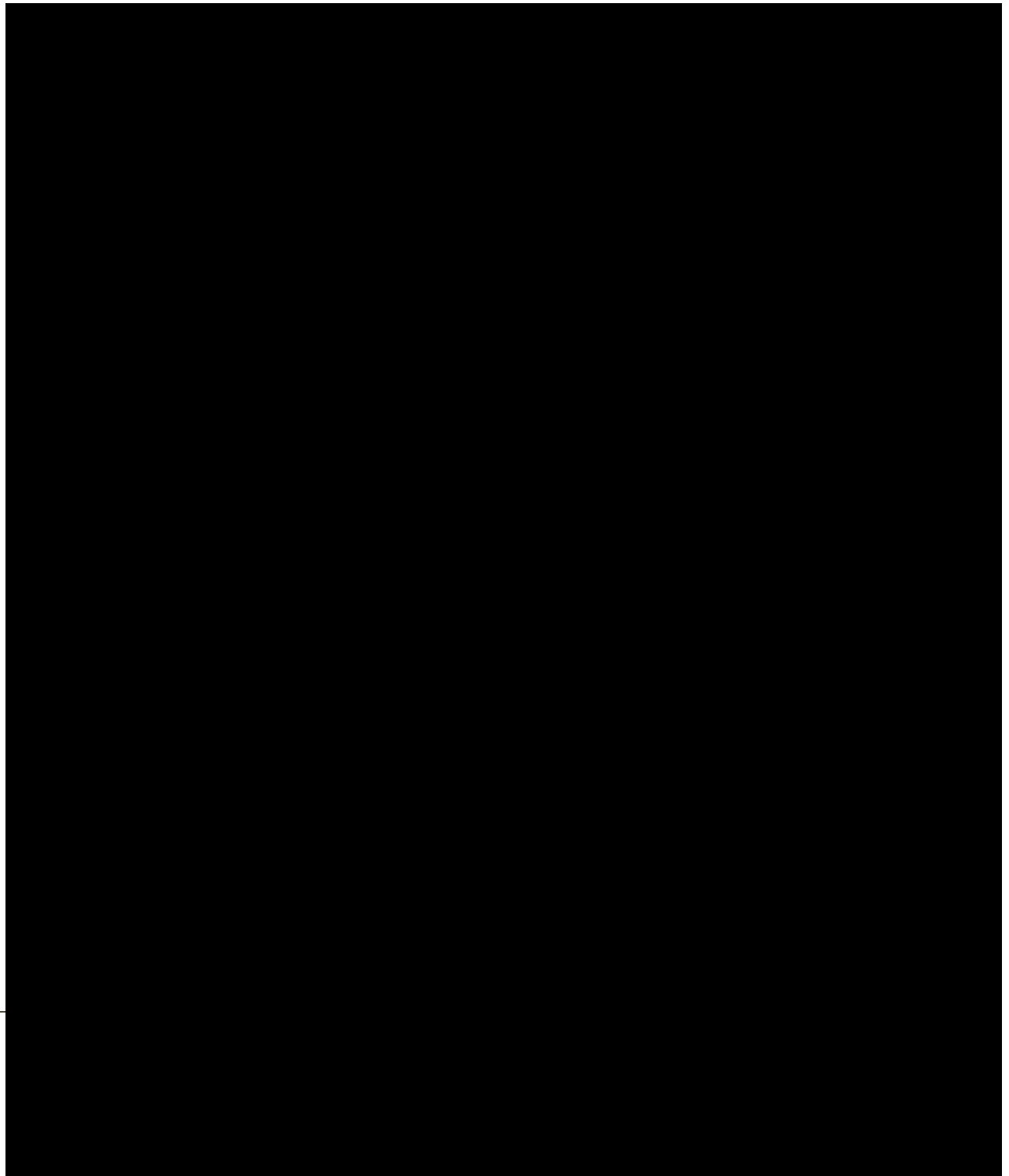


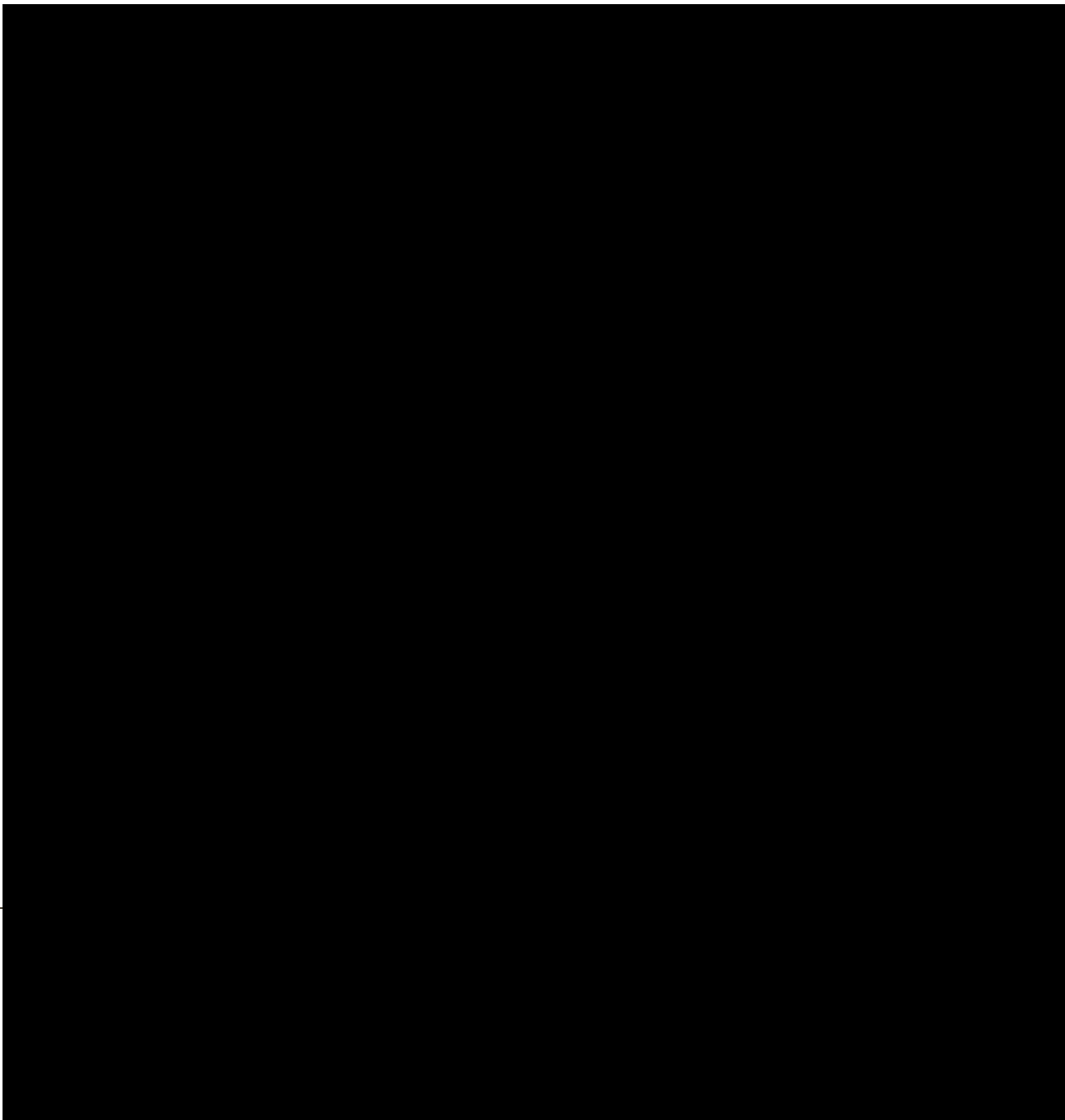
eSourcing Response Document
16 January 2025

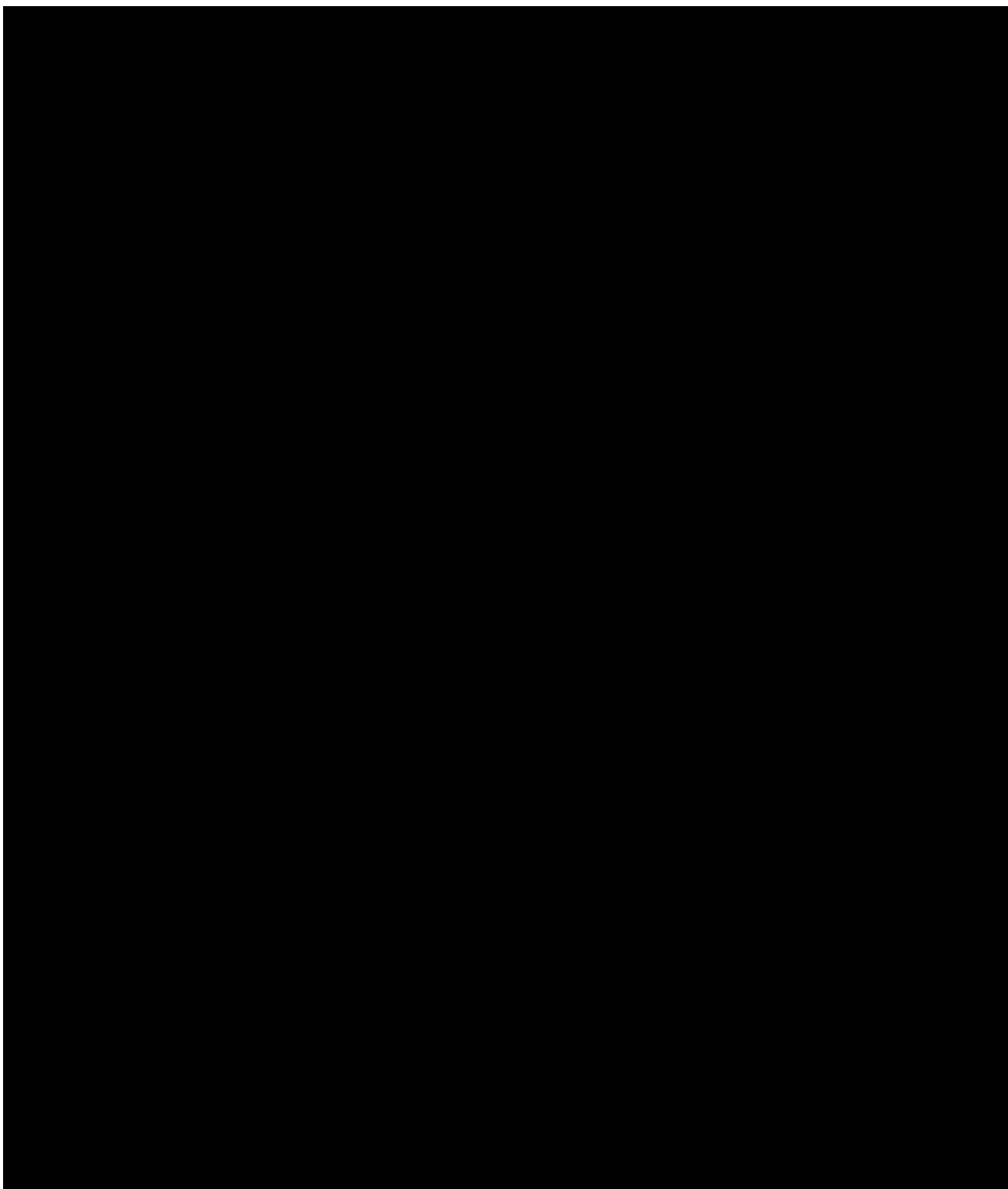
Project Ref and Name:	C283380 - National Cancer Patient Experience Survey 2025-2029
Section:	2. Technical Envelope
Supplier Name:	PICKER INSTITUTE EUROPE

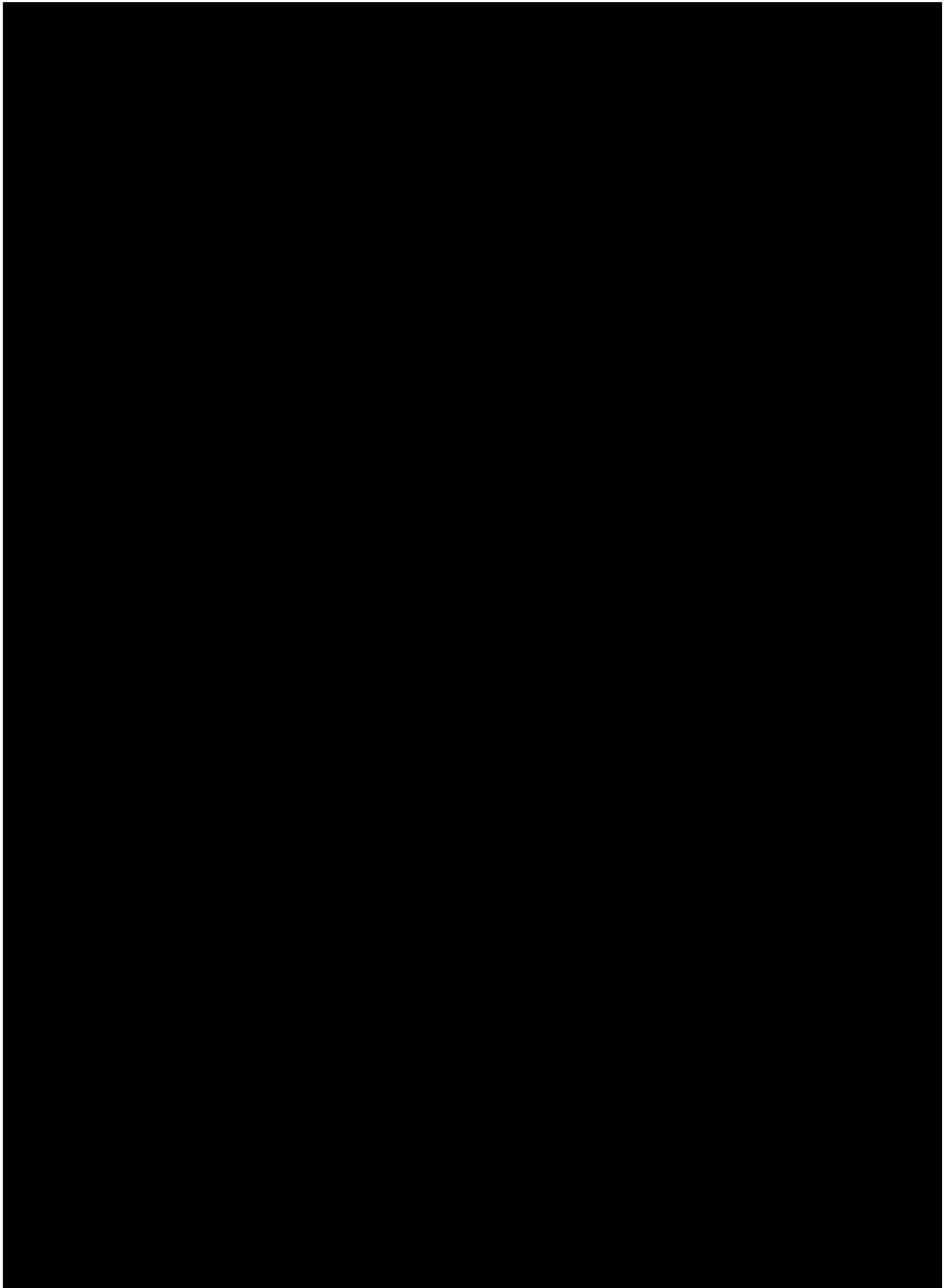


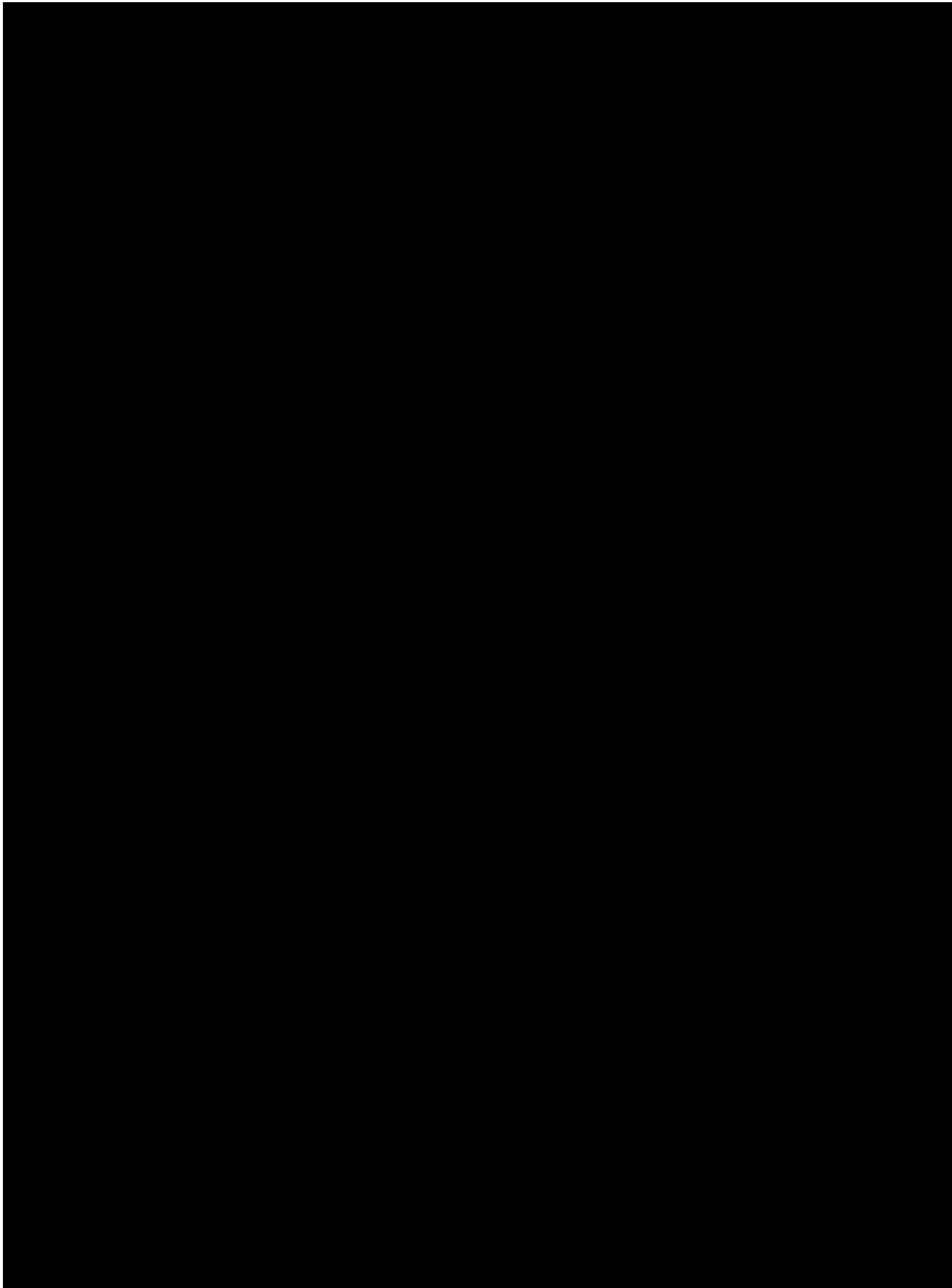


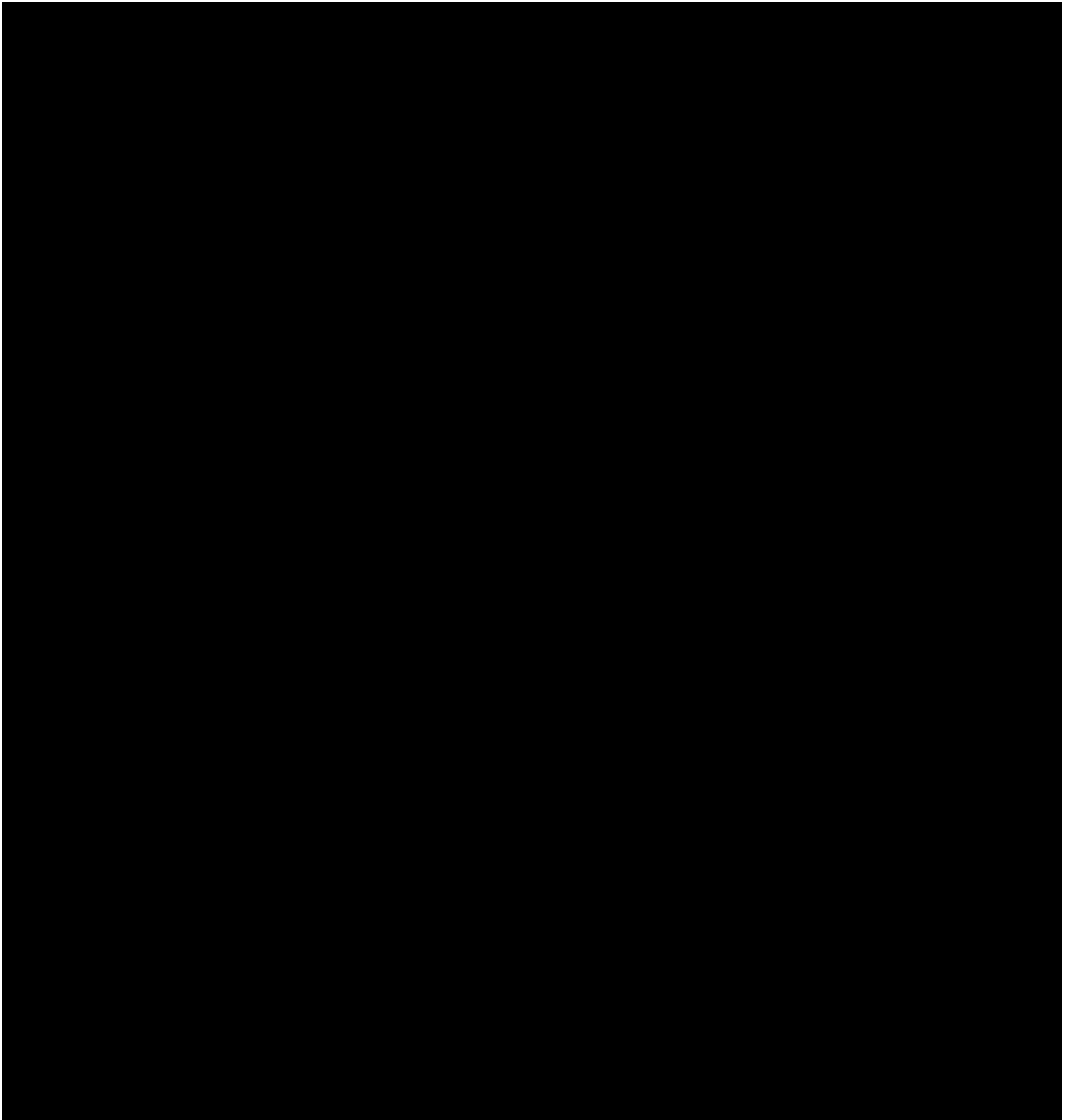


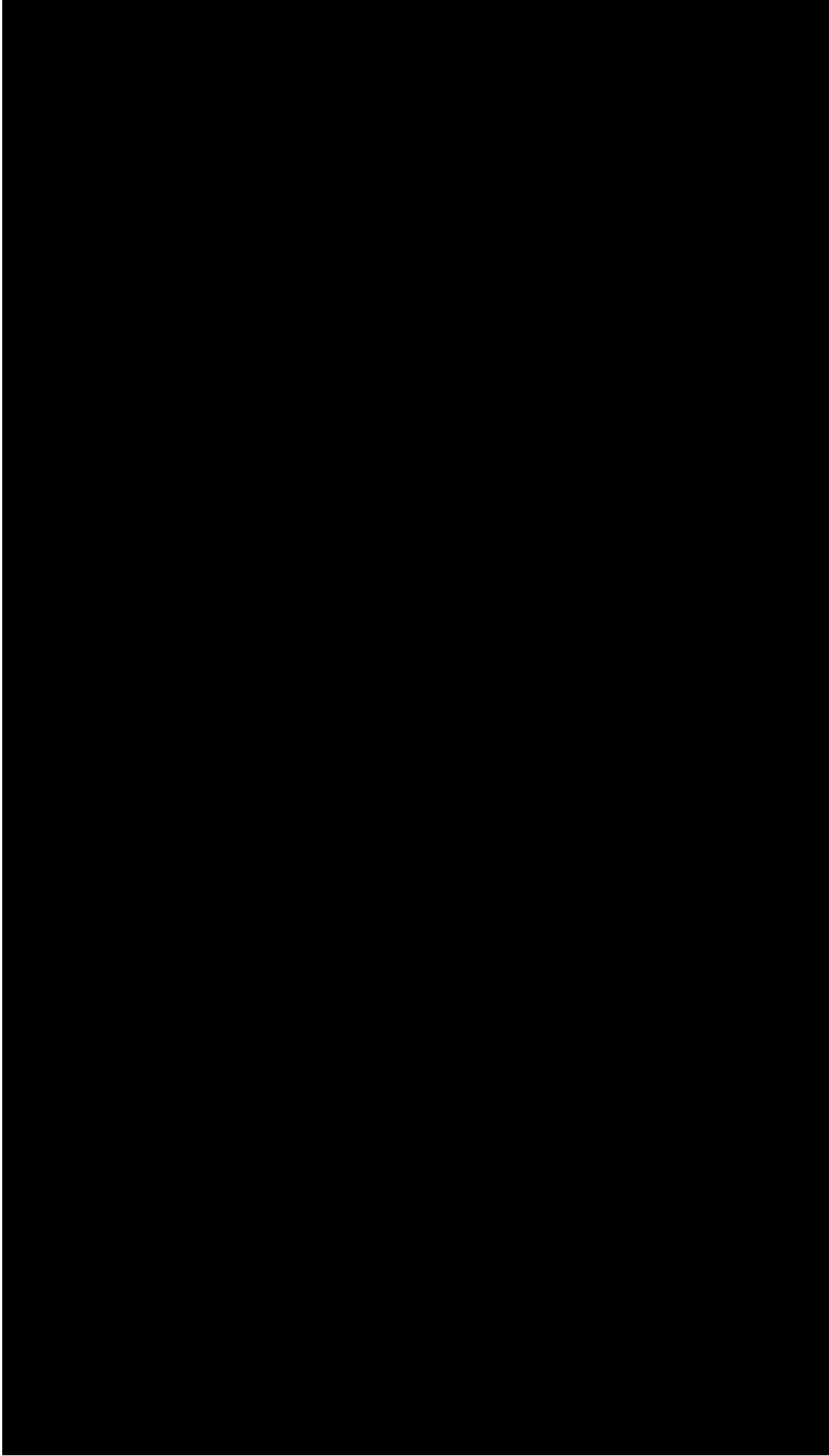


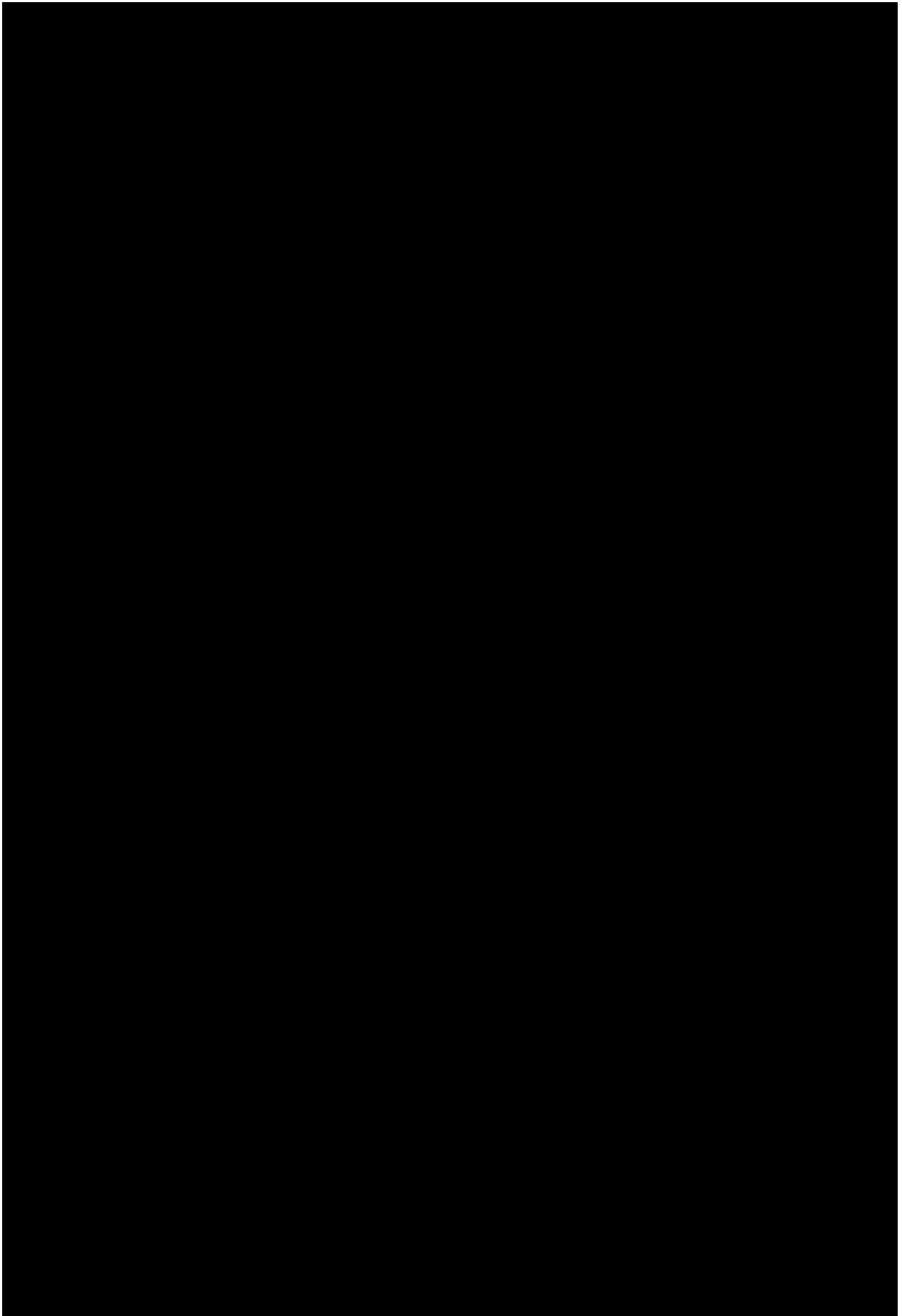


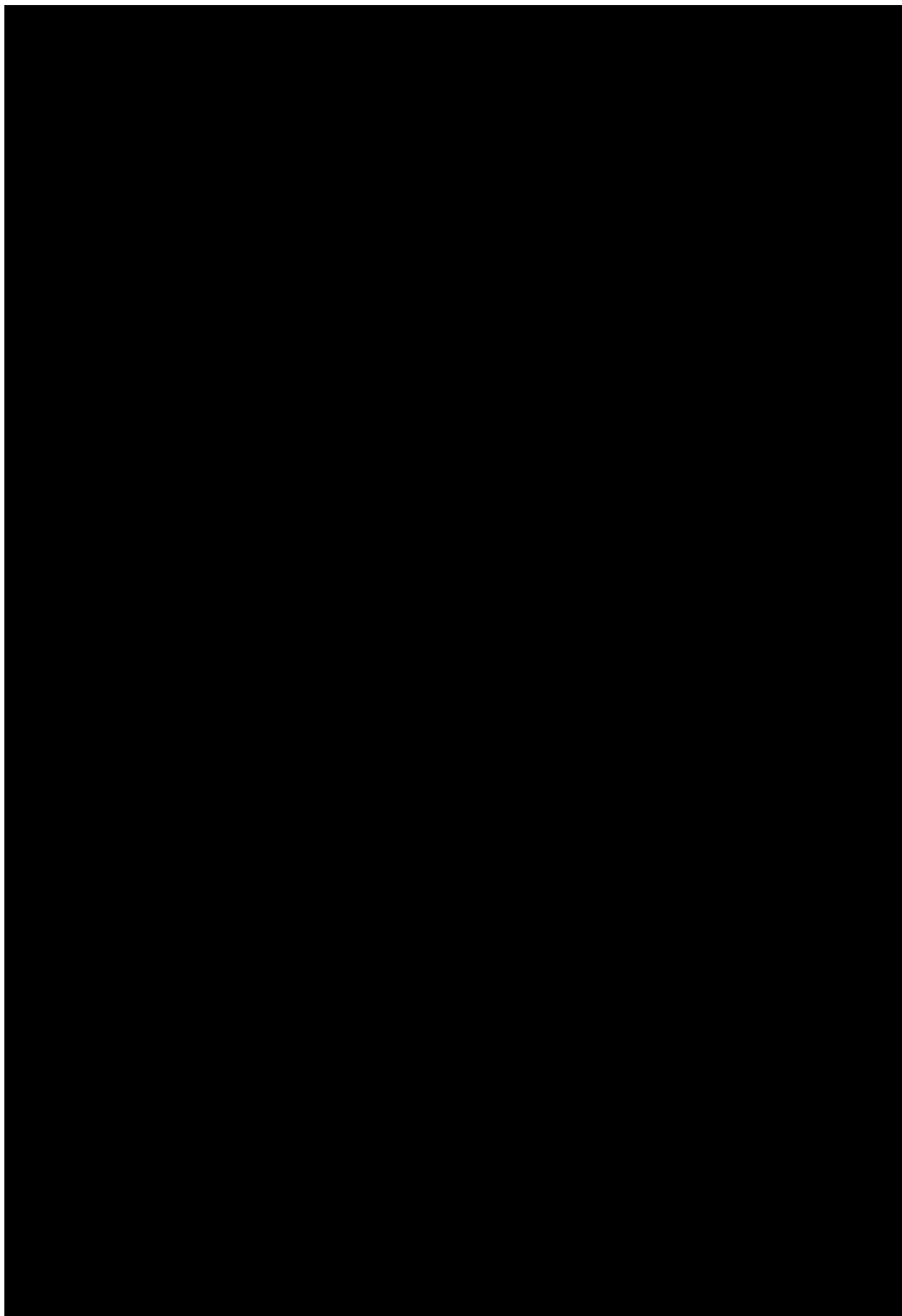


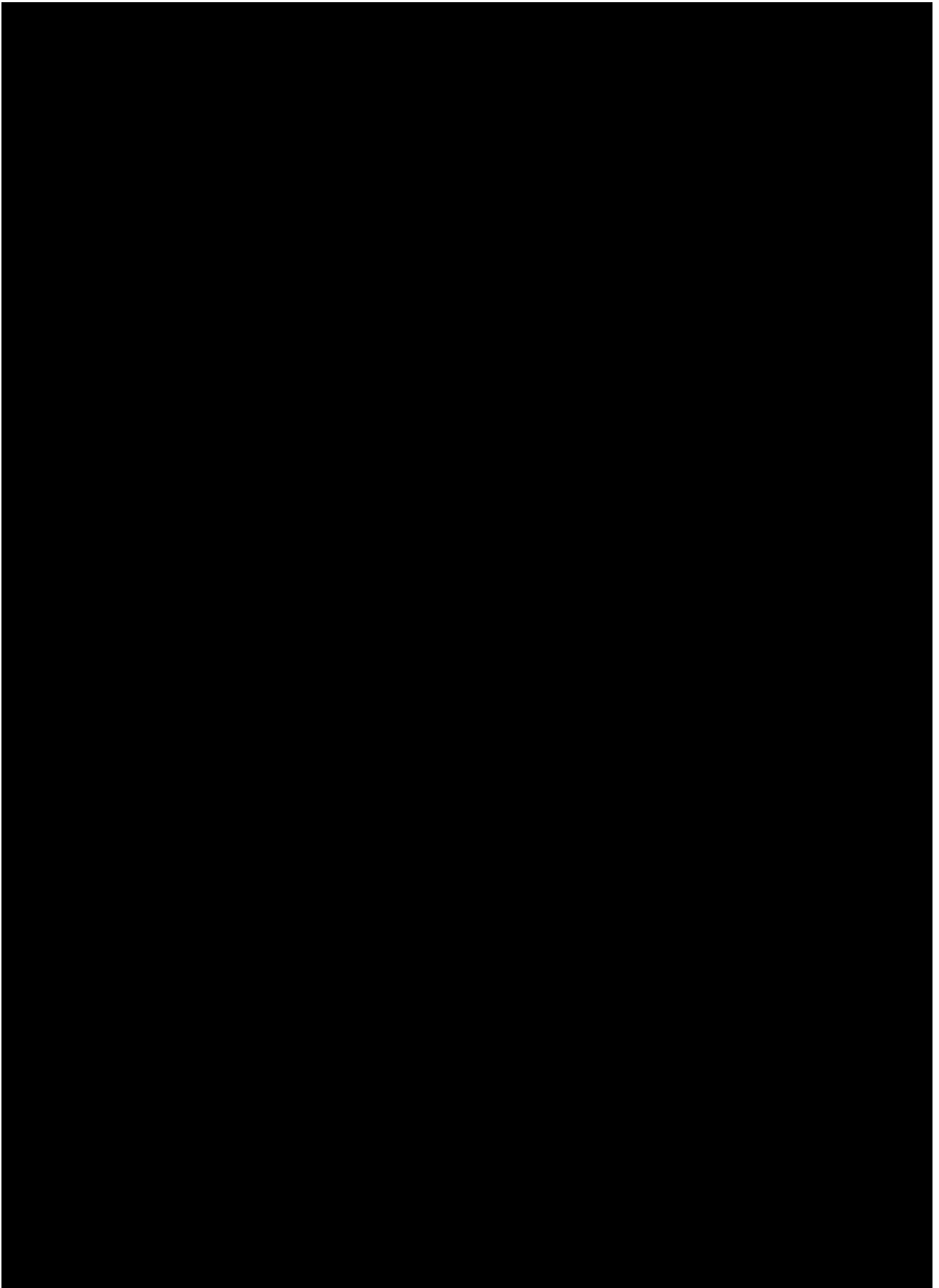




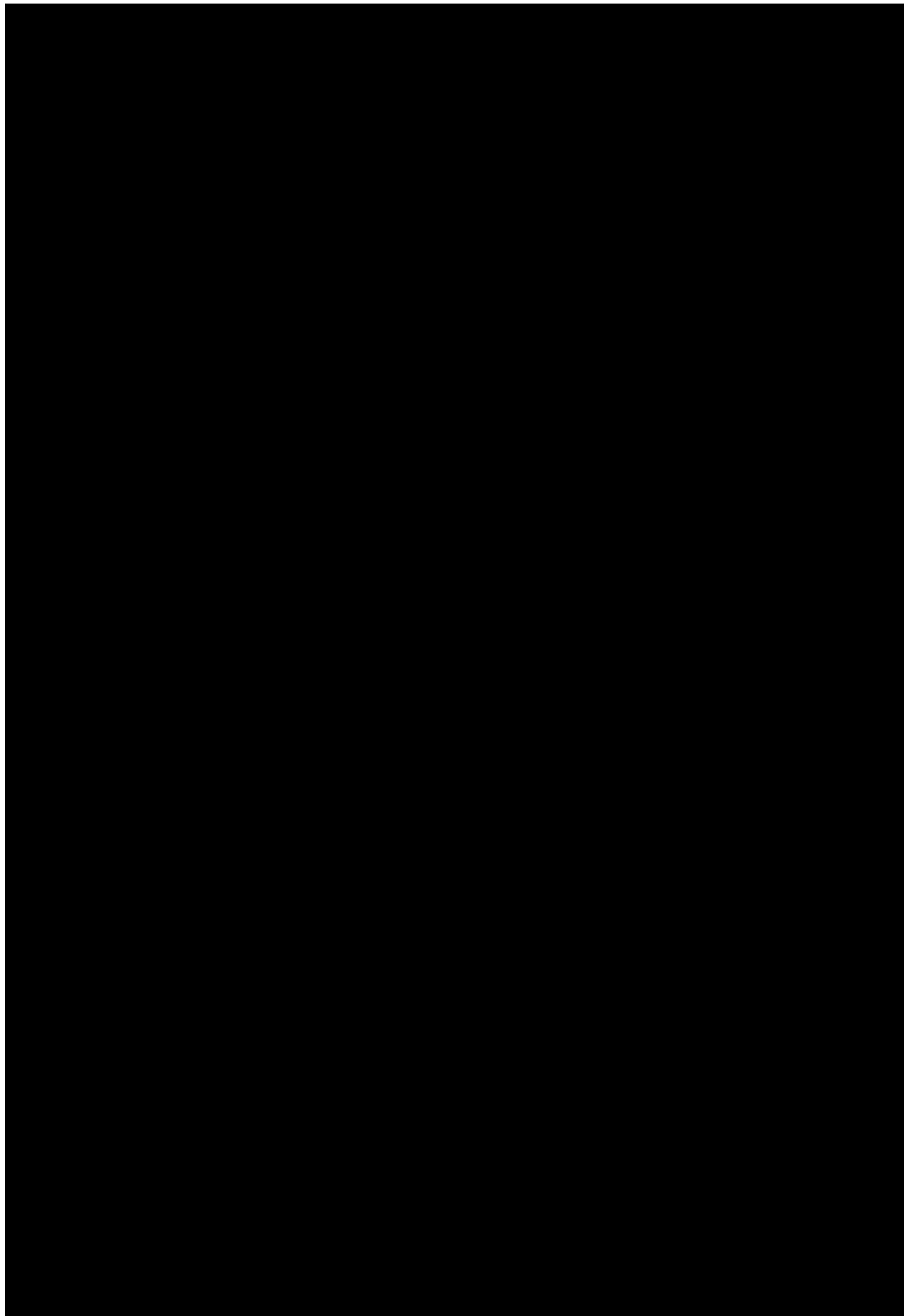


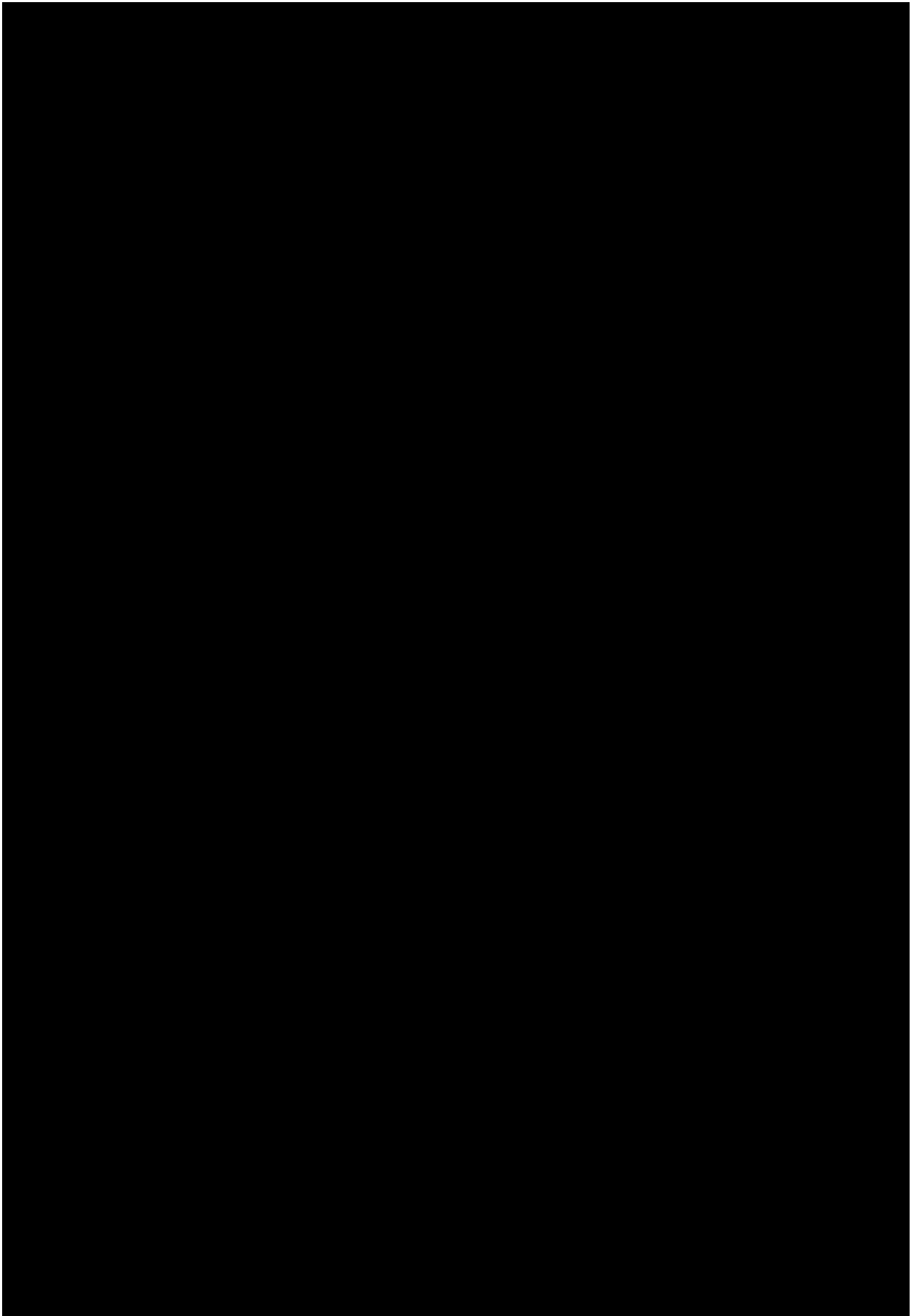


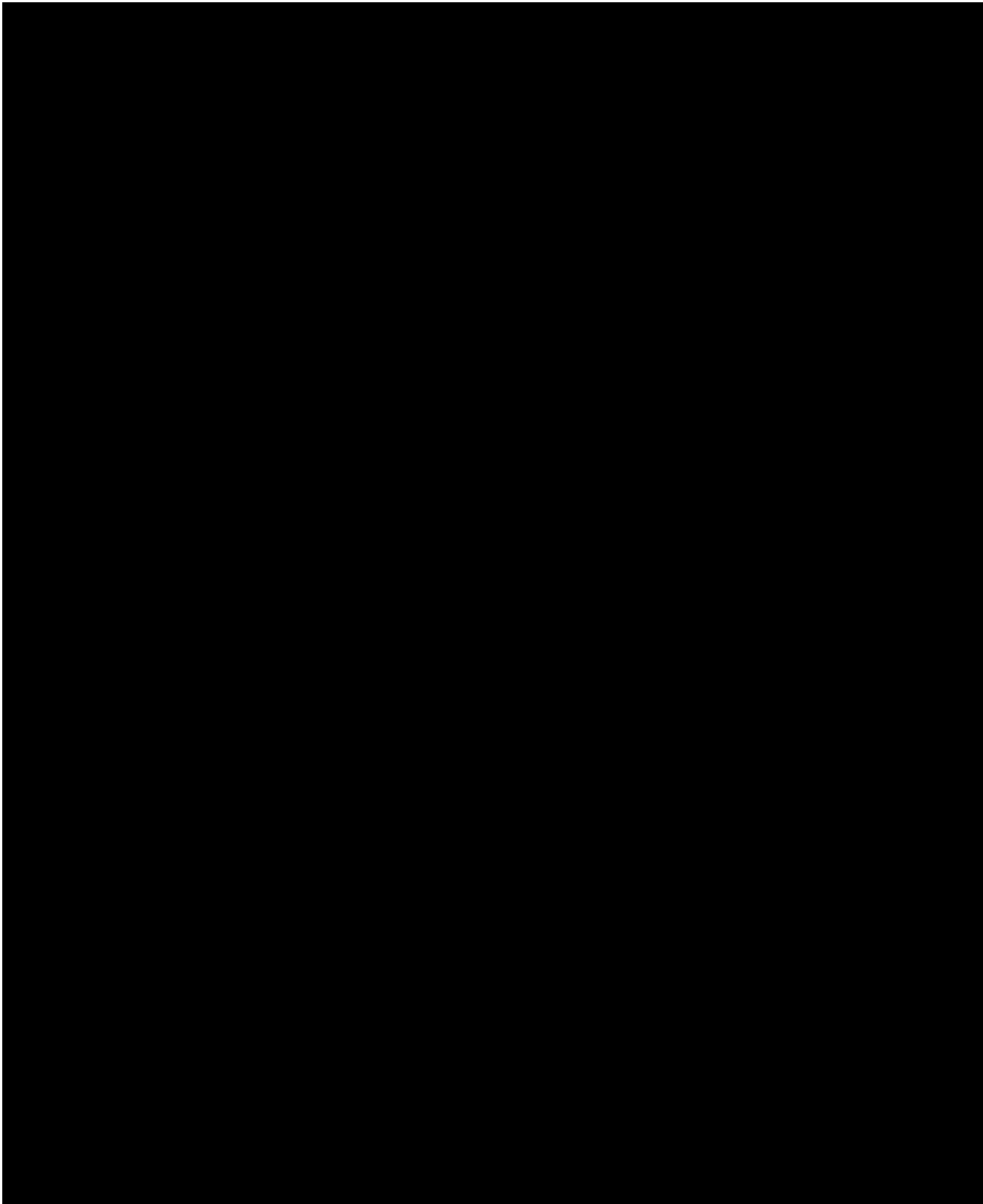


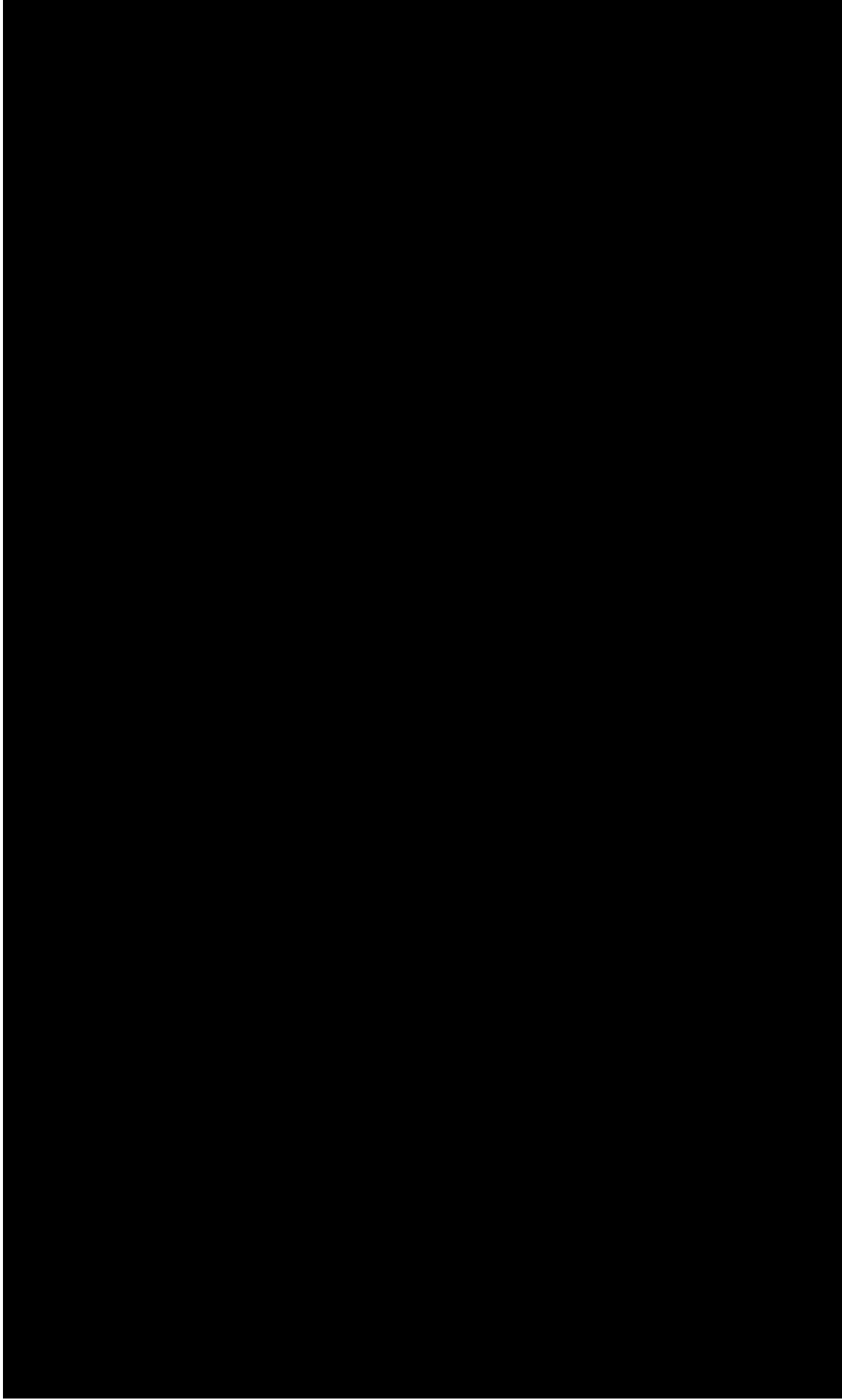


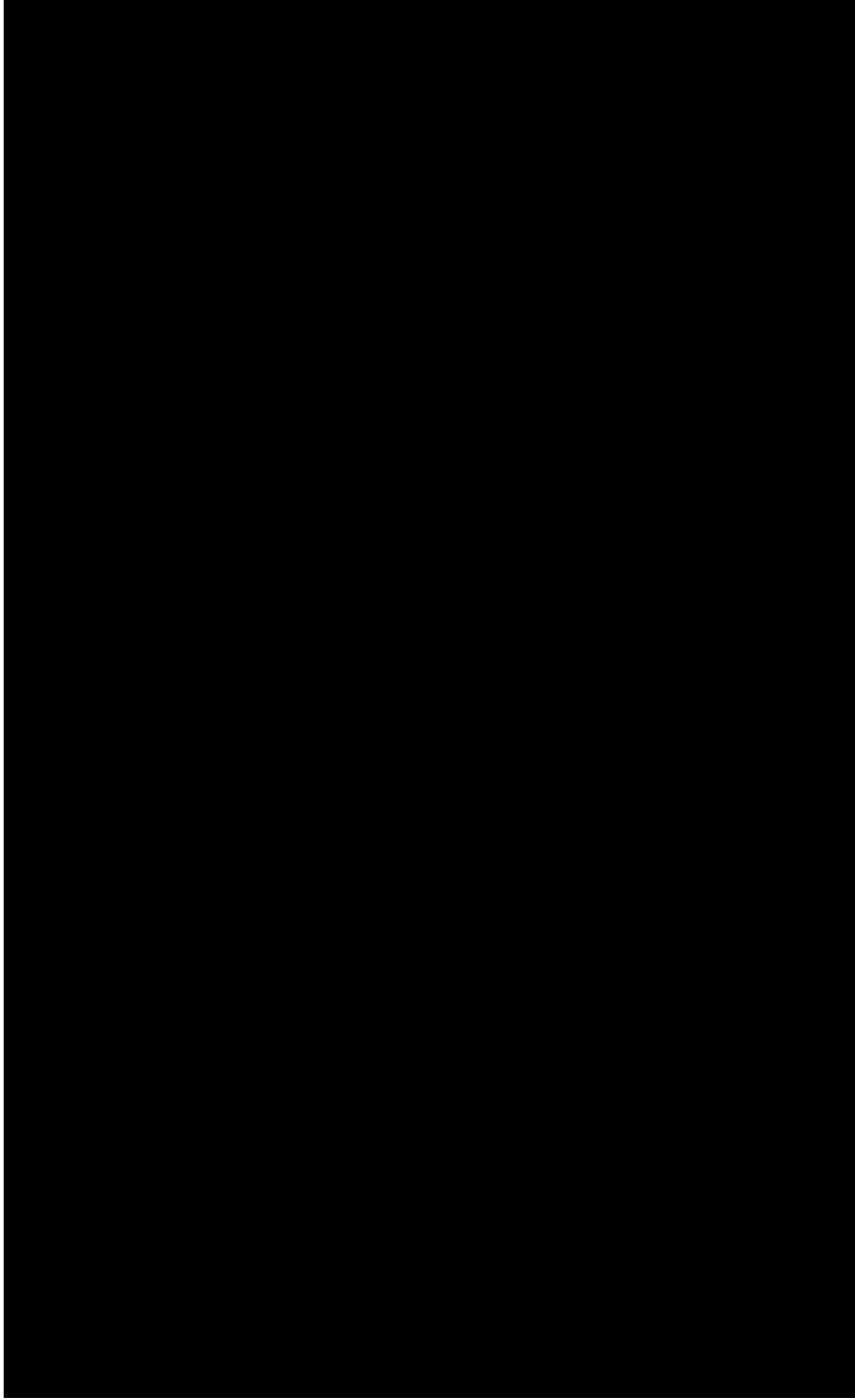
[REDACTED]

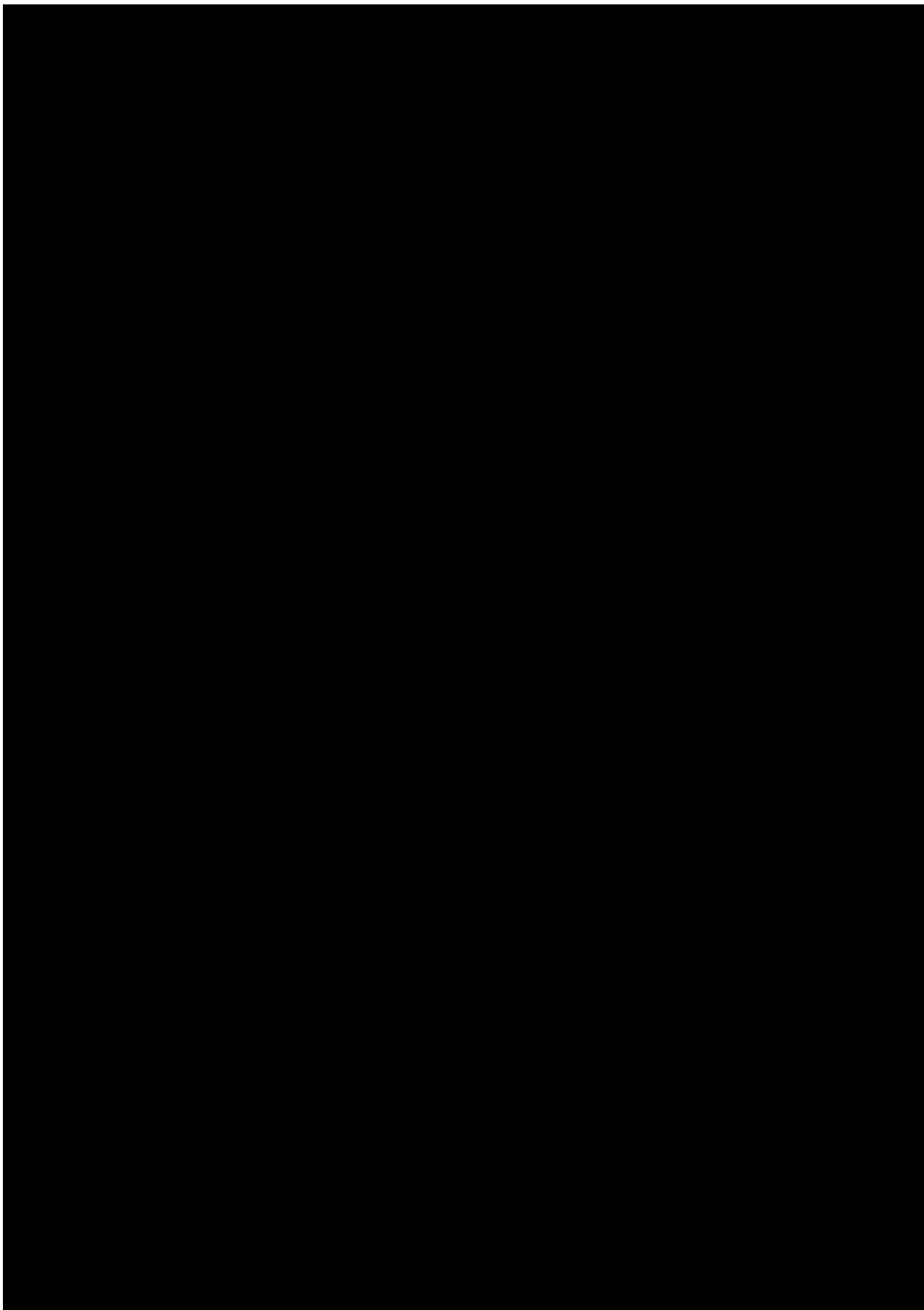


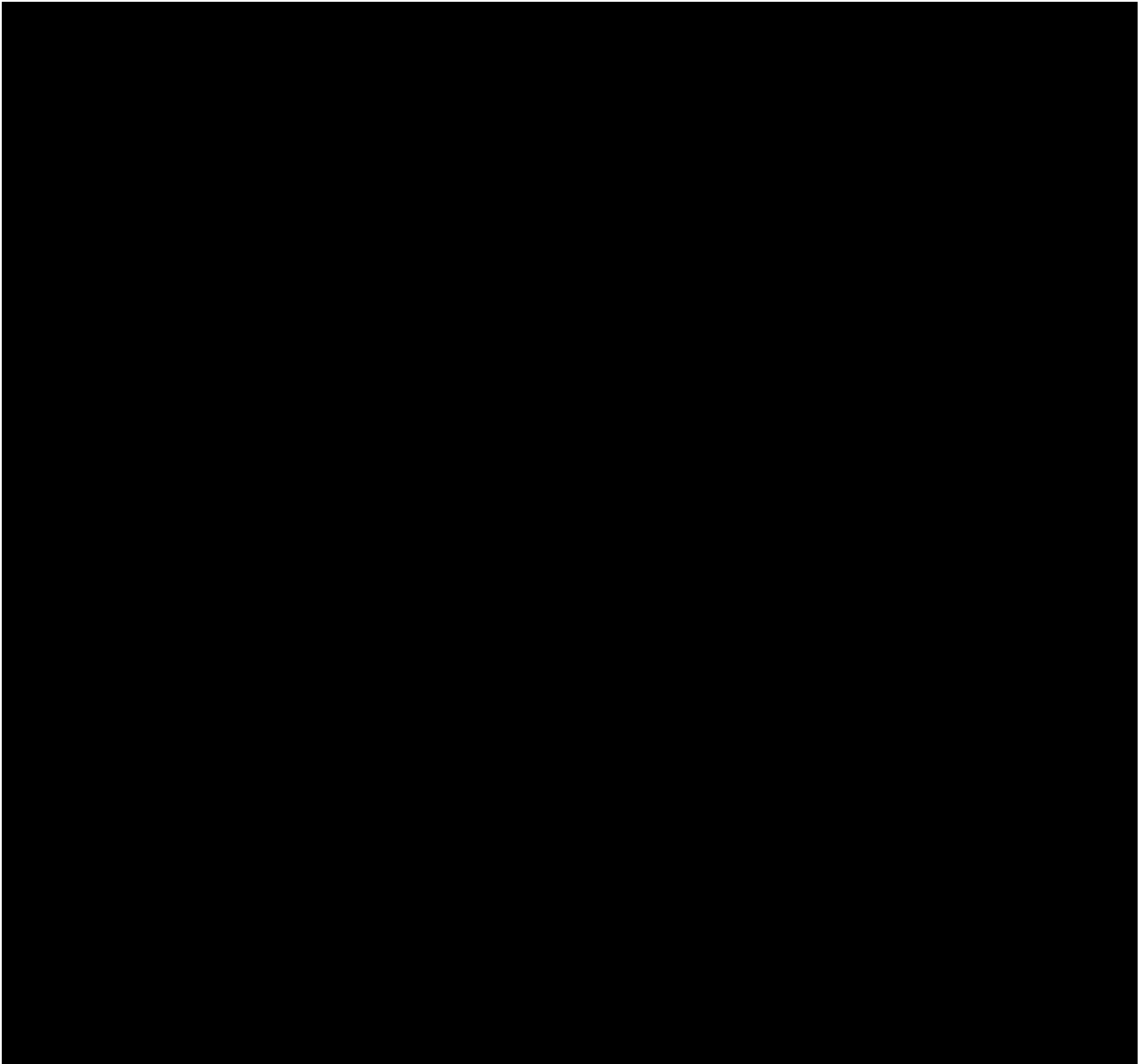


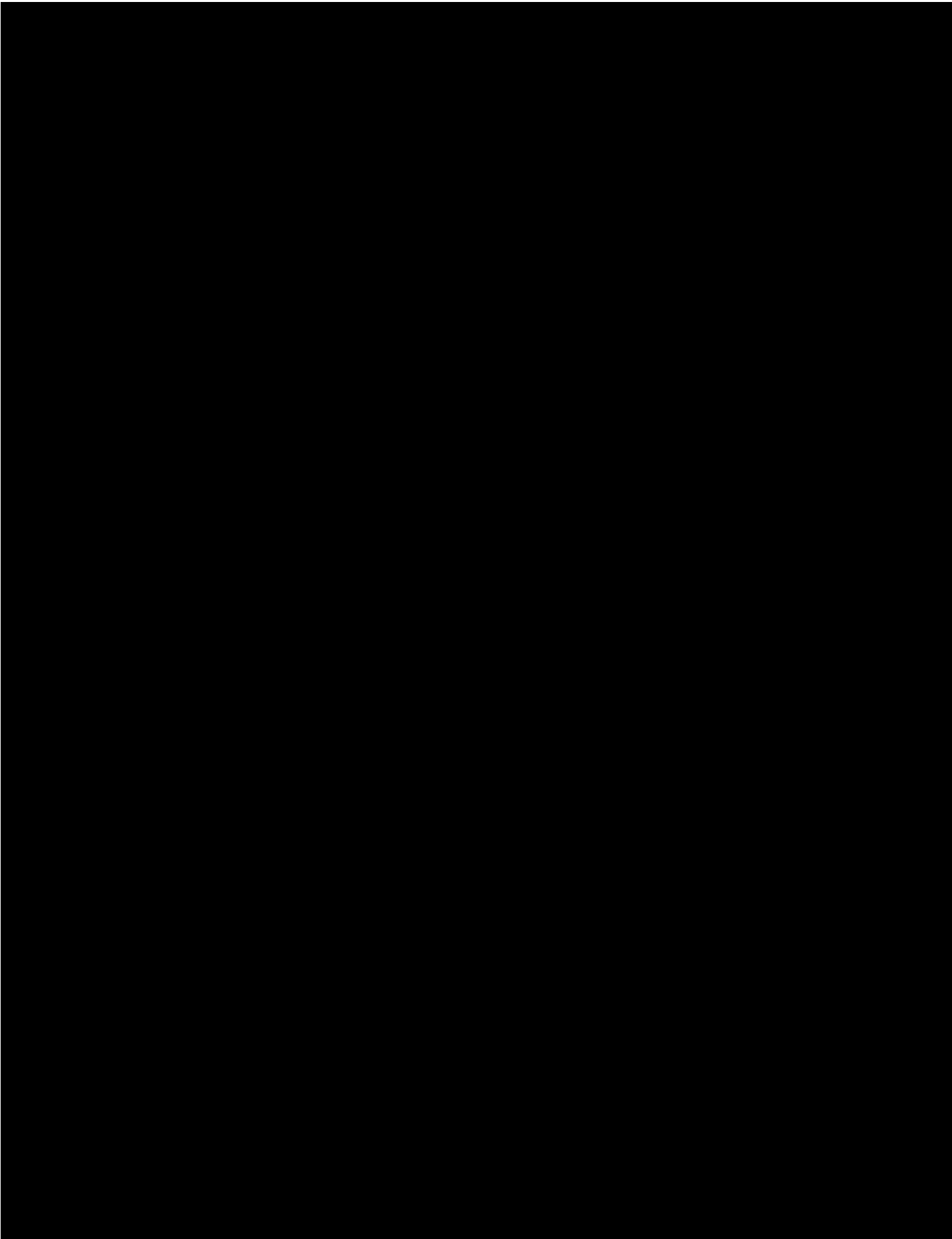


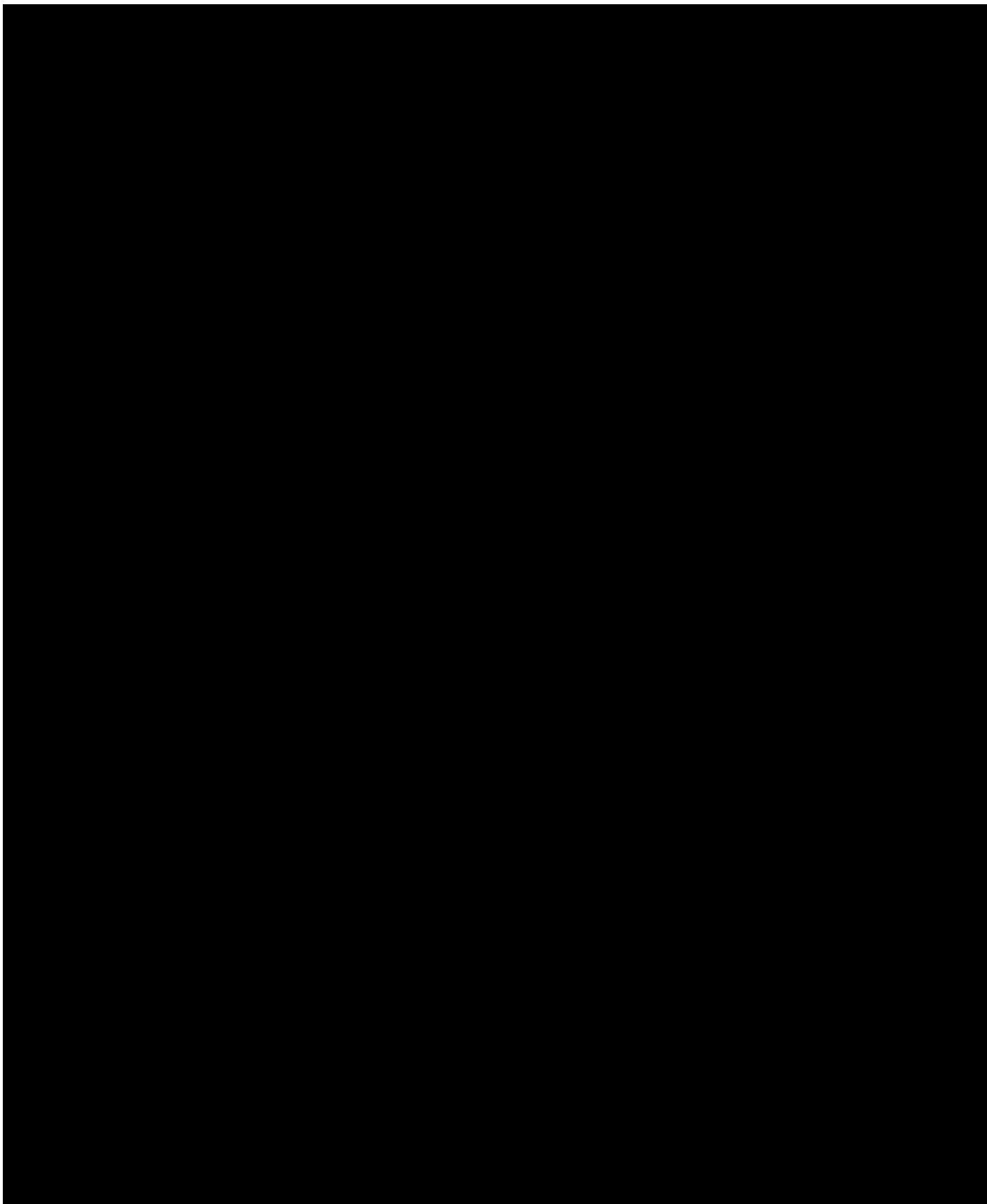


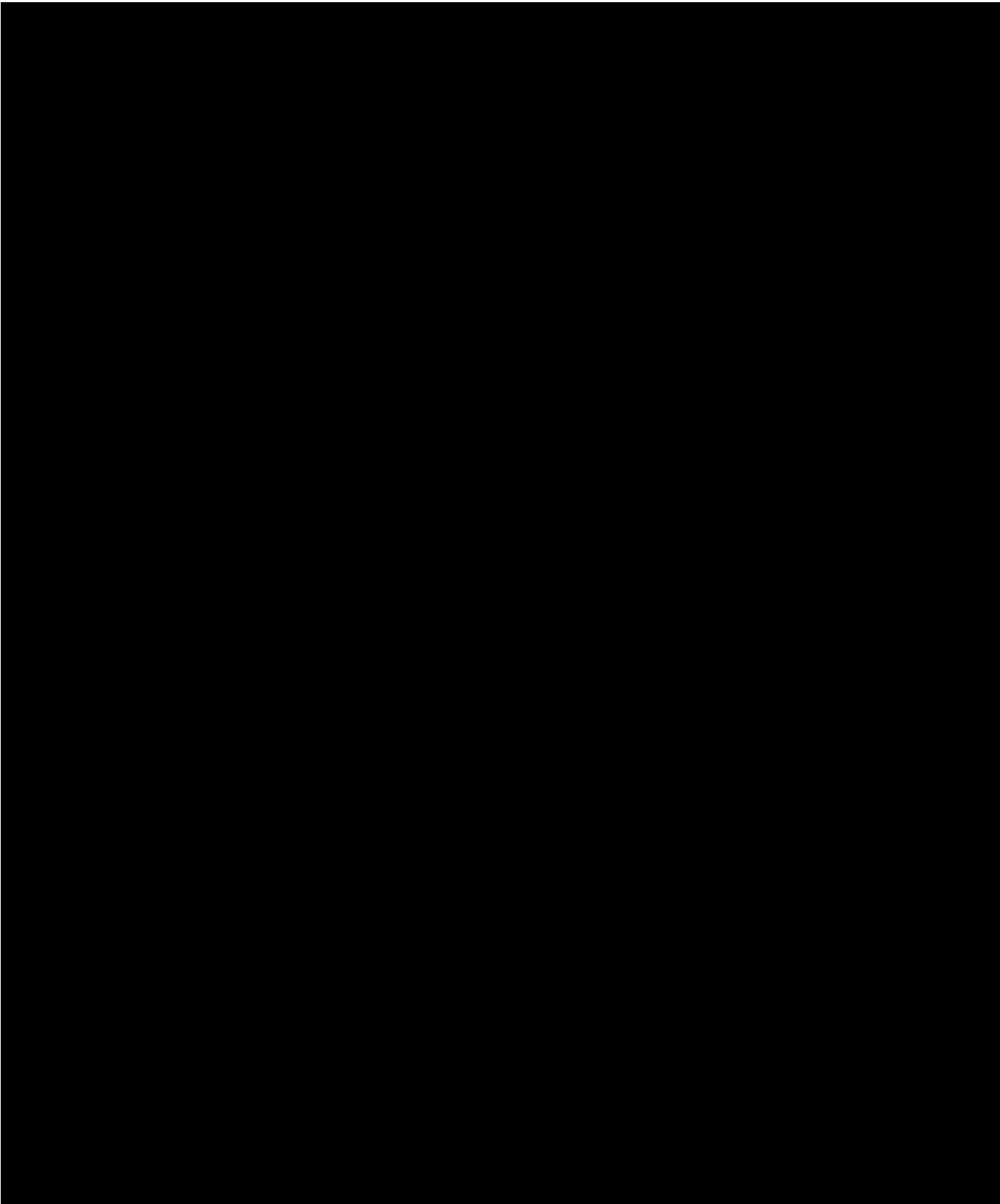


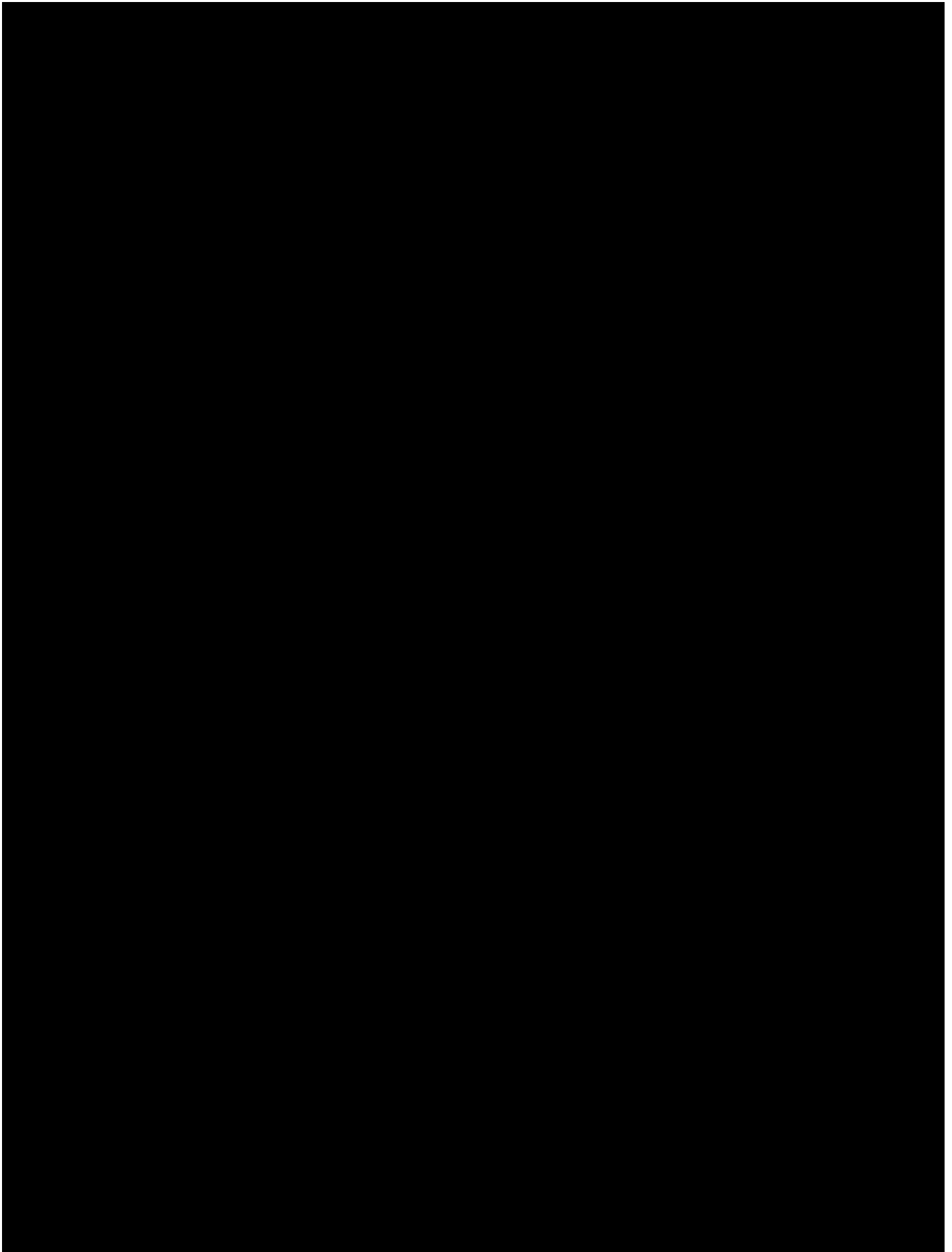




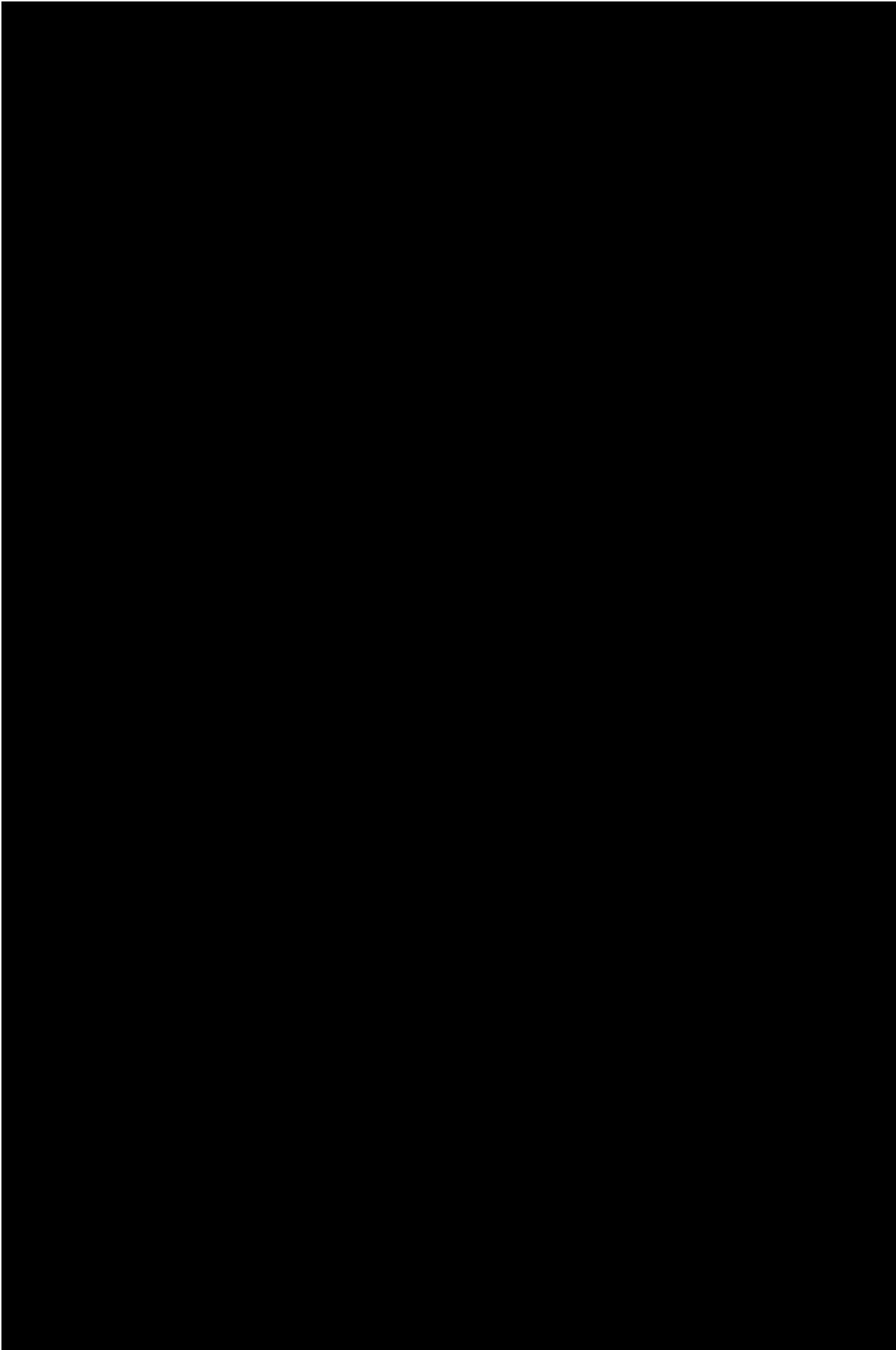


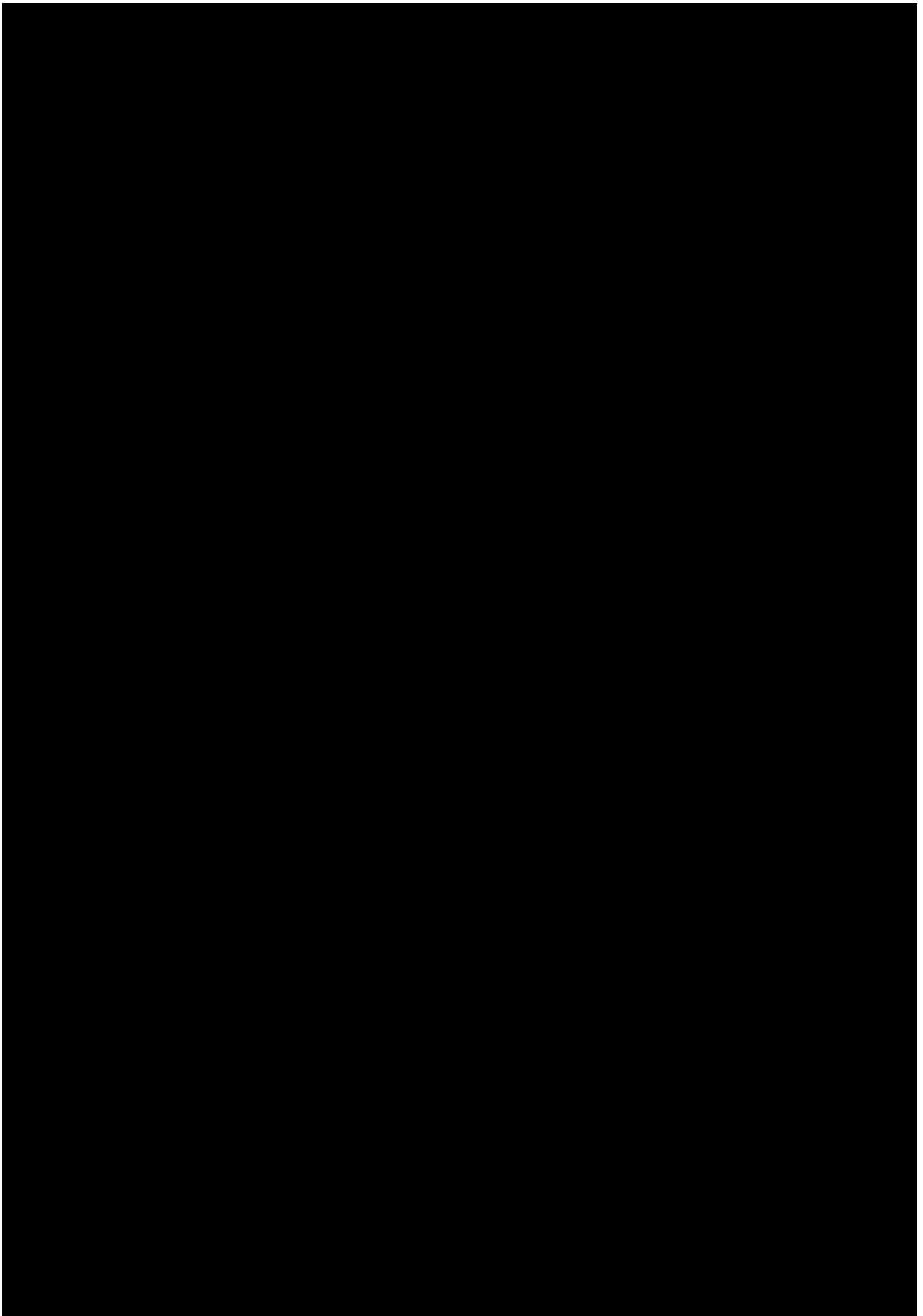


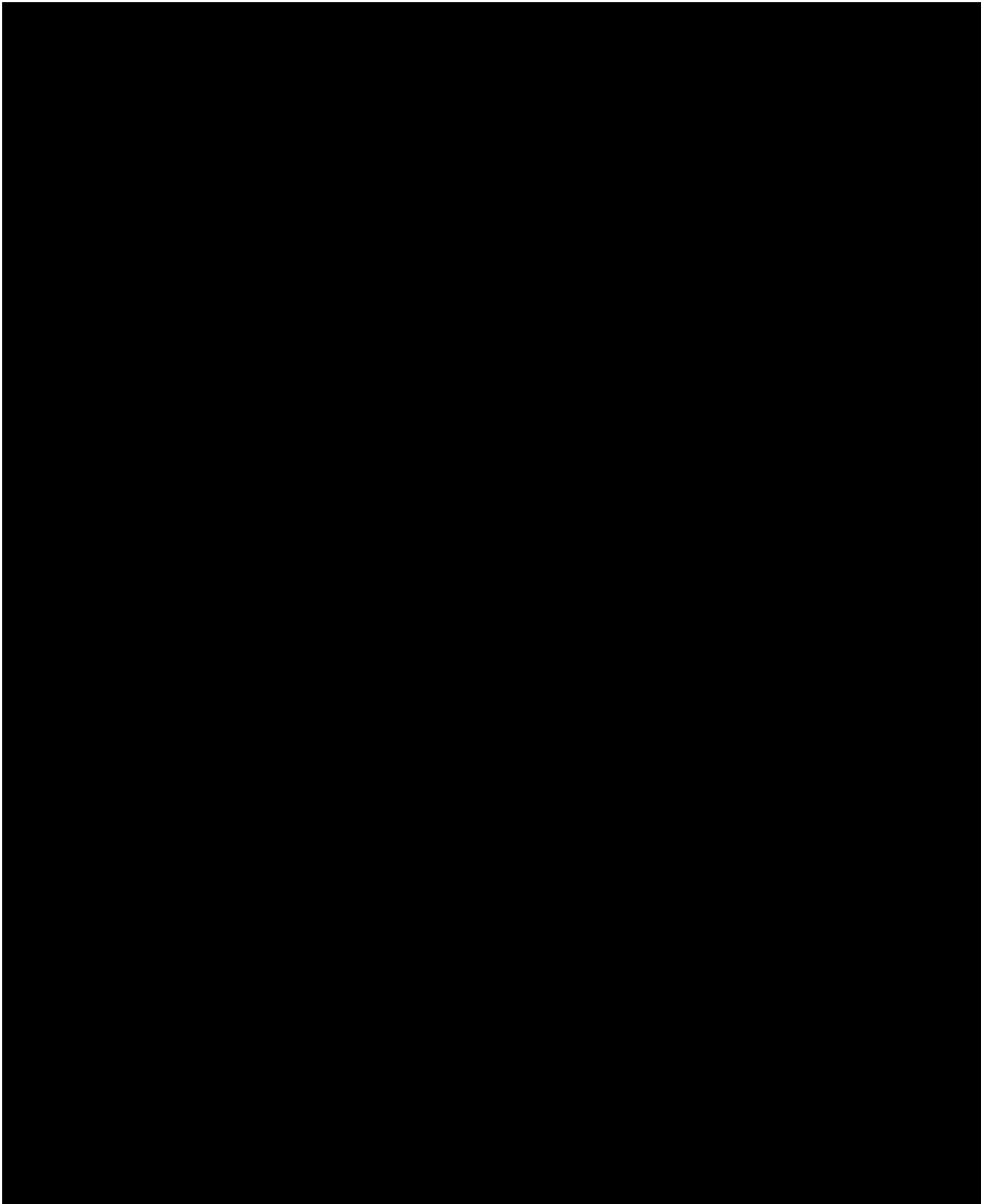


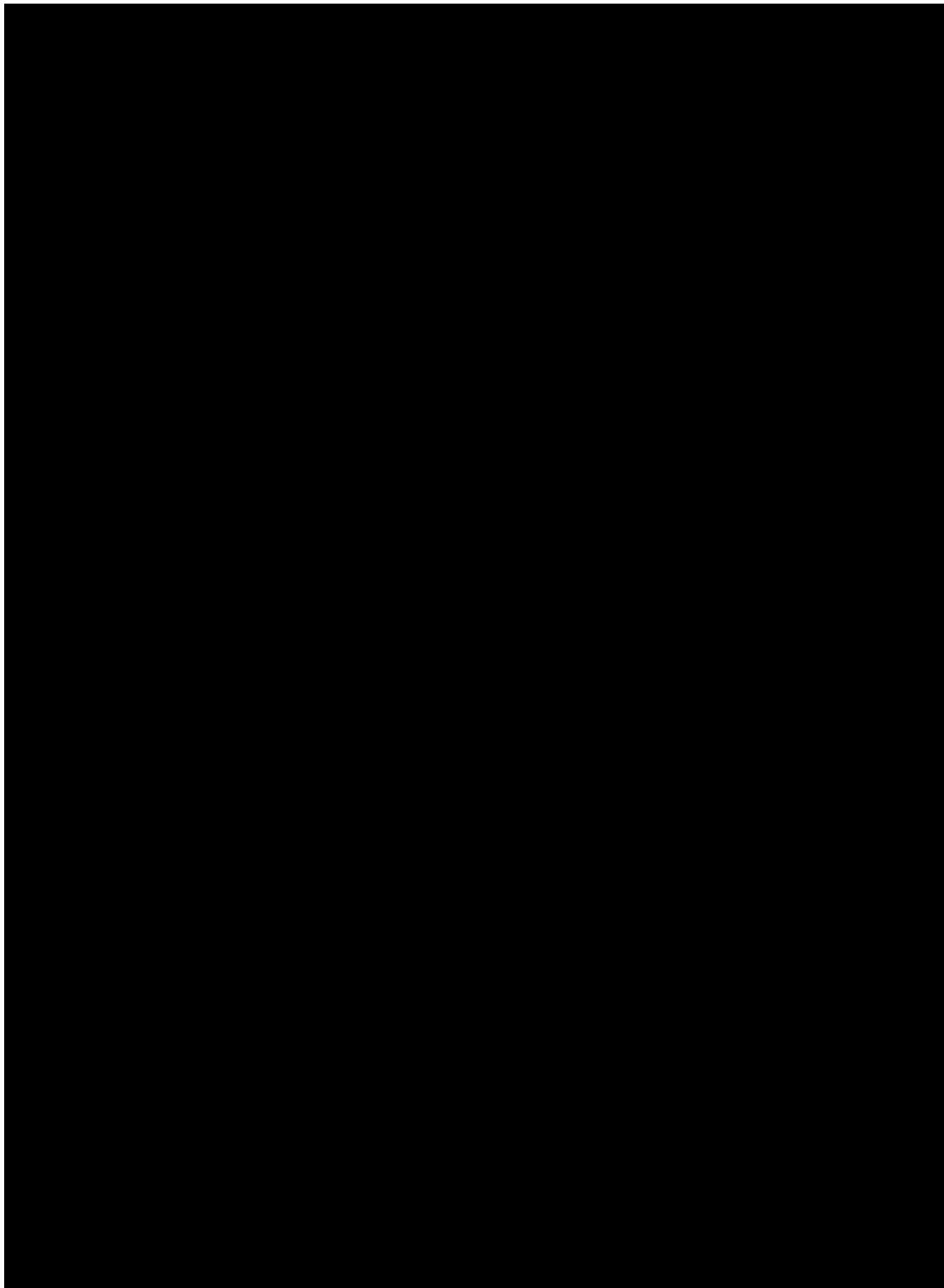


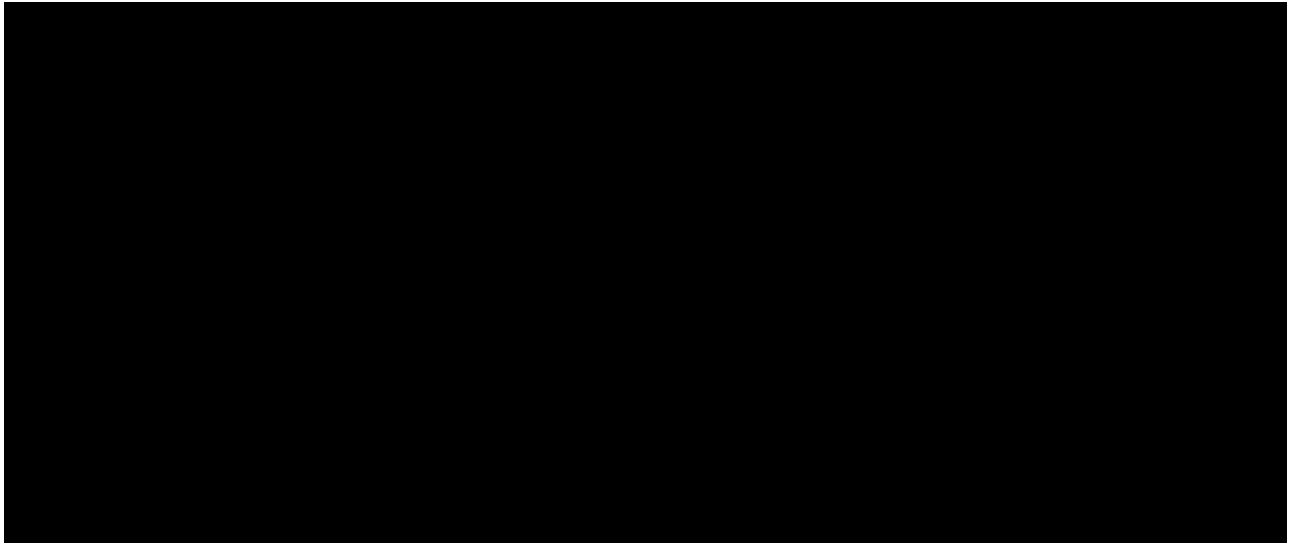
[REDACTED]

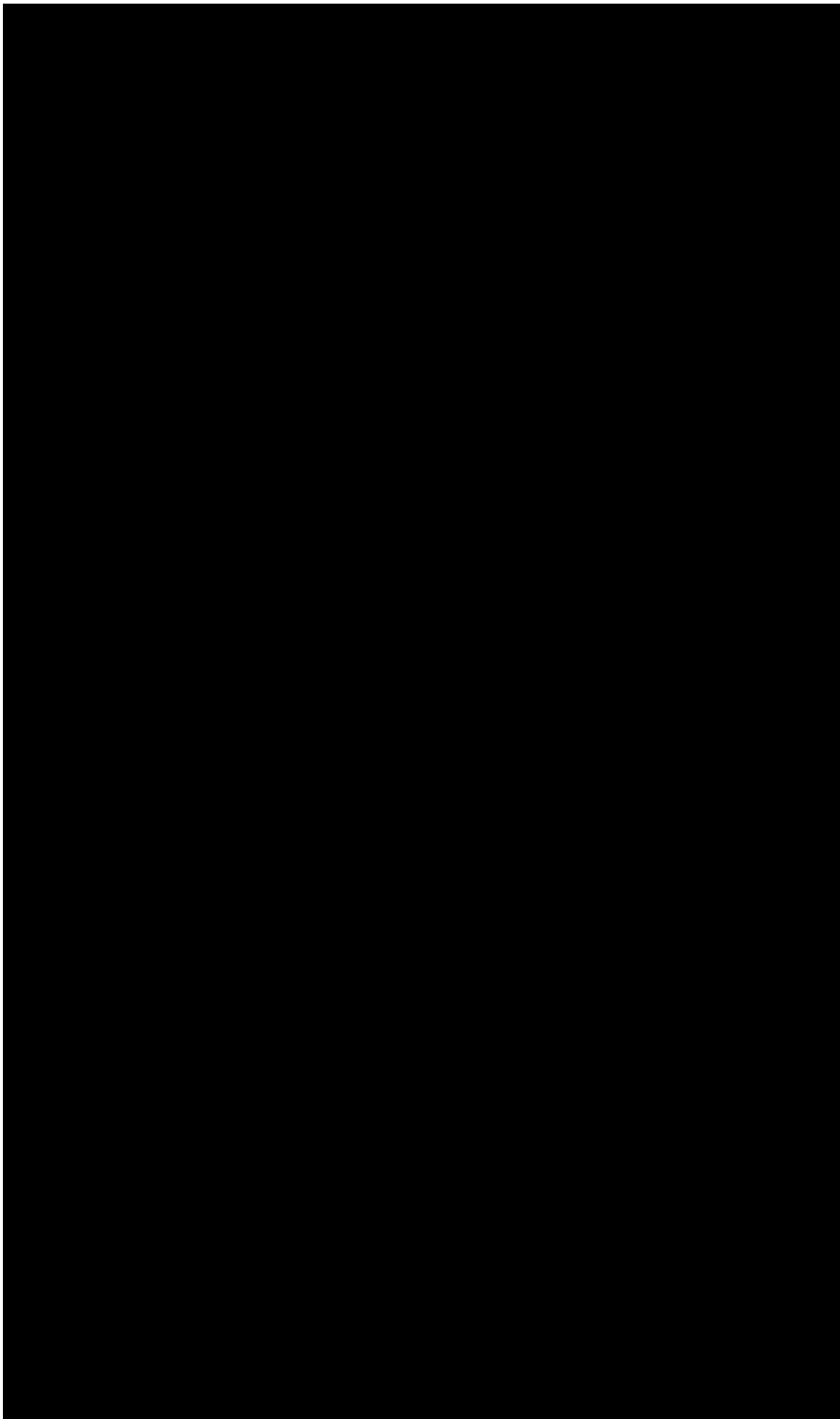


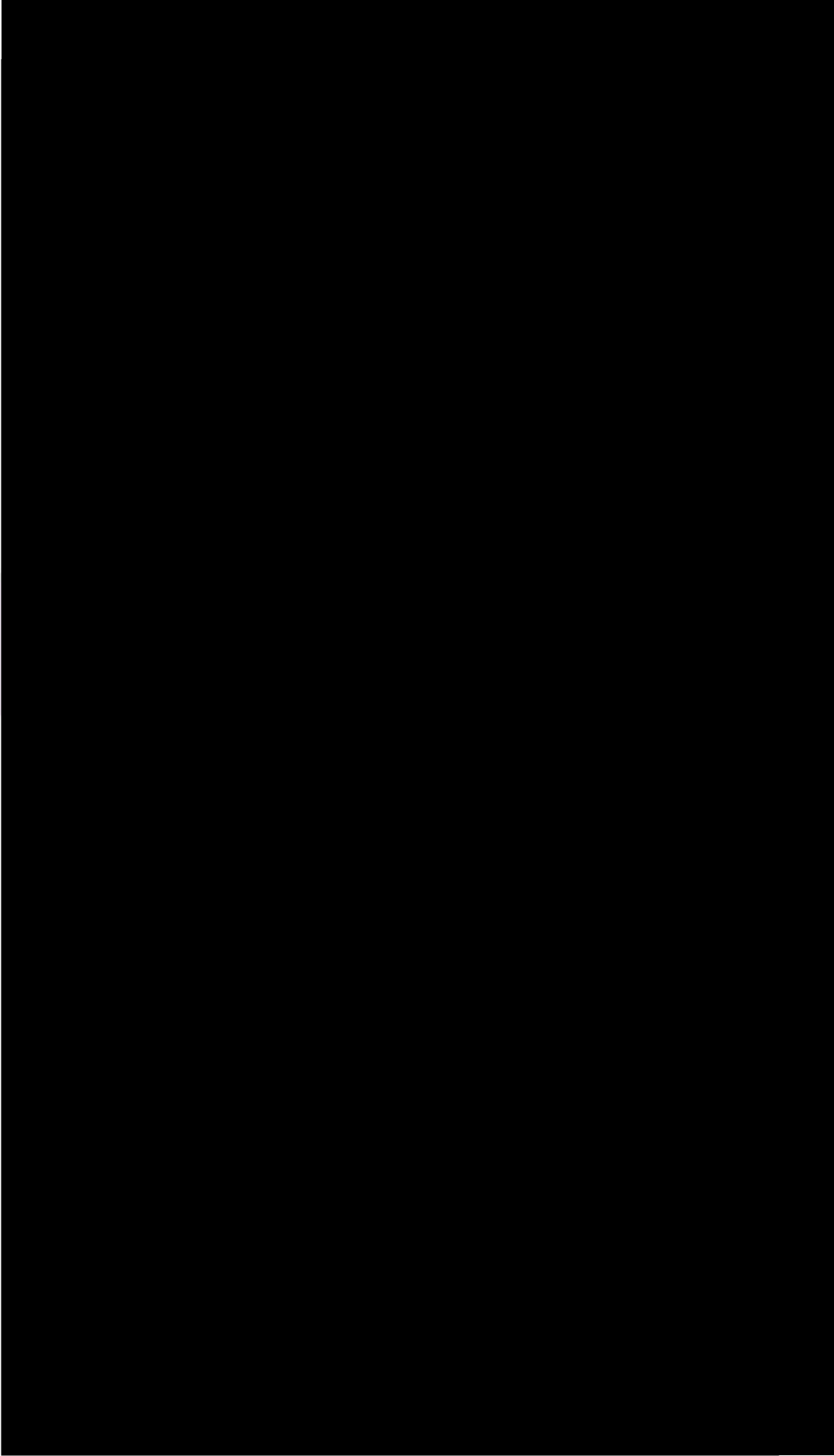


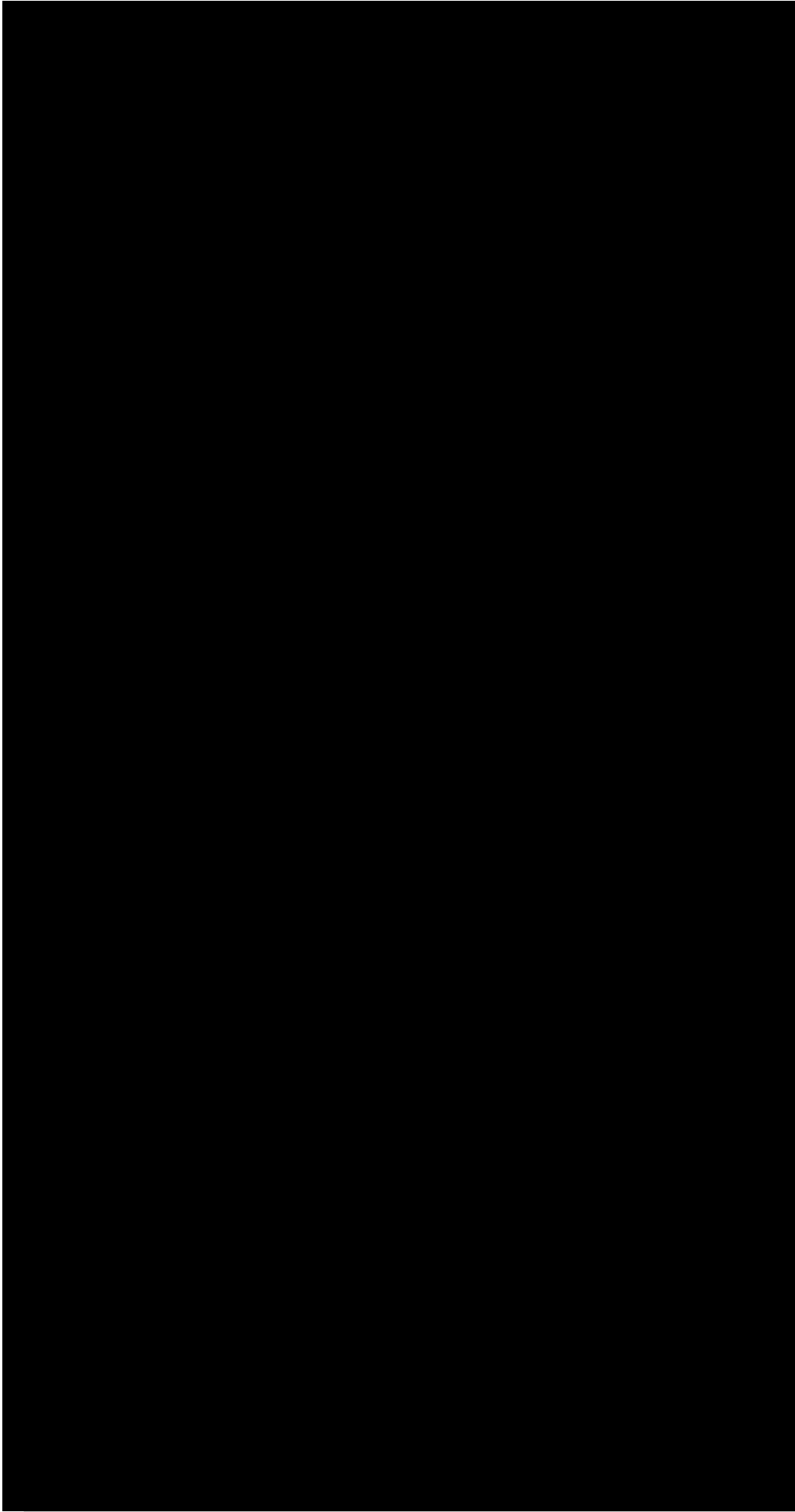




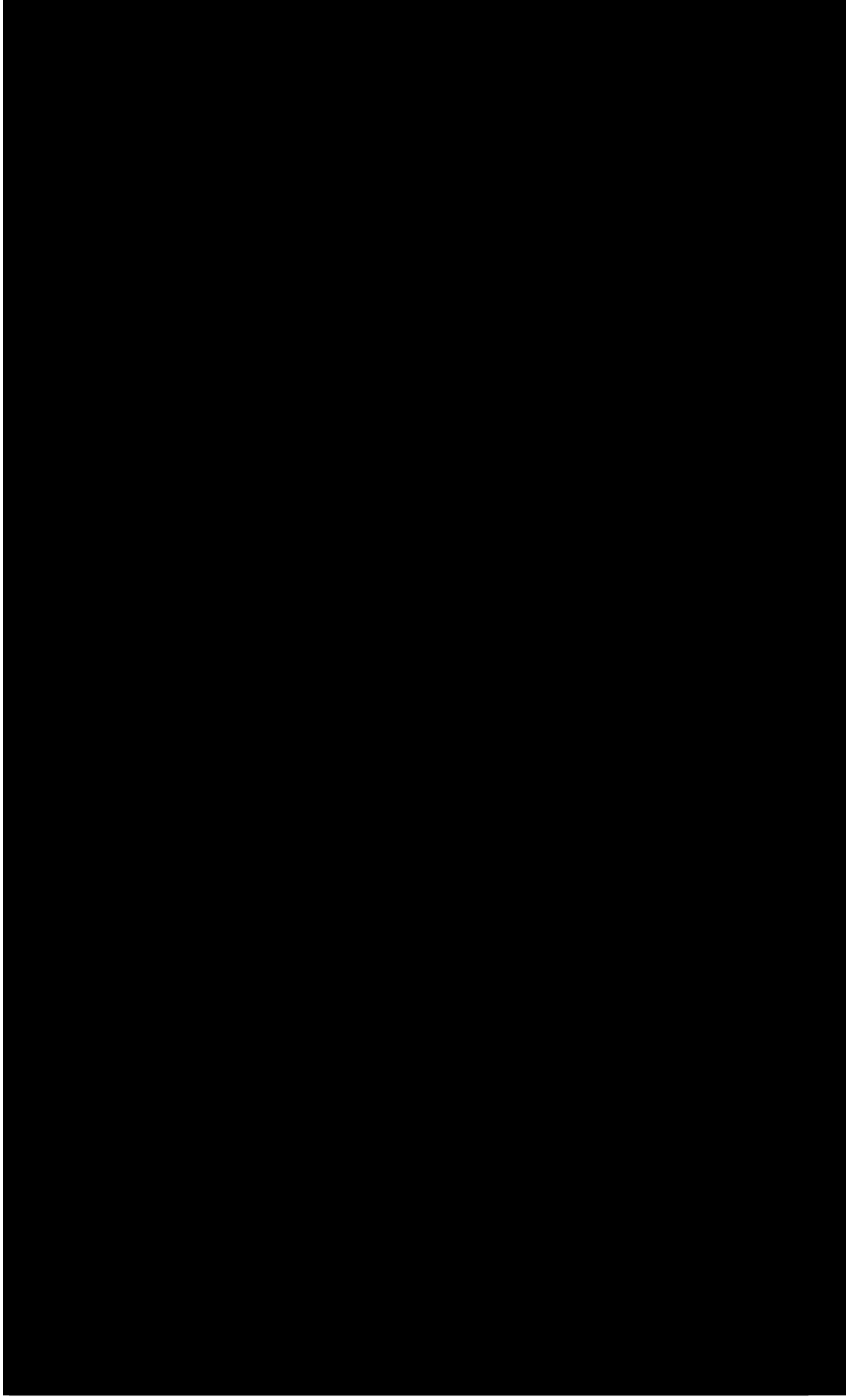


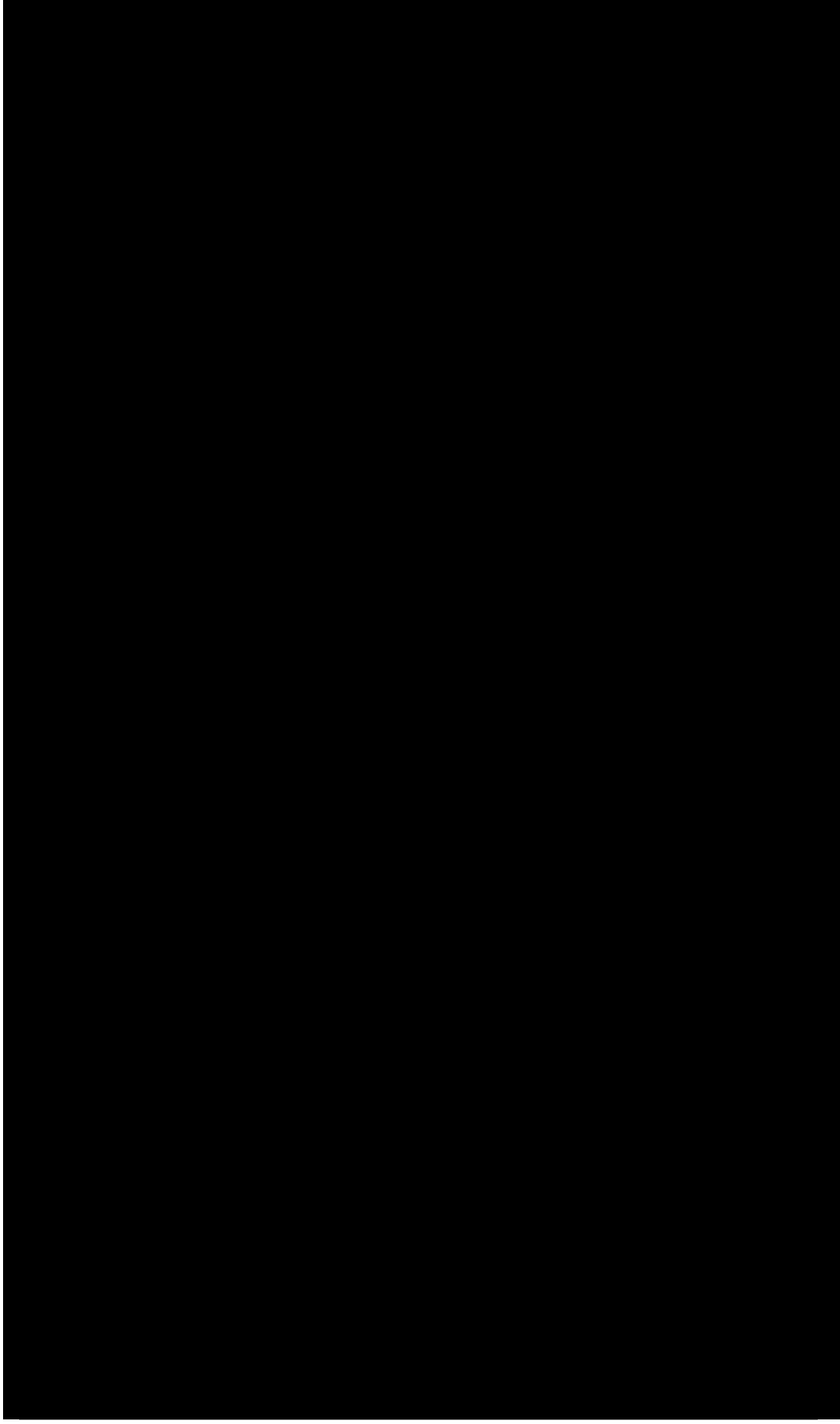


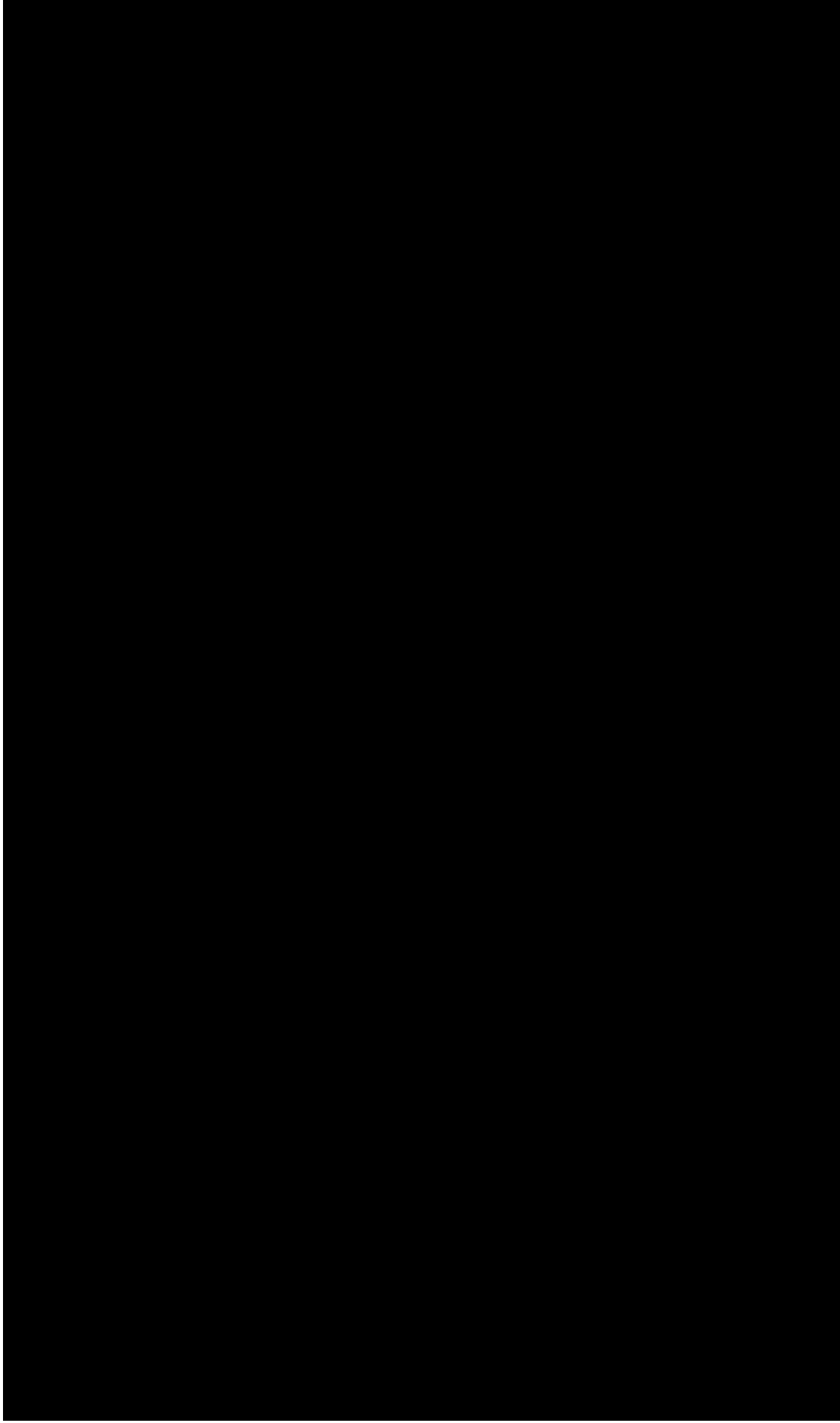


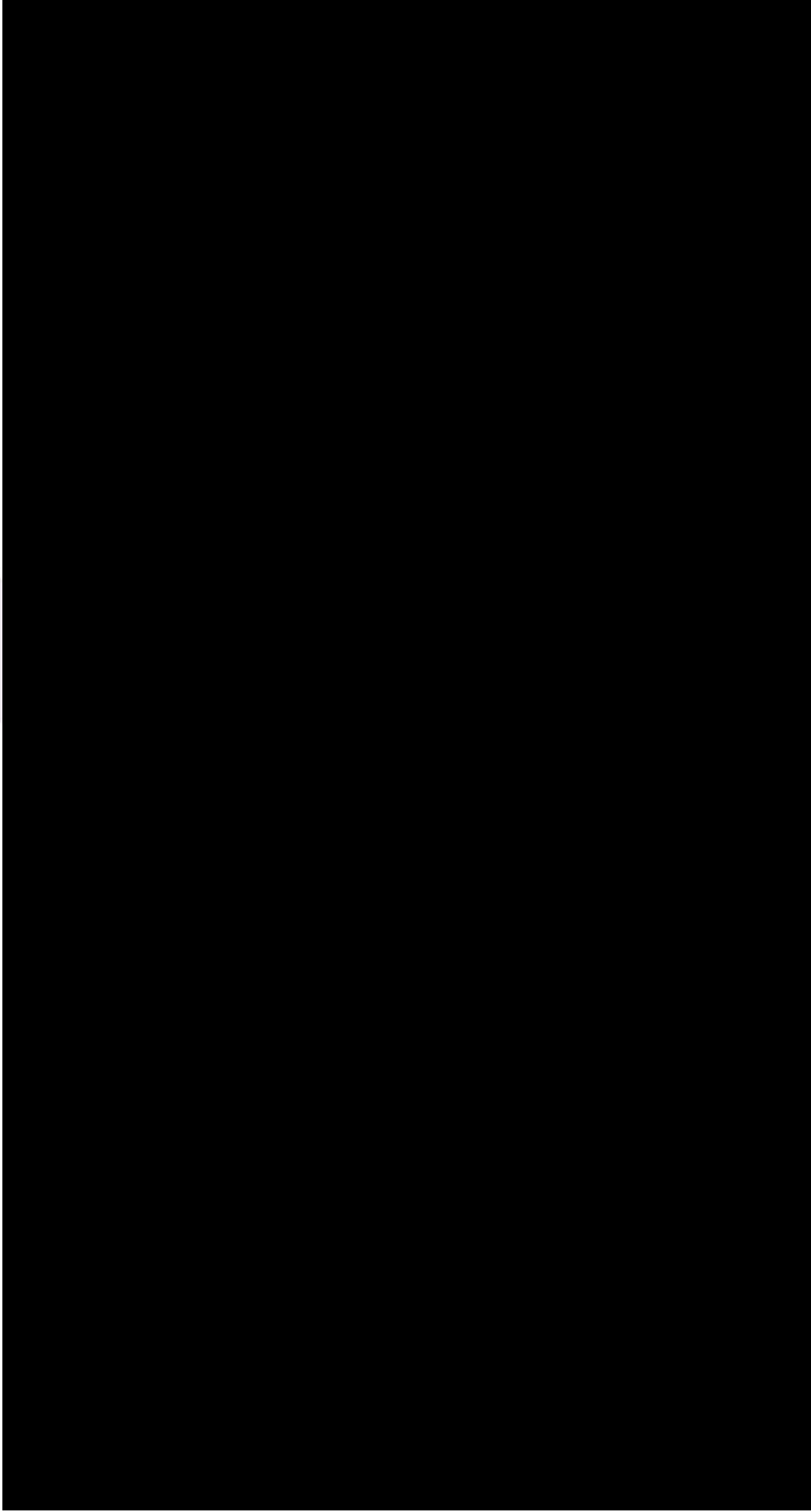


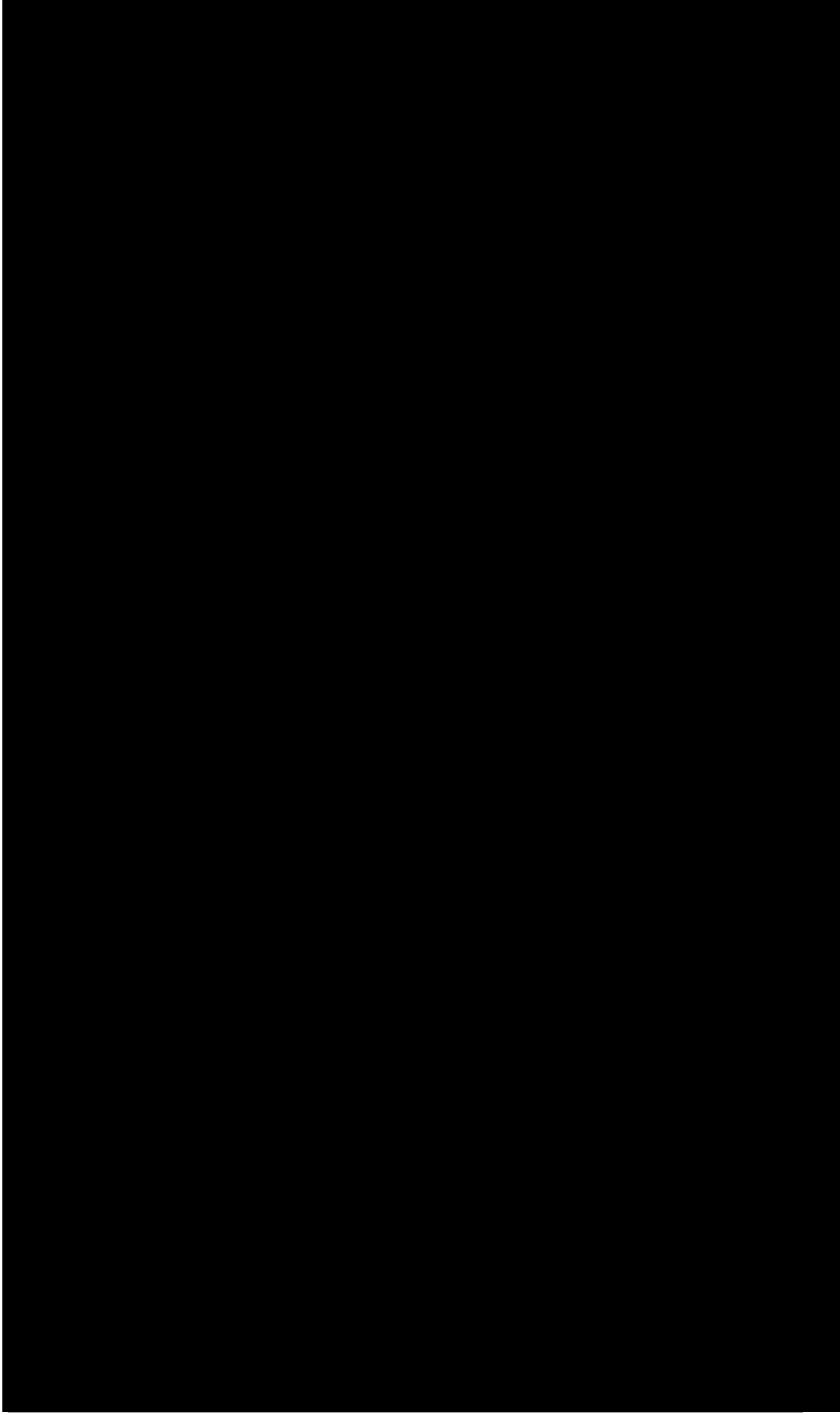


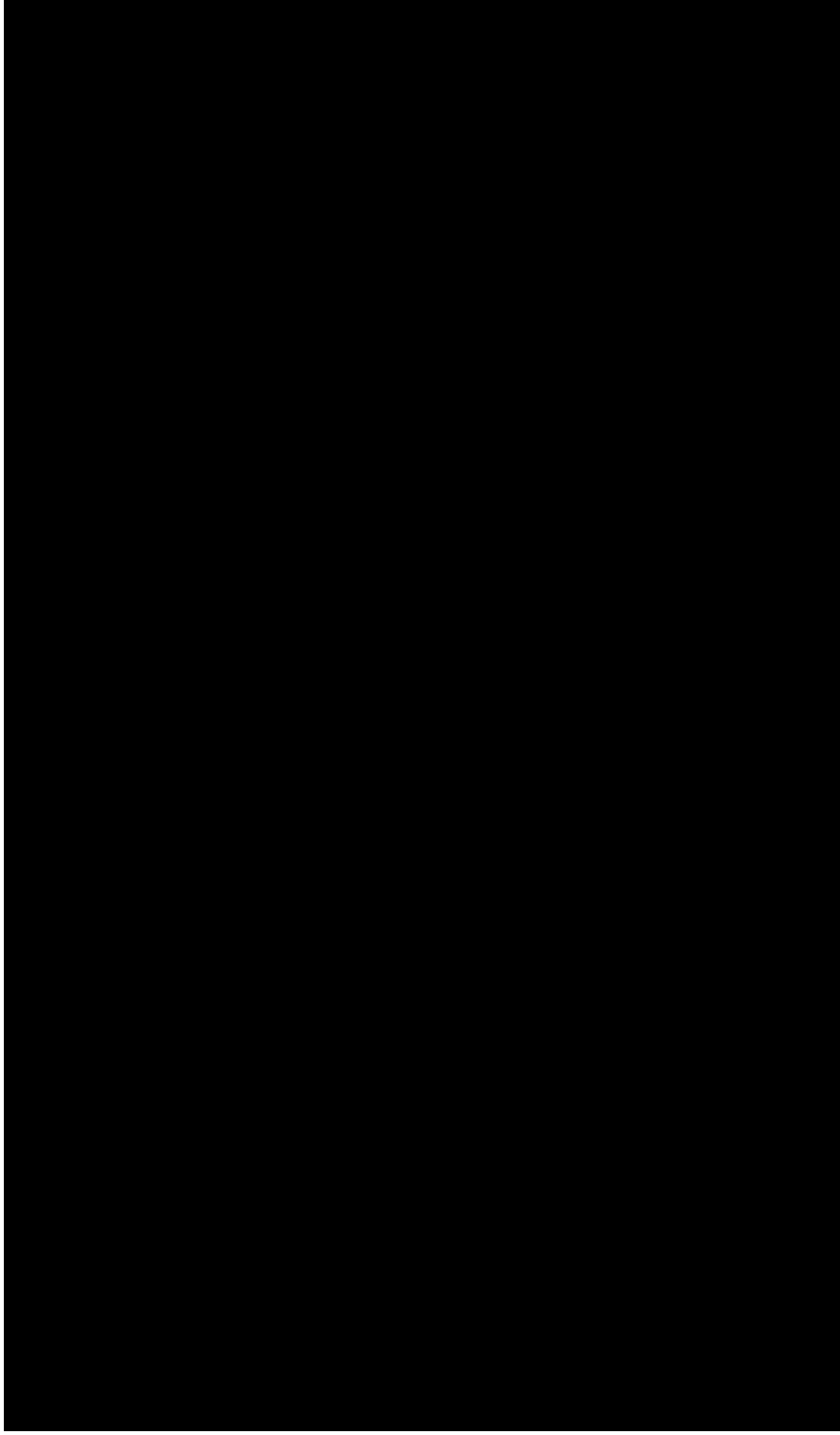


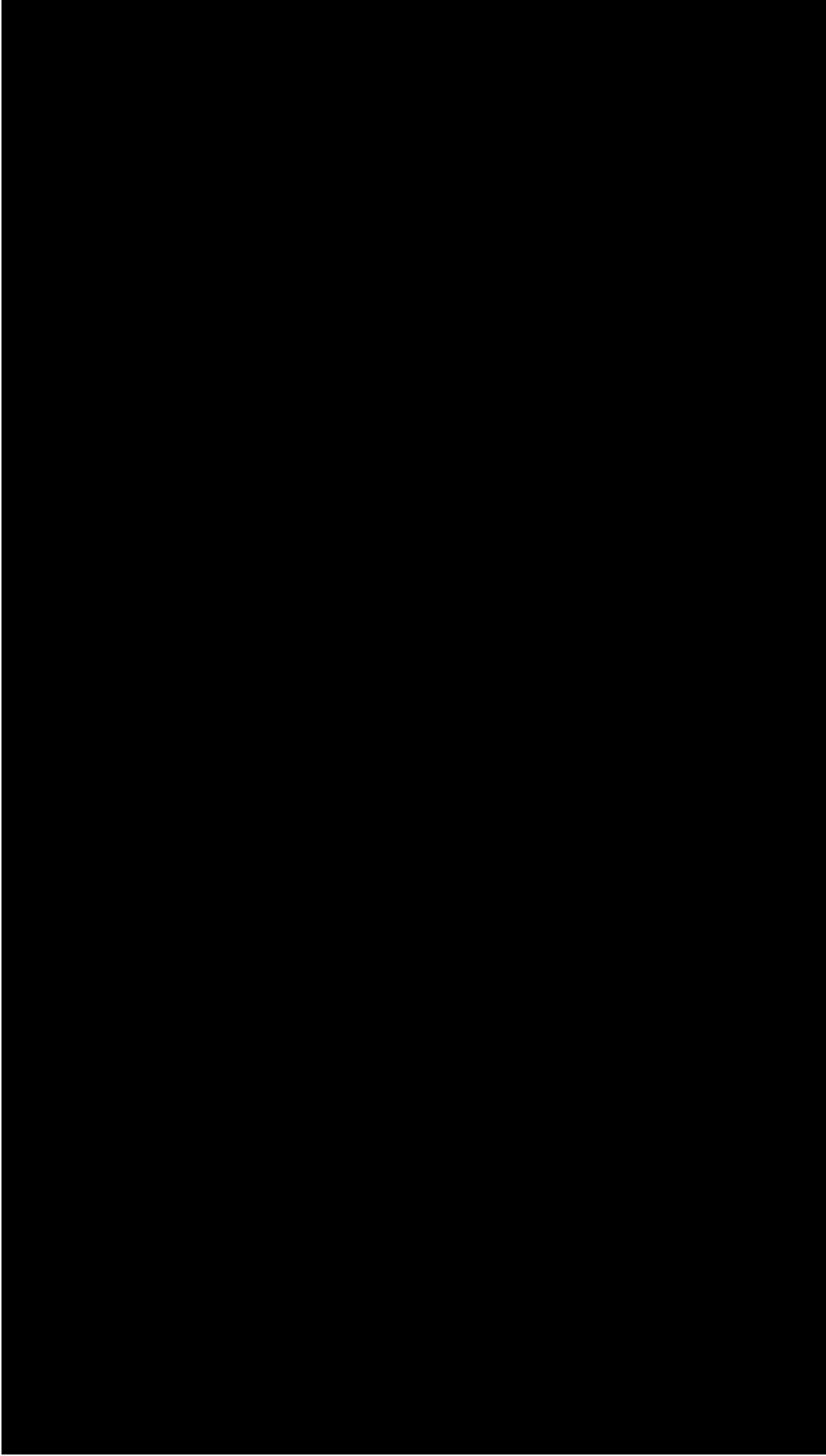


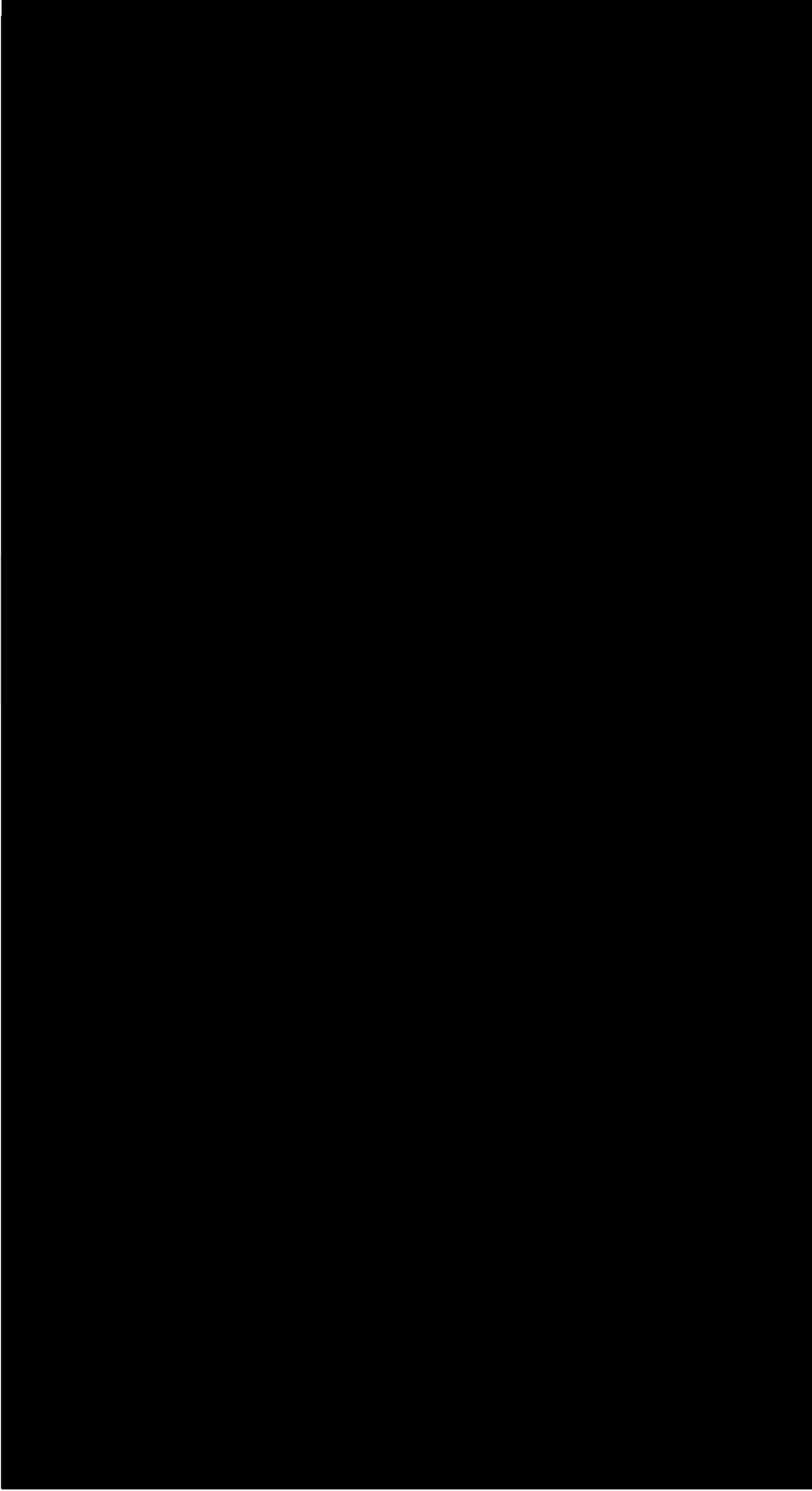


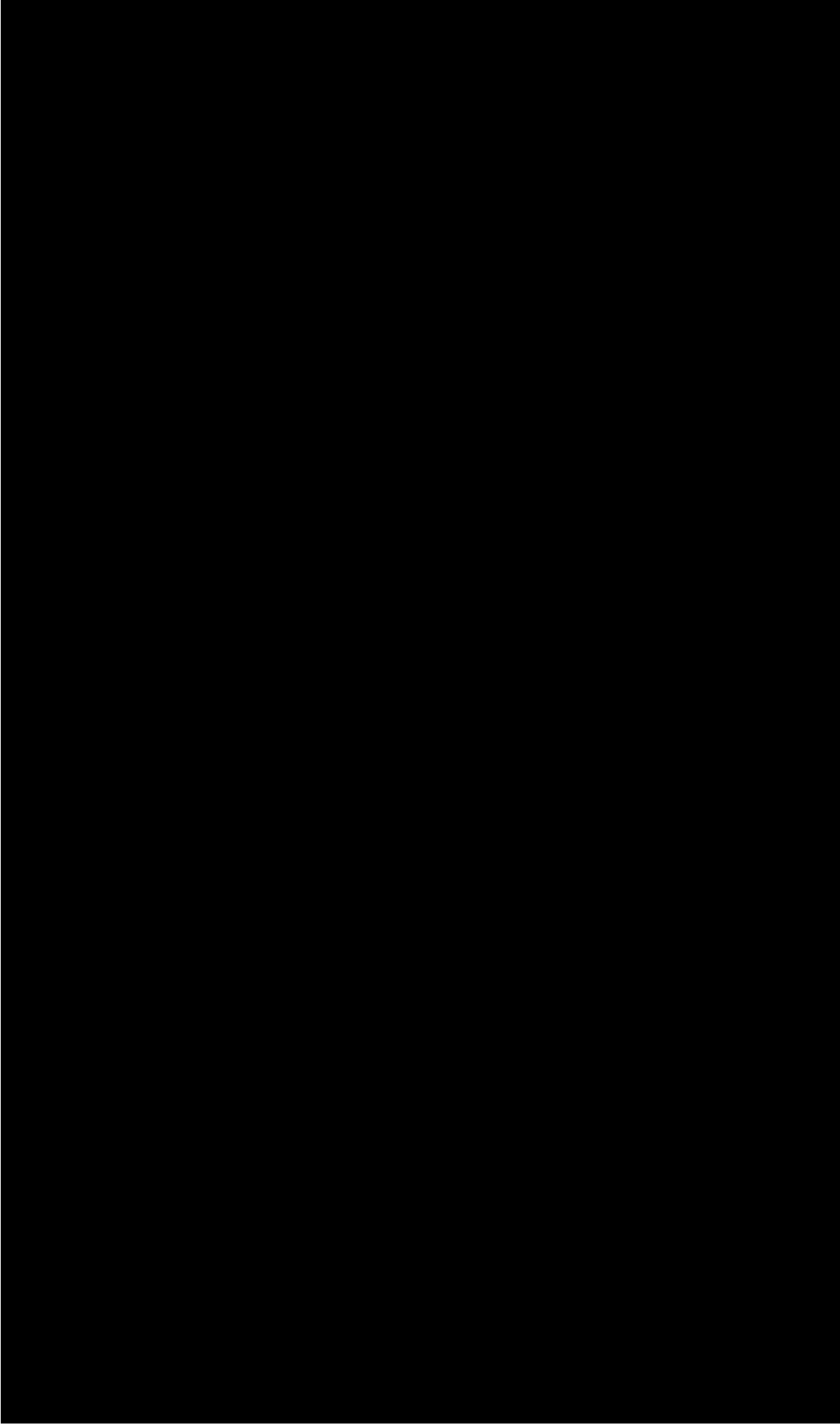




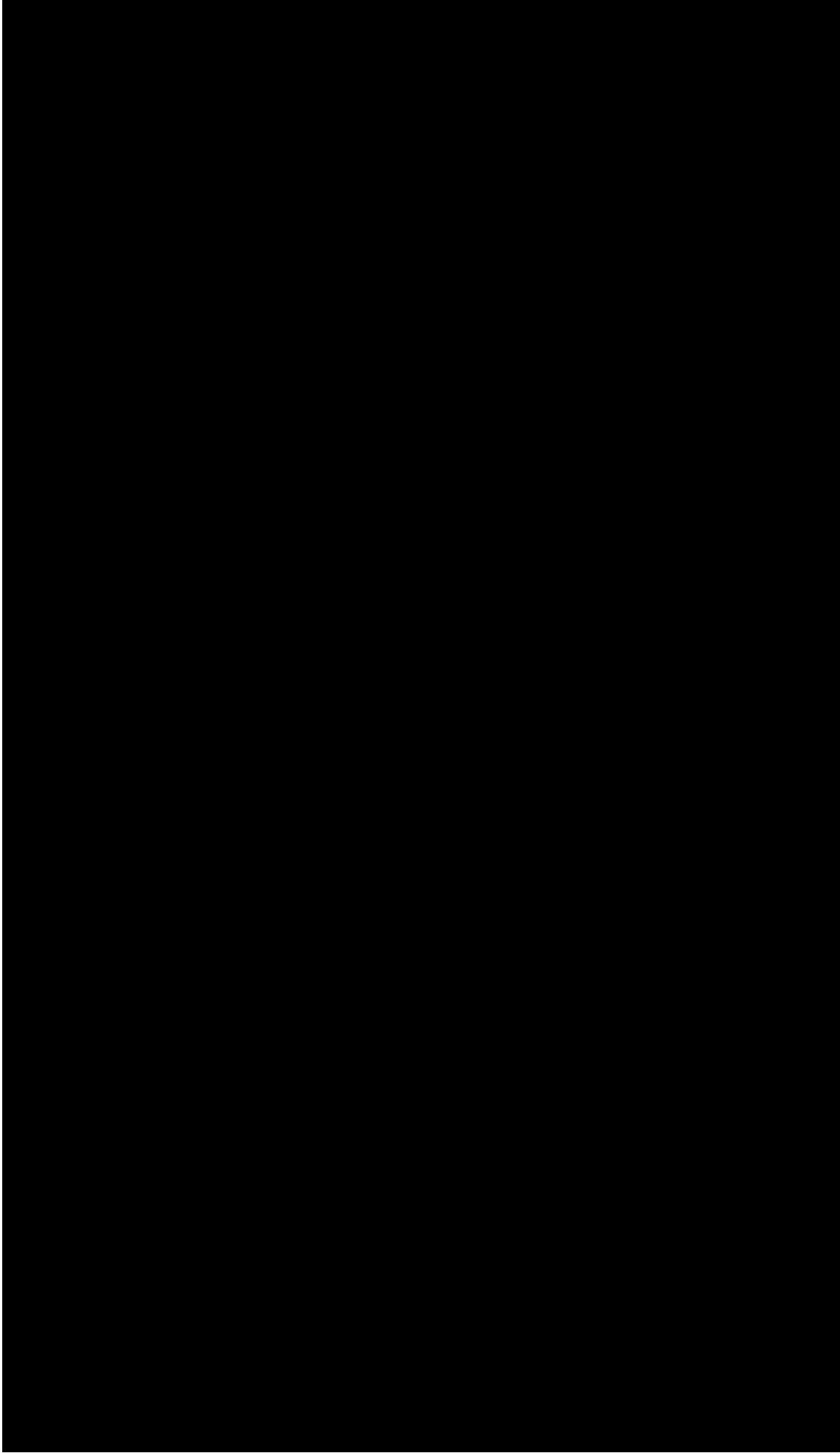


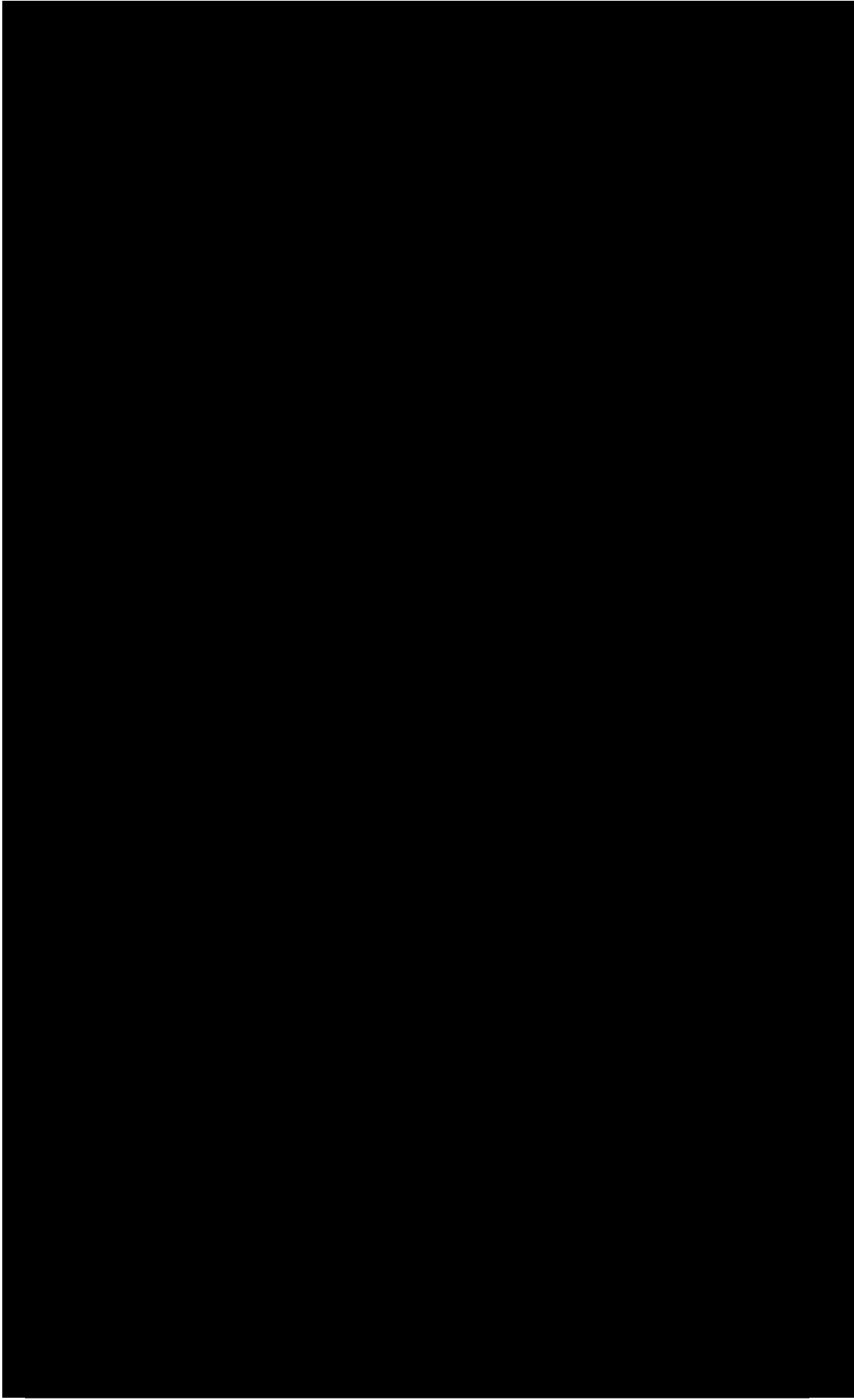


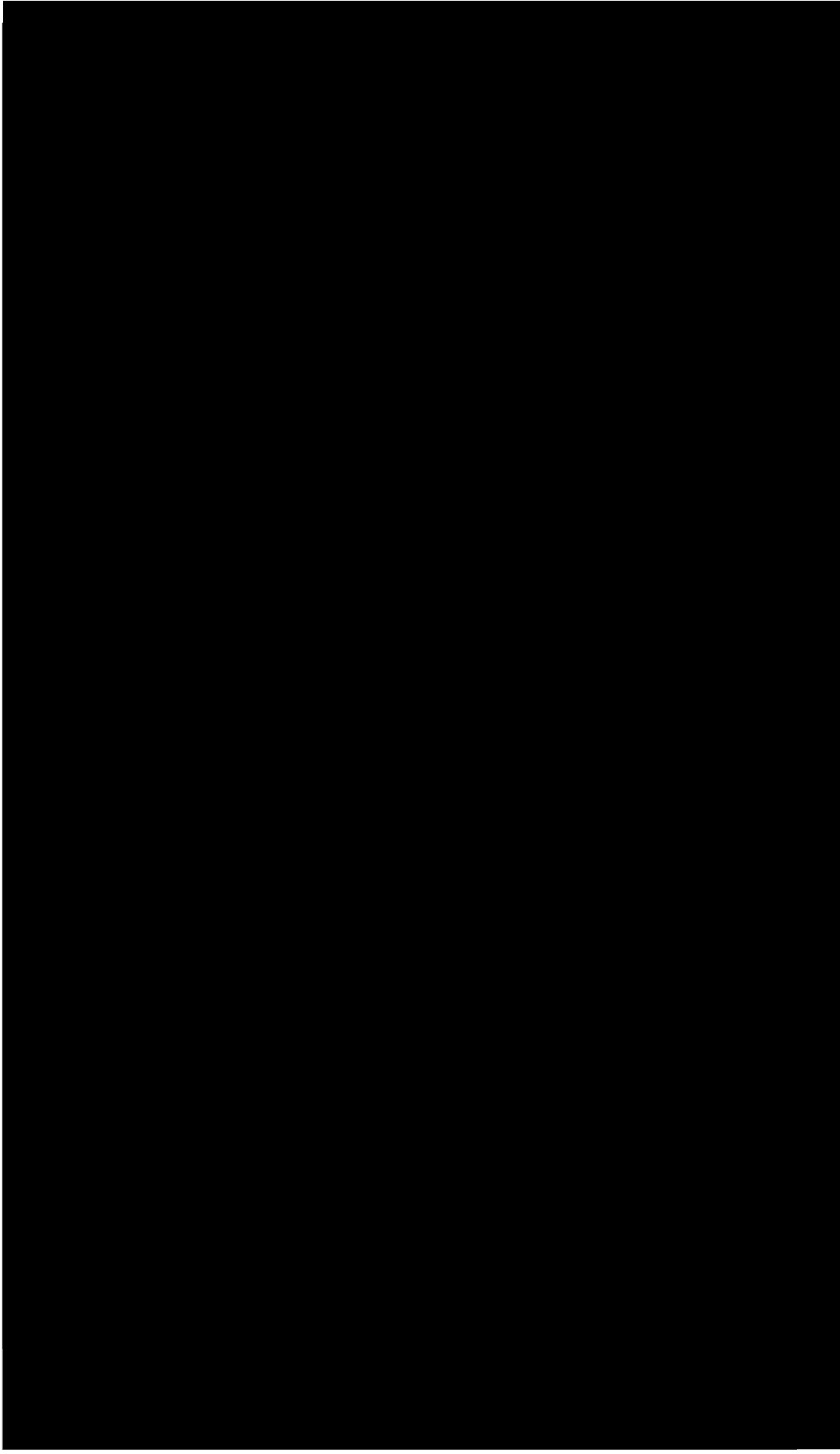


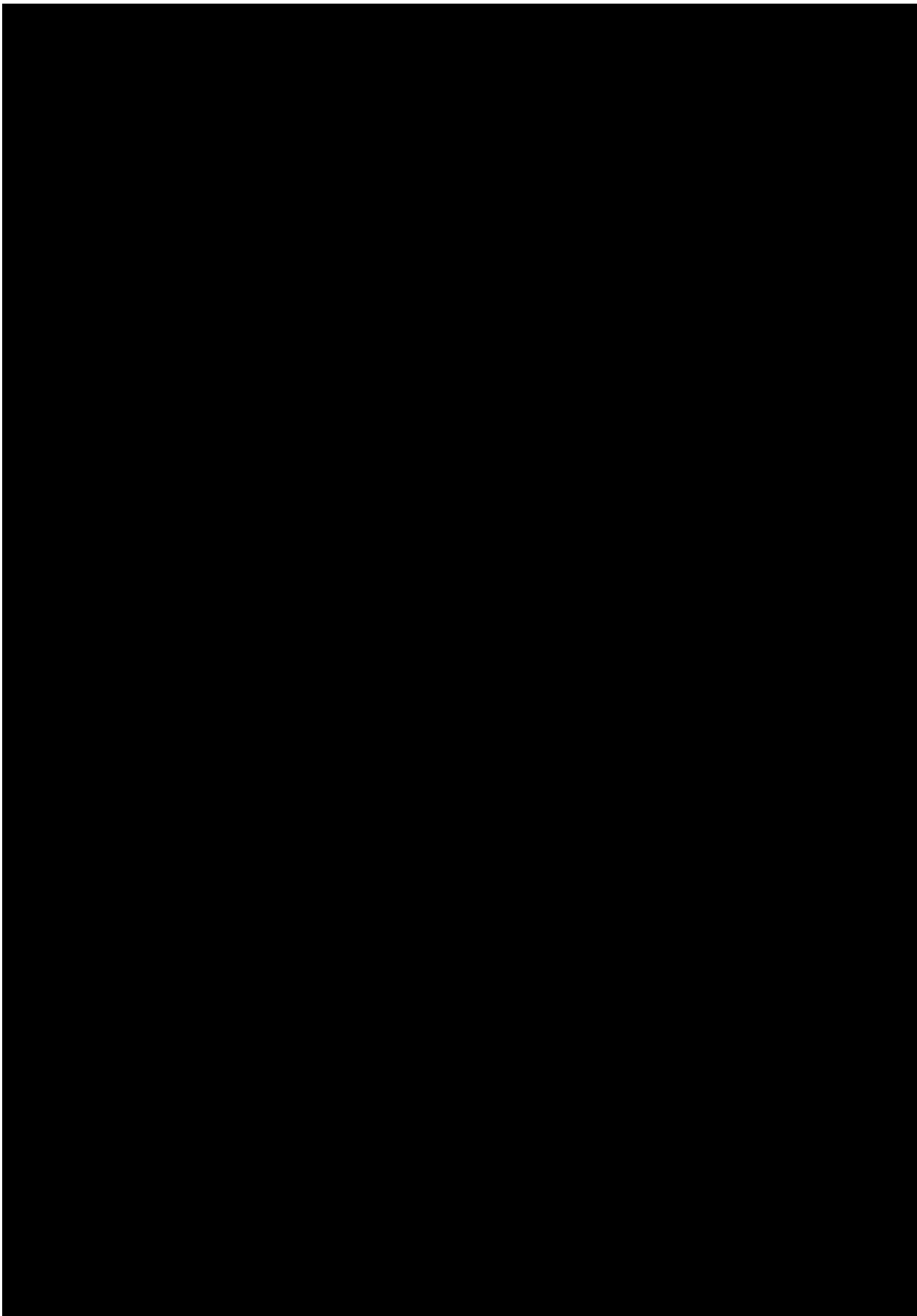


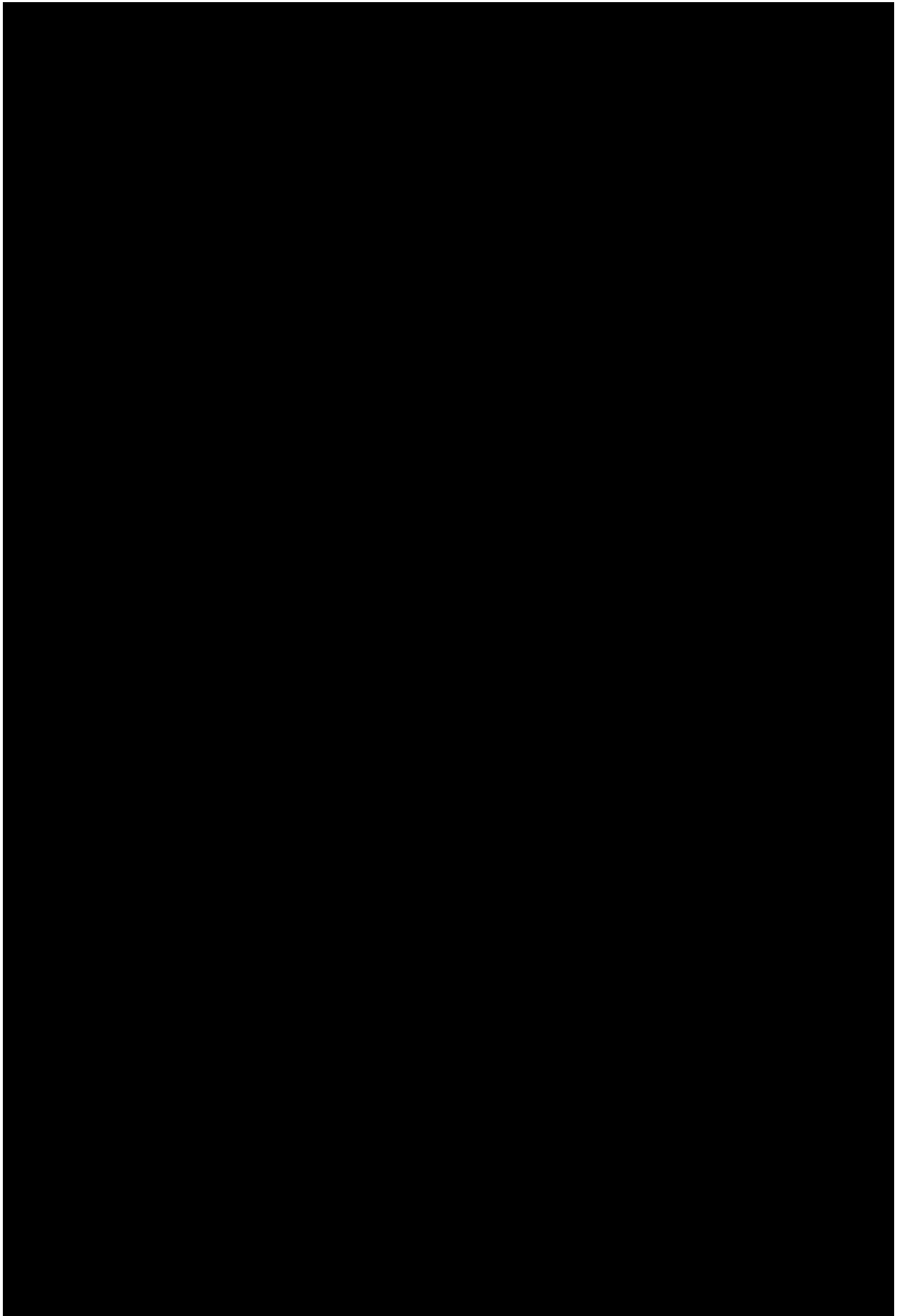
[REDACTED]

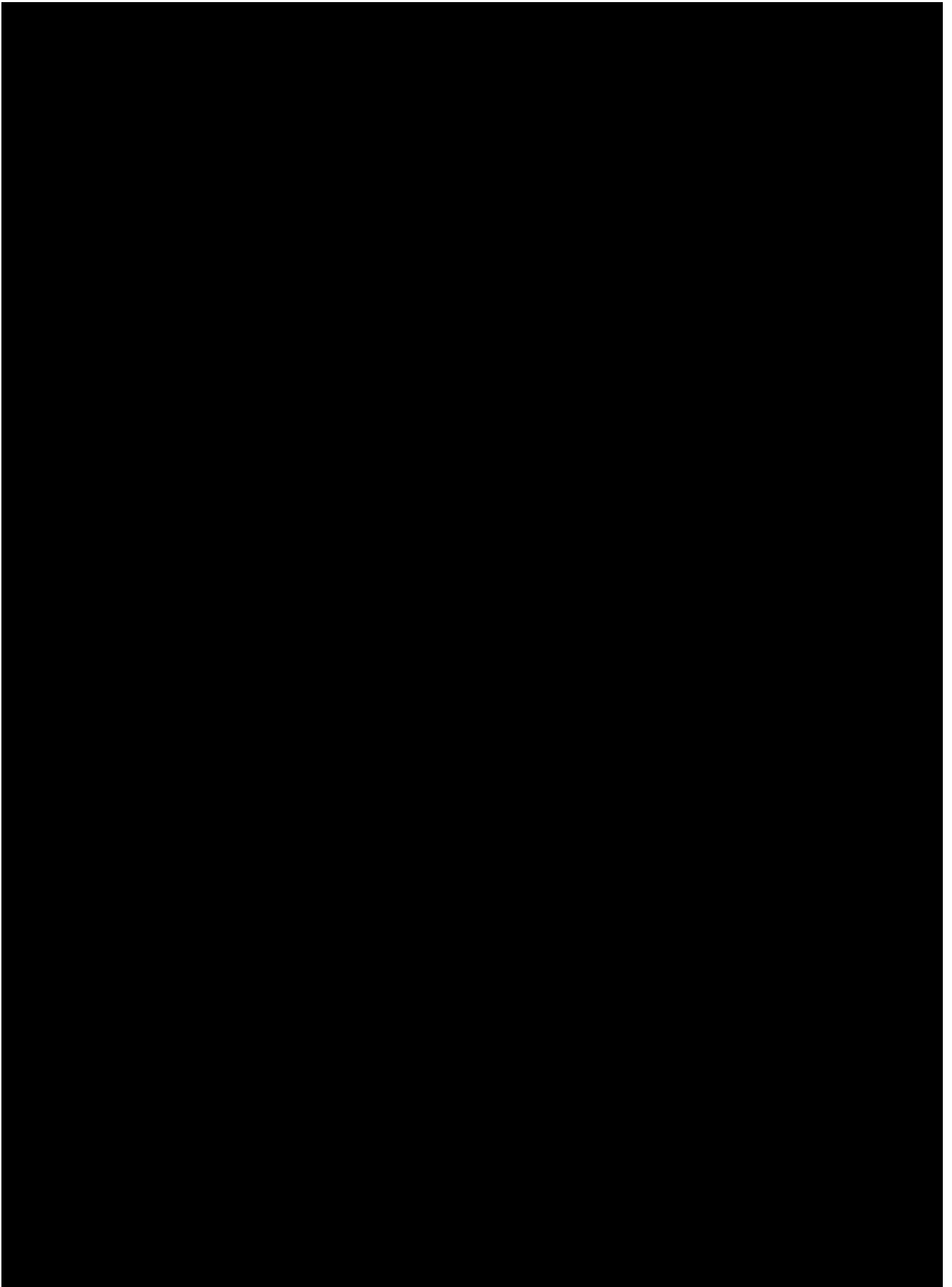


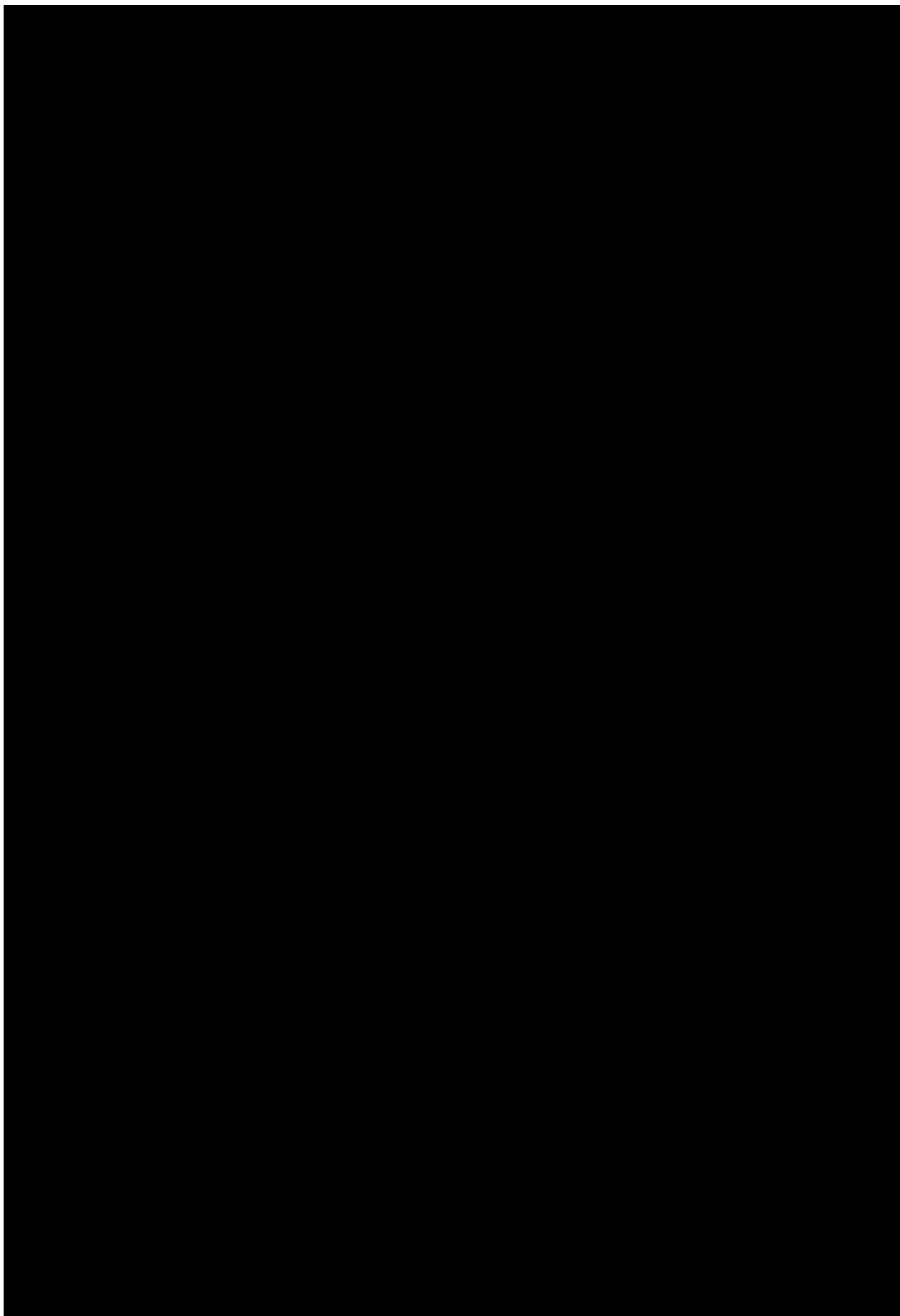


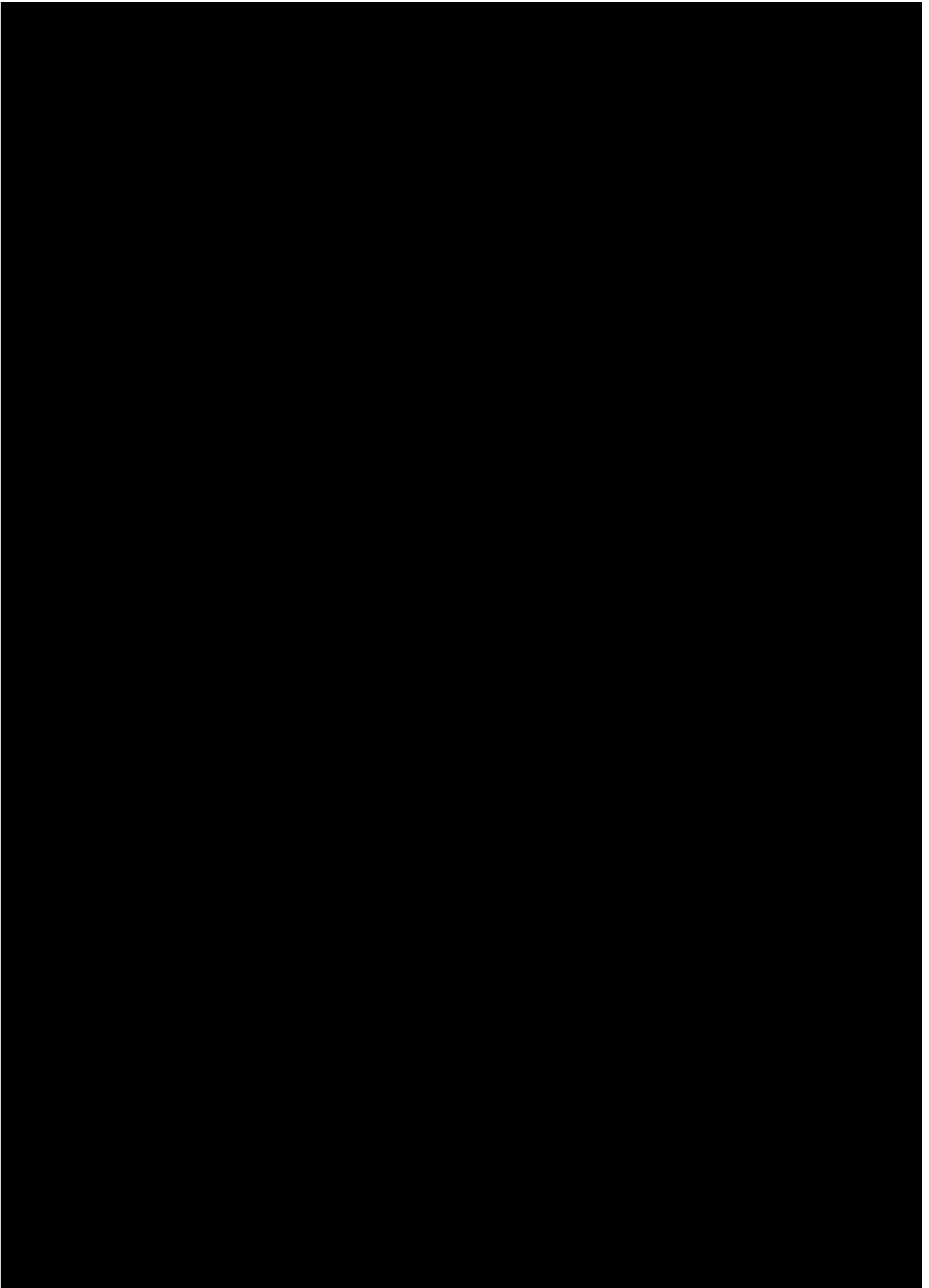


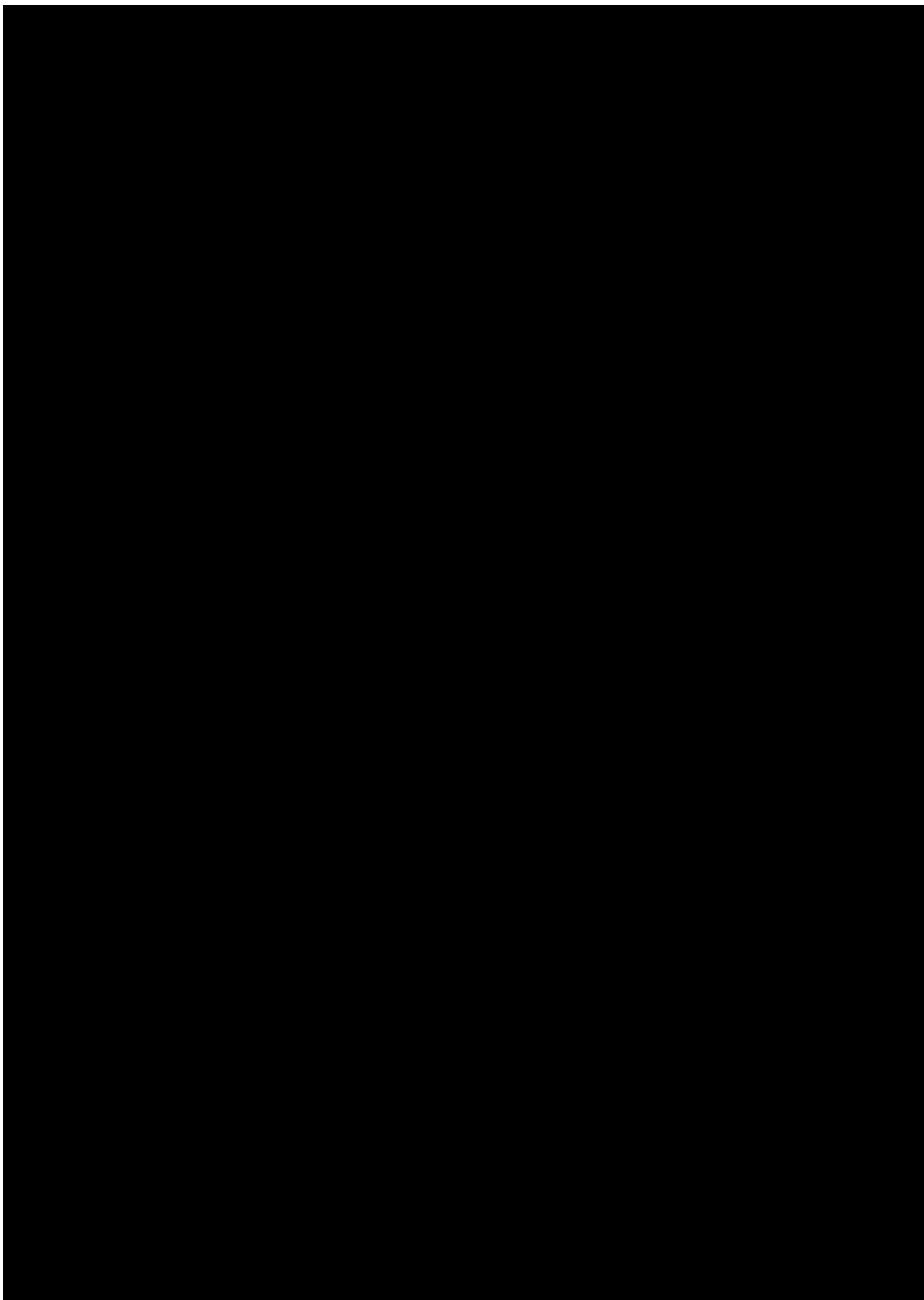


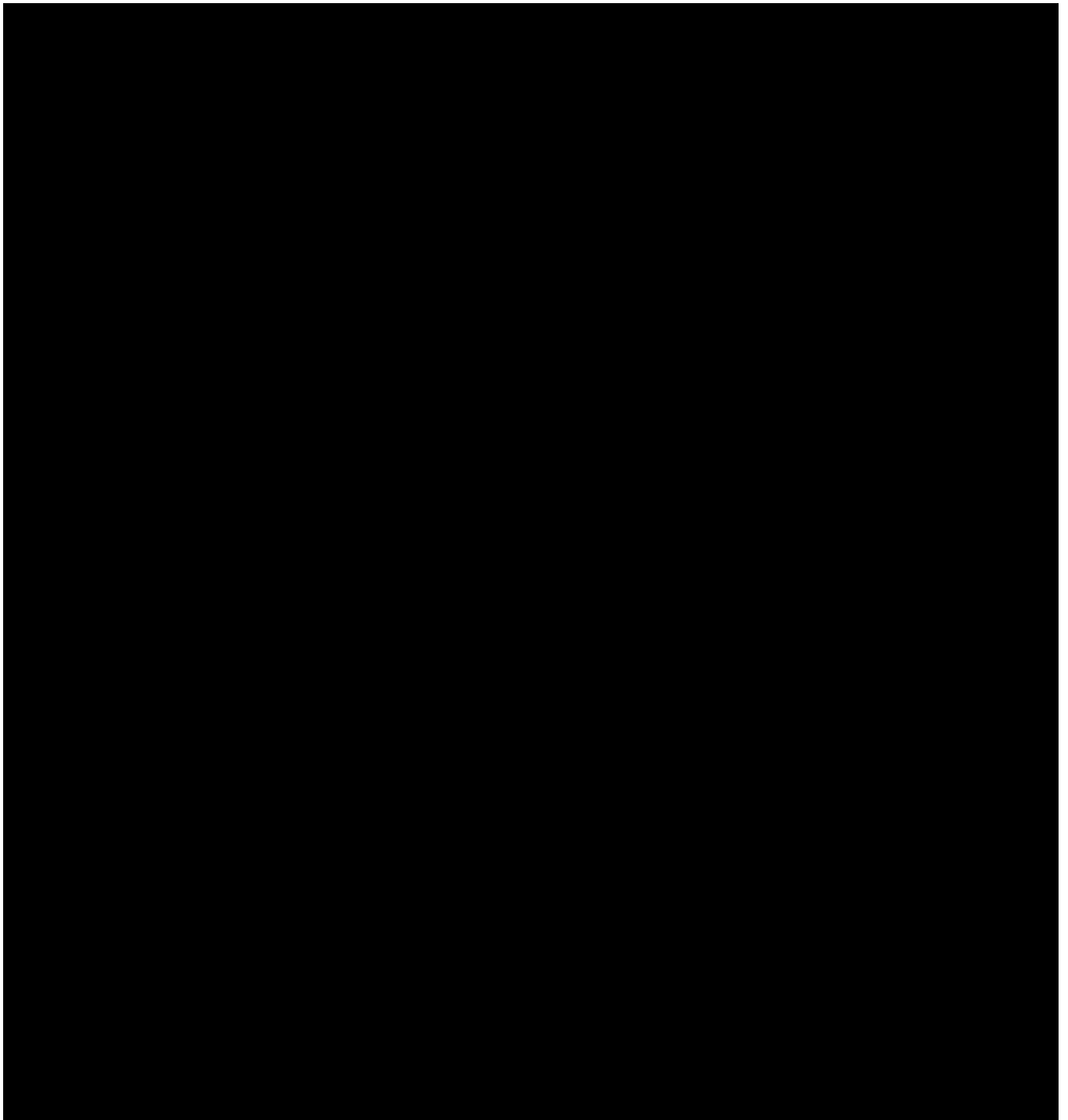


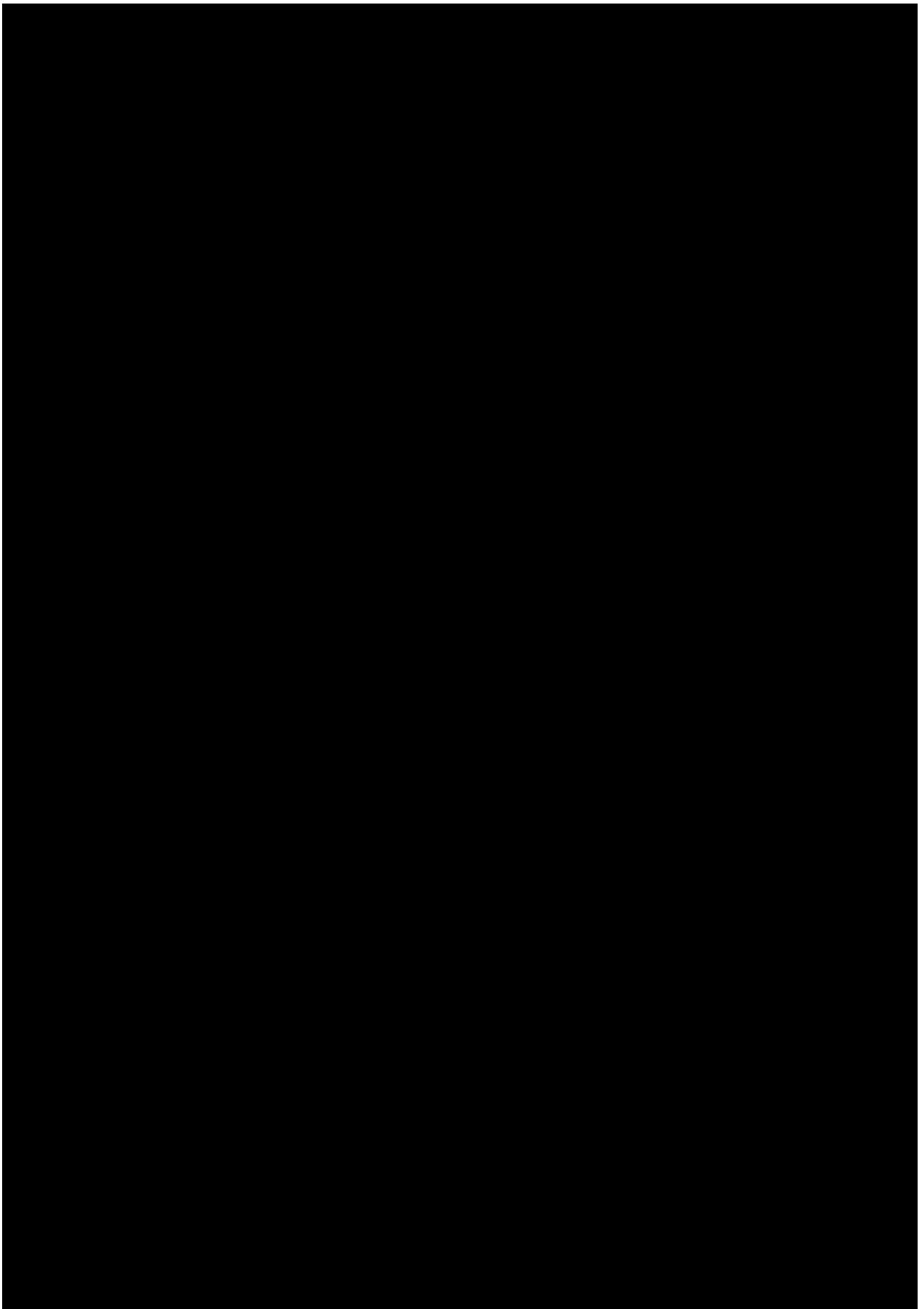


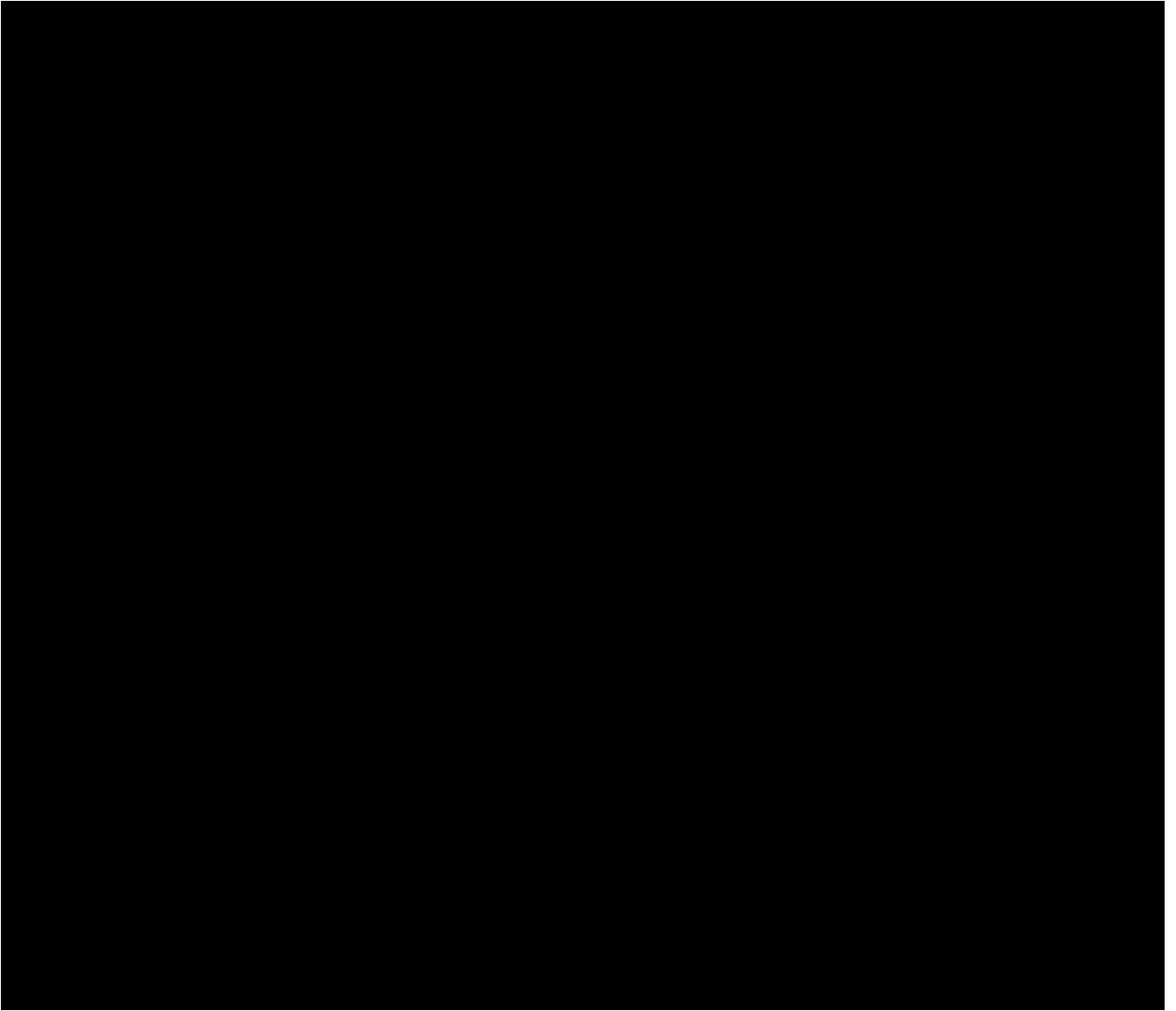


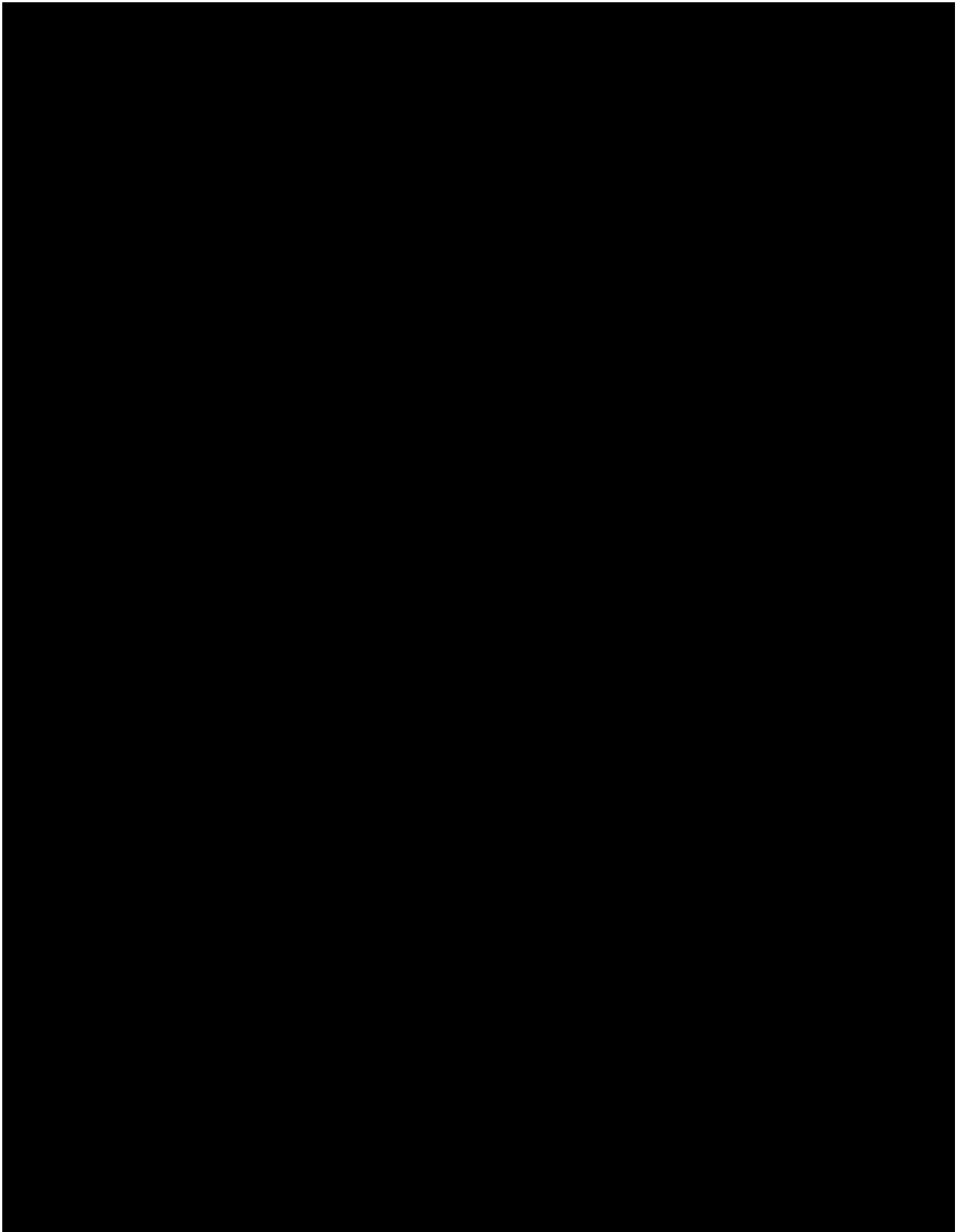






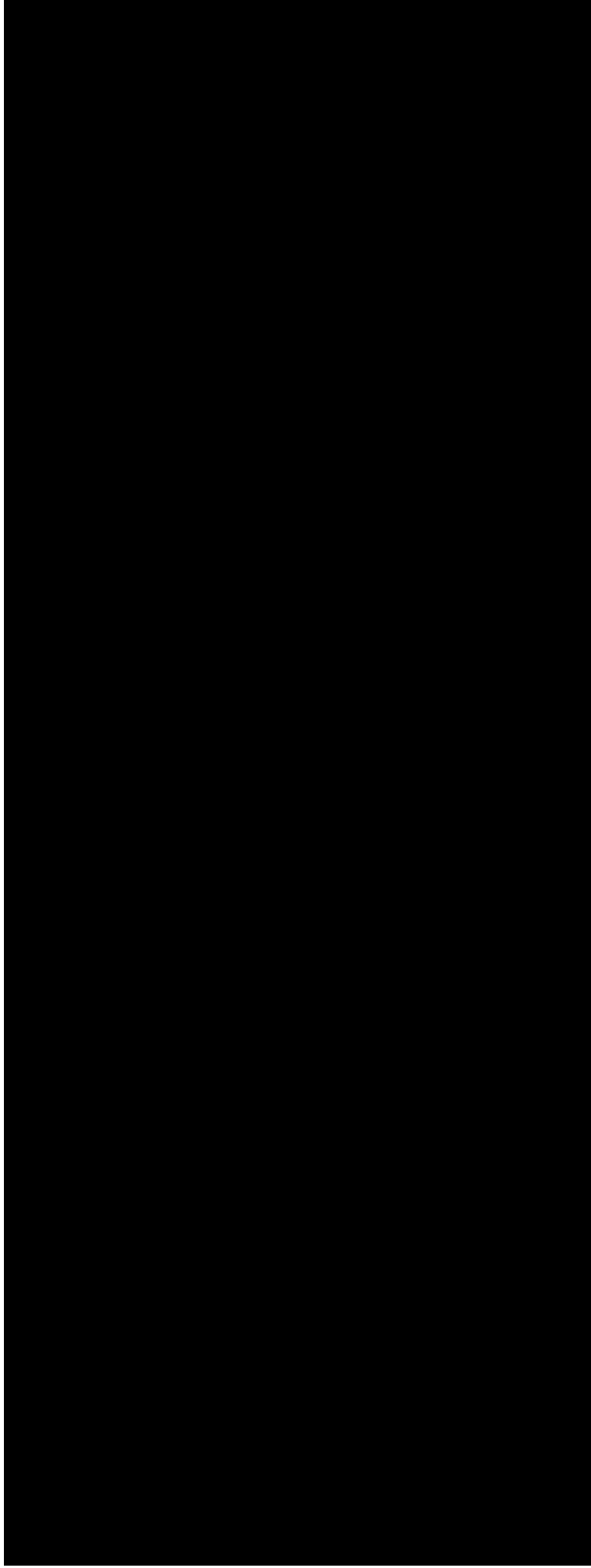


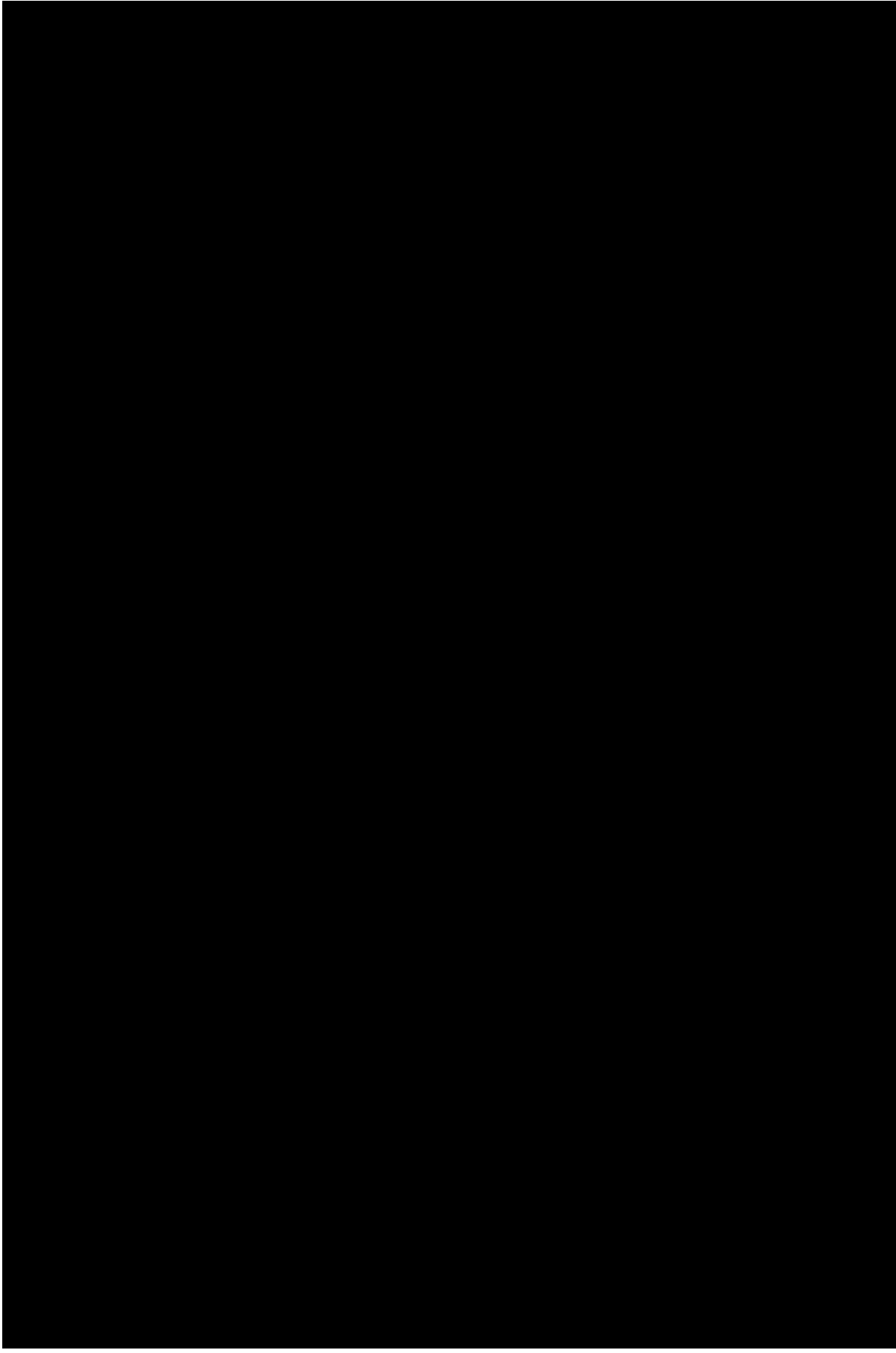


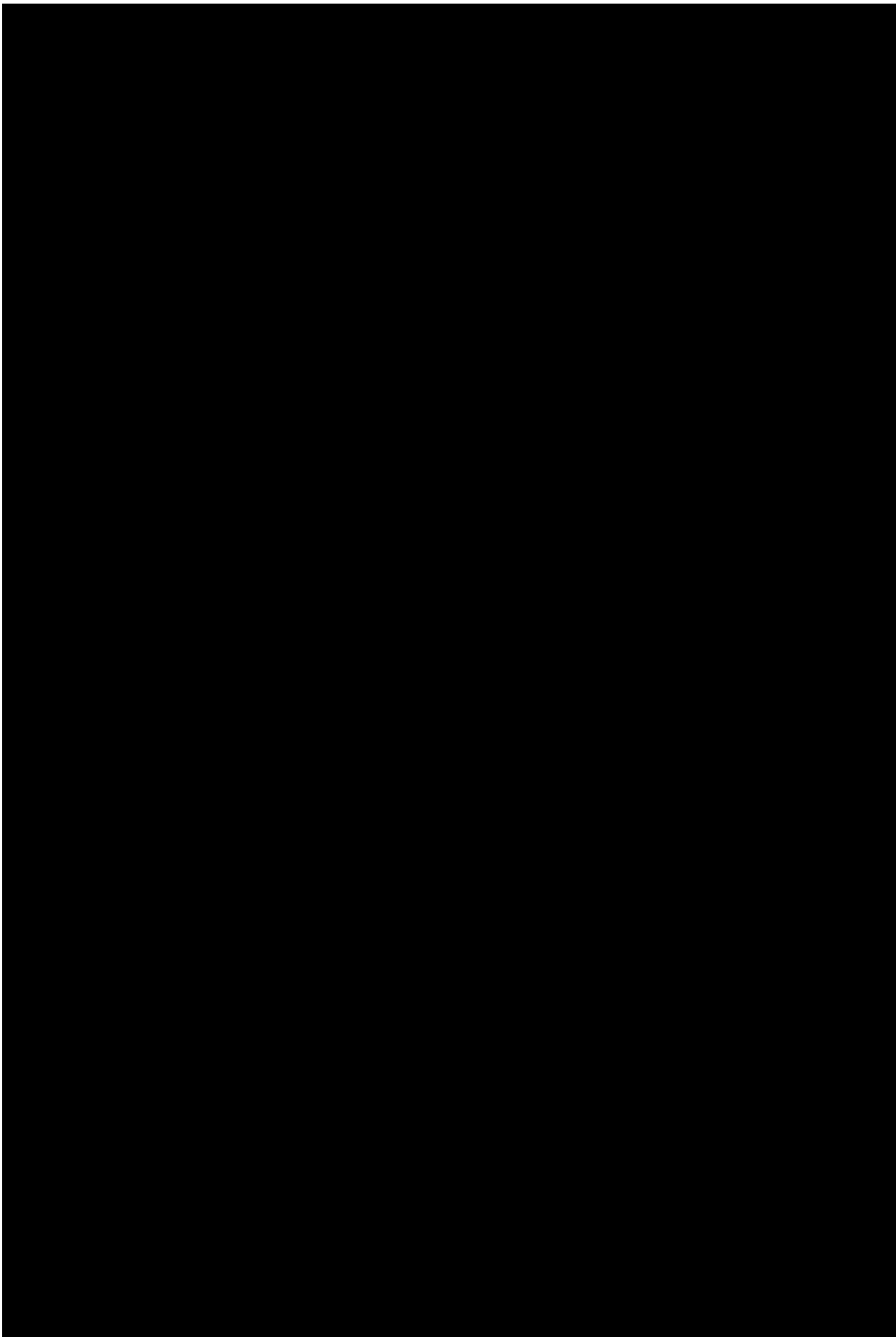


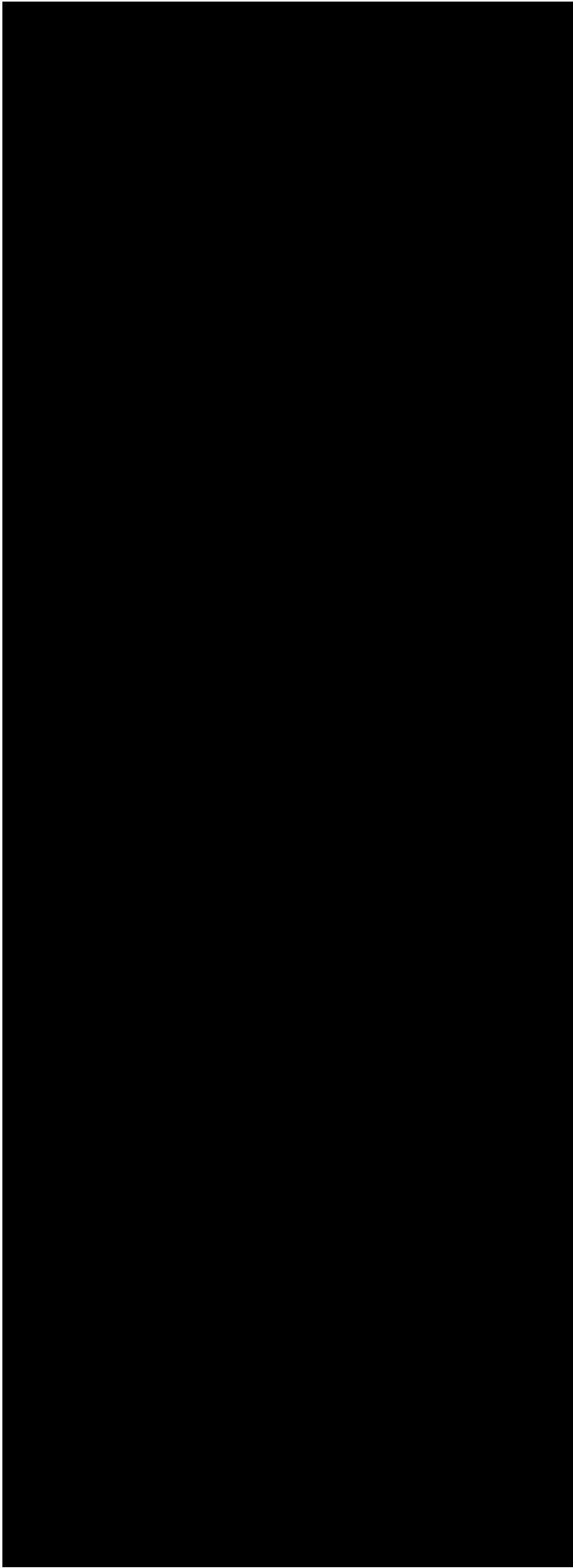
Schedule 6

Commercial Schedule









Schedule 7

Staff transfer

The optional parts of this Schedule 7 below shall only apply to this Contract where such parts have been checked.

Part A ☒ No staff transfer to the Supplier under TUPE (only applicable to the Contract if this box is checked)

- 1.1 The Parties agree that at the commencement of the provision of Services by the Supplier TUPE, the Cabinet Office Statement and Fair Deal for Staff Pensions shall not apply so as to transfer the employment of any employees of the Authority or a Third Party to the Supplier.
- 1.2 If any person who is an employee of the Authority or a Third Party claims, or it is determined, that their contract of employment has been transferred from the Authority or Third Party to the Supplier or a Sub-contractor pursuant to TUPE, or claims that their employment would have so transferred had they not resigned, then:
 - 1.2.1 the Supplier will, within seven (7) days of becoming aware of that fact, give notice in writing to the Authority;
 - 1.2.2 the Authority or Third Party may offer employment to such person within twenty-eight (28) days of the notification by the Supplier;
 - 1.2.3 if such offer of employment is accepted, the Supplier or a Sub-contractor shall immediately release the person from their employment;
 - 1.2.4 if after that period specified in Clause 1.2.2 of Part A of this Schedule 7 has elapsed, no offer of employment has been made by the Authority or Third Party, or such offer has been made by the Authority or Third Party but not accepted within a reasonable time, the Supplier or Sub-contractor shall employ that person in accordance with its obligations and duties under TUPE and shall be responsible for all liabilities arising in respect of any such person and shall (where relevant) be bound to apply Fair Deal for Staff Pensions in respect of any such person in accordance with the provisions of Part D of this Schedule 7.

Part B ☐ Staff transfer from the Authority under TUPE (only applicable to the Contract if this box is checked)

- 1.1 The Parties agree that the commencement of the provision of Services under this Contract shall give rise to a relevant transfer as defined in TUPE. Accordingly the contracts of employment of the Transferring Employees will transfer on the Transfer Date to the Supplier or any Sub-contractor pursuant to TUPE, the Cabinet Office Statement and Fair Deal for Staff Pensions.
- 1.2 The Supplier agrees, or shall ensure by written agreement that any Sub-contractor shall agree, to accept the Transferring Employees into its employment on the Transfer Date upon their then current terms and conditions of employment (including the right to continued access to the NHS Pension Scheme or access to a Broadly Comparable pension scheme which shall be dealt with in accordance with Part D of this Schedule 7) and with full continuity of employment.
- 1.3 The Supplier's agreement in Clause 1.2 of Part B of this Schedule 7 (and any subsequent agreement by any Sub-contractor), is subject to the right of any employee

identified as a Transferring Employee to object to being transferred to the Supplier or any Sub-contractor.

- 1.4 The Supplier will, or shall ensure by written agreement that any Sub-contractor will:
 - 1.4.1 not later than twenty eight (28) days after issue of a written notice in writing to it from the Authority, provide the Authority with the information required under regulation 13(4) of TUPE. The Supplier shall be liable to the Authority for, and shall indemnify and keep the Authority indemnified against, any loss, damages, costs, expenses (including without limitation legal costs and expenses), claims or proceedings that arise or result from any breach of this obligation;
 - 1.4.2 provide such assistance and information to the Authority as it may reasonably request to facilitate a smooth and efficient handover of the Transferring Employees to the Supplier or any Sub-contractor (including attendance at any meetings with Transferring Employees, trade unions and employee representatives);
 - 1.4.3 comply with its obligations to inform and, if necessary, consult with the appropriate representatives of any employees who are affected by the relevant transfer in accordance with regulation 13 of TUPE; and
 - 1.4.4 immediately following the Transfer Date comply with its obligation to consult with the appropriate representatives of the Transferring Employees about any Measures in accordance with regulation 13(6) of TUPE.
- 1.5 The Authority will on or before the Transfer Date:
 - 1.5.1 pay all wages, salaries and other benefits of the Transferring Employees (including any contributions to retirement benefit schemes) and discharge all other financial obligations (including reimbursement of any expenses) owing to the Transferring Employees in respect of the period before the Transfer Date;
 - 1.5.2 procure that any loans or advances made to the Transferring Employees before the Transfer Date are repaid to it;
 - 1.5.3 account to the proper authority for all PAYE tax deductions and national insurance contributions payable in respect of the Transferring Employees in the period before the Transfer Date; and
 - 1.5.4 pay the Supplier the amount which would be payable to each of the Transferring Employees in lieu of accrued but untaken holiday entitlement as at the Transfer Date.
- 1.6 The Authority will:
 - 1.6.1 provide such assistance and information to the Supplier as it may reasonably request to facilitate a smooth and efficient handover of the Transferring Employees to the Supplier or any Sub-contractor, including the provision of all employee liability information identified in regulation 11 of TUPE in relation to the Transferring Employees; and

- 1.6.2 comply with its obligations to inform and, if necessary, consult with the appropriate representatives of any employees who are affected by the relevant transfer in accordance with regulation 13 of TUPE.
- 1.7 The Authority shall indemnify and keep indemnified the Supplier in relation to any Employment Liabilities arising out of or in connection with any claim which arises as a result of any act or omission of the Authority in relation to the Transferring Employees prior to the Transfer Date save for where such act or omission results from complying with the instructions of the Supplier or Sub-contractor, including the Supplier or Sub-contractor failing to comply with its obligations under regulation 13 of TUPE, but only to the extent that such claim is brought by:
 - 1.7.1 any of the Transferring Employees (whether on their own behalf or in their capacity as employee representatives); or
 - 1.7.2 any trade union, staff association or staff body recognised by the Authority in respect of any of the Transferring Employees or any employee representatives acting on behalf of any of the Transferring Employees.
- 1.8 The Supplier shall be responsible for or shall procure that any relevant Sub-contractor shall be responsible from the Transfer Date for all remuneration, benefits, entitlements and outgoings in respect of the Transferring Employees and other Staff.
- 1.9 The Supplier shall indemnify and will keep indemnified the Authority in relation to any Employment Liabilities arising out of or in connection with:
 - 1.9.1 any act or omission of the Supplier or Sub-contractor on or after the Transfer Date (or any other event or occurrence after the Transfer Date) in respect of any Transferring Employee or Staff (including but not limited to any liability which arises because a Transferring Employee's employment with the Supplier or Sub-contractor is deemed to include their previous continuous employment with the Authority);
 - 1.9.2 any act or omission of the Supplier or Sub-contractor in relation to its obligations under regulation 13 of TUPE, or in respect of an award of compensation under regulation 15 of TUPE except to the extent that the liability arises from the Authority's failure to comply with regulation 13 of TUPE;
 - 1.9.3 any allegation or claim by a Transferring Employee or any other employee of the Authority that in consequence of the transfer of Services to the Supplier or Sub-contractor there has or will be a substantial change in such Transferring Employee's working conditions to their detriment within regulation 4(9) of TUPE; and
 - 1.9.4 any allegation or claim that the termination of employment of any of the Transferring Employees or any other employee of the Authority whether on or before the Transfer Date which arises as a result of any act or omission by the Supplier or Sub-contractor save for where such act or omission results from complying with the instructions of the Authority.
- 1.10 If any person who is an employee of the Authority who is not a Transferring Employee claims or it is determined that their contract of employment has been transferred from

the Authority to the Supplier or any Sub-contractor pursuant to TUPE, or claims that their employment would have so transferred had they not resigned:

- 1.10.1 the Supplier will, within seven (7) days of becoming aware of that fact, give notice in writing to the Authority;
- 1.10.2 the Authority may offer employment to such person within twenty eight (28) days of the notification by the Supplier;
- 1.10.3 if such offer of employment is accepted, the Supplier or Sub-contractor shall immediately release the person from their employment; and
- 1.10.4 if after the period specified in Clause 1.10.2 of Part B of this Schedule 7 has elapsed, no offer of employment has been made by the Authority or such offer has been made by the Authority but not accepted within a reasonable time, the Supplier or Sub-contractor shall employ that person in accordance with its obligations and duties under TUPE and shall be responsible for all liabilities arising in respect of any such person from the Transfer Date.

Part C ☐ Staff transfer from a current provider under TUPE (only applicable to the Contract if this box is checked)

- 1.1 The Parties agree that the commencement of the provision of Services under this Contract shall give rise to a relevant transfer as defined in TUPE. Accordingly the contracts of employment of the Third Party Employees will transfer on the Transfer Date to the Supplier or a Sub-contractor pursuant to TUPE, the Cabinet Office Statement and (where relevant) Fair Deal for Staff Pensions.
- 1.2 The Supplier agrees, or shall ensure by written agreement that any Sub-contractor shall agree, to accept the Third Party Employees into its employment on the Transfer Date upon their then current terms and conditions of employment (and including (where relevant) the right to secure access or continued access to the NHS Pension Scheme or access or continued access to a Broadly Comparable pension scheme in accordance with Fair Deal for Staff Pensions (which shall be dealt with in accordance with Part D of this Schedule 7) and with full continuity of employment.
- 1.3 The Supplier's agreement in Clause 1.2 of Part C of this Schedule 7 (and any subsequent agreement by any Sub-contractor), is subject to the right of any Third Party Employee to object to being transferred to the Supplier or any Sub-contractor.
- 1.4 The Supplier will, or shall ensure by written agreement that any Sub-contractor will:
 - 1.4.1 not later than twenty eight (28) days after issue of a written notice in writing to it from the Authority, provide the Third Party with the information required under regulation 13(4) of TUPE. The Supplier shall be liable to the Authority for, and shall indemnify and keep the Authority and any Third Party indemnified against, any loss, damages, costs, expenses (including without limitation legal costs and expenses), claims or proceedings that arise or result from any breach of this obligation;
 - 1.4.2 provide such assistance and information to the Third Party as it may reasonably request to facilitate a smooth and efficient handover of the Third Party Employees to the Supplier or any Sub-contractor (including attendance at any meetings with Third Party Employees, trade unions and employee representatives);

- 1.4.3 comply with its obligations to inform and, if necessary, consult with the appropriate representatives of any employees who are affected by the relevant transfer in accordance with regulation 13 of TUPE; and
- 1.4.4 immediately following the Transfer Date comply with its obligation to consult with the appropriate representatives of the Third Party Employees about any Measures in accordance with regulation 13(6) of TUPE.
- 1.5 The Supplier shall be responsible for, or shall procure that any relevant Sub-contractor shall be responsible from the Transfer Date, for all remuneration, benefits, entitlements and outgoings in respect of the Third Party Employees and other Staff.
- 1.6 The Supplier shall indemnify and will keep indemnified the Authority and any Third Party in relation to any Employment Liabilities arising out of or in connection with:
 - 1.6.1 any act or omission of the Supplier or a Sub-contractor on or after the Transfer Date (or any other event or occurrence after the Transfer Date) in respect of any Third Party Employee or Staff (including but not limited to any liability which arises because a Third Party Employee's employment with the Supplier or a Sub-contractor is deemed to include their previous continuous employment with the Third Party);
 - 1.6.2 any act or omission of the Supplier or a Sub-contractor in relation to its obligations under regulation 13 of TUPE, or in respect of an award of compensation under regulation 15 of TUPE except to the extent that the liability arises from the Third Party's failure to comply with regulation 13 of TUPE;
 - 1.6.3 any claim or allegation by a Third Party Employee or any other employee of the Authority or Third Party that in consequence of the transfer of Services to the Supplier or a Sub-contractor there has or will be a substantial change in their working conditions to their detriment within regulation 4(9) of TUPE; and
 - 1.6.4 any claim or allegation that the termination of employment of any of the Third Party Employees or any other employee of the Third Party whether on or before the Transfer Date or not which arise as a result of any act or omission by the Supplier or a Sub-contractor save for where such act or omission results from complying with the instructions of the Authority.
- 1.7 The Authority shall use reasonable endeavours to transfer to the Supplier or any Sub-contractor the benefit of any indemnity it has from the Third Party.

Part D ☐ Provisions regarding pensions (only applicable to the Contract if this box is checked or Clause 1.2.4 of Part A of this Schedule 7 applies)

Broadly comparable pension benefits ☐ (Clause 1.4 of this Part D of this Schedule 7 only applies to the Contract if this box is checked or 1.2.4 of Part A of this Schedule 7 applies. For the avoidance of doubt, where this box is not checked, but the Part D box above is checked all of the provisions of this Part D of this Schedule 7 shall apply to this Contract except Clause 1.4 of this Part D of this Schedule 7)

1 Pension protection for Eligible Employees

1.1 General

- 1.1.1 The Supplier shall procure that, if relevant, each of its Sub-contractors shall comply with the provisions in this Schedule 7 as if references to the Supplier were to the Sub-contractor.

1.2 Membership of the NHS Pension Scheme

- 1.2.1 In accordance with Fair Deal for Staff Pensions, the Supplier to which the employment of any Eligible Employee compulsorily transfers as a result of the award of this Contract, if not an NHS Body or other employer which participates automatically in the NHS Pension Scheme, shall on or before the Employee Transfer Date, each secure a Direction Letter to enable the Eligible Employees to retain either continuous active membership of or eligibility for, the NHS Pension Scheme, or as appropriate rejoin or secure eligibility for the NHS Pension Scheme for so long as they remain employed in connection with the delivery of the Services under this Contract.
- 1.2.2 The Supplier must supply to the Authority a complete copy of the Direction Letter as soon as reasonably practicable after the Employee Transfer Date.
- 1.2.3 The Supplier shall comply with the terms of the Direction Letter (including any terms which change as a result of changes in Law) for so long as it remains bound by the terms of the Direction Letter.
- 1.2.4 Where any Staff (including any Transferred Staff) omitted from the Direction Letter supplied in accordance with Part D of this Schedule 7 is subsequently found to be an Eligible Employee, the Supplier (or its Sub-contractor if relevant) will ensure that that person is treated as an Eligible Employee from the Employee Transfer Date so that their Pension Benefits and Premature Retirement Rights are not adversely affected.
- 1.2.5 The Supplier shall ensure that all data relating to the Eligible Employees and the NHS Pension Scheme is up to date and is provided to the Authority as requested from time to time.

1.3 Contributions payable

- 1.3.1 The Supplier shall pay to the NHS Pension Scheme all such amounts as are due under the Direction Letter and shall deduct and pay to the NHS Pension Scheme such employee contributions as are required by the NHS Pension Scheme.
- 1.3.2 Where during the Term the standard employer contribution rate which the Supplier is required to pay into the NHS Pension Scheme pursuant to the terms of its Direction Letter is increased to a rate which is over and above the rate which was applicable to the Supplier as at the date of this Contract and such rate increase results in an increased cost to the Supplier overall in relation to the provision of the Services ("Cost Increase"), the Supplier shall (subject to Clause 1.3.3 of Part D of this Schedule 7 and the provision of supporting information) be entitled to recharge a sum equal to the Cost Increase to the Authority. The Supplier shall only be entitled to recharge any Cost Increase to the Authority pursuant to this Clause 1.3.2 of Part D of this Schedule 7 in circumstances where the Cost Increase arises solely as a direct result of a general increase in the employer contribution rate applicable to all employers participating in the NHS Pension Scheme and not in circumstances where the employer contribution rate applicable to the Supplier is increased for any other reason, including as a result of any acts

or omissions of the Supplier which give rise to any costs or additional charges (including interest) being charged to the Supplier which are over and above the minimum employer contributions payable by an employer in the NHS Pension Scheme (including as a result of a failure by the Supplier to comply with the terms of its Direction Letter or to meet its obligations to the NHS Pension Scheme).

1.3.3 The Supplier must supply all such information as the Authority may reasonably request from time to time in order to support any claim made by the Supplier pursuant to Clause 1.3.2 of Part D of this Schedule 7 in relation to a Cost Increase.

1.3.4 Where during the Term the standard employer contribution rate which the Supplier is required to pay in relation to the NHS Pension Scheme pursuant to the terms of its Direction Letter is decreased as part of a general reduction in the standard employer contribution rate applicable to all employers participating in the NHS Pension Scheme to a rate which is lower than that which was applicable as at the date of this Contract and such decrease results in a cost saving for the Supplier (a "Cost Saving"), the Authority shall be entitled to reduce the amounts payable to the Supplier under this Contract by an amount equal to the Cost Saving. The Authority shall be entitled to deduct any Cost Saving from sums otherwise payable by the Authority to the Supplier under this Contract.

1.4 Broadly Comparable Pension Benefits

1.4.1 If the Authority in its sole discretion agrees that the Supplier or Sub-contractor need not provide the Eligible Employees with access to the NHS Pension Scheme, the Supplier must ensure that, with effect from the Employee Transfer Date until the day before the Subsequent Transfer Date, the Eligible Employees are offered access to a scheme under which the Pension Benefits are Broadly Comparable to those provided under the NHS Pension Scheme.

1.4.2 The Supplier must supply to the Authority details of its Broadly Comparable scheme and provide a full copy of the valid certificate of Broad Comparability covering all Eligible Employees, as soon as it is able to do so and in any event no later than twenty eight (28) days before the Employee Transfer Date.

1.5 Transfer Option where Broadly Comparable Pension Benefits are provided

1.5.1 As soon as reasonably practicable and in any event no later than twenty (20) Business Days after the Employee Transfer Date, the Supplier must provide the Eligible Employees with the Transfer Option, where a Third Party offered, or the Supplier offers, a Broadly Comparable scheme.

1.6 Calculation of Transfer Amount

1.6.1 The Authority shall use reasonable endeavours to procure that twenty (20) Business Days after the Transfer Option Deadline, the Transfer Amount is calculated by the Third Party's Actuary or the Authority's Actuary (as appropriate) on the following basis and notified to the Supplier along with any appropriate underlying methodology.

1.6.2 If the Third Party offers a Broadly Comparable scheme to Eligible Employees:

- (i) the part of the Transfer Amount which relates to benefits accrued in that Broadly Comparable scheme other than those in Clause (ii) of Part D of this Schedule 7 below must be aligned to the funding requirements of that scheme; and
- (ii) the part of the Transfer Amount which relates to benefits accrued in the NHS Pension Scheme (having been previously bulk transferred into the Third Party's Broadly Comparable scheme), must be aligned to whichever of:
 - (A) the funding requirements of the Third Party's Broadly Comparable scheme; or
 - (B) the principles under which the Third Party's Broadly Comparable scheme received a bulk transfer payment from the NHS Pension Scheme (together with any shortfall payment), gives the higher figure, provided that where the principles require the assumptions to be determined as at a particular date, that date shall be the Employee Transfer Date.

1.6.3 In the case of Transferring Employees or any Third Party Employees who have access to the NHS Pension Scheme (and who are classed as Eligible Employees), the Transfer Amount shall be calculated by the NHS Pension Scheme's Actuary on the basis applicable for bulk transfer terms from the NHS Pension Scheme set by the Department of Health from time to time.

1.6.4 Each Party shall promptly provide to the Actuary calculating or verifying the Transfer Amount any documentation and information which that Actuary may reasonably require.

1.7 Payment of Transfer Amount

Subject to:

- 1.7.1 the period for acceptance of the Transfer Option having expired; and
- 1.7.2 the Supplier having provided the trustees or managers of the Third Party's pension scheme (or NHS Pensions, as appropriate) with completed and signed forms of consent in a form acceptable to the Third Party's pension scheme (or NHS Pensions) from each Eligible Employee in respect of the Transfer Option; and
- 1.7.3 the calculation of the Transfer Amount in accordance with Clause 1.6 of Part D of this Schedule 7; and
- 1.7.4 the trustees or managers of the Supplier's (or any Sub-contractor's) Broadly Comparable scheme (or NHS Pensions, as appropriate) having confirmed in writing to the trustees or managers of the Third Party's pension scheme (or NHS Pensions, as appropriate) that they are ready, willing and able to receive the Transfer Amount and the bank details of where the Transfer Amount should be sent, and not having revoked that confirmation,

the Authority will use reasonable endeavours to procure that the Third Party's pension scheme (or the NHS Pension Scheme, as appropriate) shall, on or before the Payment Date, transfer to the Supplier's Broadly Comparable scheme (or NHS Pension

Scheme) the Transfer Amount in cash, together with any cash or other assets which are referable to additional voluntary contributions (if any) paid by the Eligible Employees which do not give rise to salary-related benefits.

1.8 Credit for Transfer Amount

- 1.8.1 Subject to prior receipt of the Transfer Amount, by the trustees or managers of the Supplier's Broadly Comparable scheme (or NHS Pensions, as appropriate), the Supplier must procure that year-for-year day-for-day service credits are granted in the Supplier's (Broadly Comparable scheme (or NHS Pension Scheme), or an actuarial equivalent agreed by the Authority's Actuary (and NHS Pension Scheme Actuary) in accordance with Fair Deal for Staff Pensions as a suitable reflection of the differences in benefit structure between the NHS Pension Scheme and the Supplier's pension scheme.
- 1.8.2 To the extent that the Transfer Amount is or shall be insufficient to provide benefits in the receiving scheme on the basis set out in Clause 1.8.1 above, the Supplier shall be liable to make a top-up payment into the receiving scheme such that benefits shall be provided by the receiving scheme on the basis set out in Clause 1.8.1 above.

1.9 Premature Retirement Rights

- 1.9.1 From the Employee Transfer Date until the day before the Subsequent Transfer Date, the Supplier must provide Premature Retirement Rights in respect of the Eligible Employees that are identical to the benefits they would have received had they remained employees of an NHS Body or other employer which participates automatically in the NHS Pension Scheme.

1.10 Breach and Cancellation of any Direction Letter(s) and Right of Set-Off

- 1.10.1 The Supplier agrees that it shall notify the Authority if it breaches the terms of the Direction Letter. The Supplier also agrees that the Authority is entitled to make arrangements with NHS Pensions for the Authority to be notified if the Supplier breaches the terms of this Direction Letter.
- 1.10.2 If the Authority is entitled to terminate this Contract pursuant to Clause 15.5.5 of Schedule 2, the Authority may in its sole discretion instead of exercising its right under Clause 15.5.5 of Schedule 2 permit the Supplier to offer Broadly Comparable Pension Benefits, on such terms as decided by the Authority.
- 1.10.3 If the Authority is notified by NHS Pensions of any NHS Pension Scheme Arrears, the Authority shall be entitled to deduct all or part of those arrears from any amount due to be paid by the Authority to the Supplier having given the Supplier five (5) Business Days' notice of its intention to do so, and to pay any sum deducted to NHS Pensions in full or partial settlement of the NHS Pension Scheme Arrears. This set-off right is in addition to and not instead of the Authority's right to terminate the Contract under Clause 15.5.5 of Schedule 2.

1.11 Compensation

- 1.11.1 If the Supplier is unable to provide the Eligible Employees with either:

- (i) membership of the NHS Pension Scheme (having used its best endeavours to secure a Direction Letter); or
- (ii) a Broadly Comparable scheme,

the Authority may in its sole discretion permit the Supplier to compensate the Eligible Employees in a manner that is Broadly Comparable or equivalent in cash terms, the Supplier having consulted with a view to reaching agreement any recognised trade union or, in the absence of such body, the Eligible Employees. The Supplier must meet the costs of the Authority in determining whether the level of compensation offered is reasonable in the circumstances.

- 1.11.2 This flexibility for the Authority to allow compensation in place of Pension Benefits is in addition to and not instead of the Authority's right to terminate the Contract under Clause 15.5.5 of Schedule 2.

1.12 Supplier Indemnities Regarding Pension Benefits and Premature Retirement Rights

- 1.12.1 The Supplier must indemnify and keep indemnified the Authority and any Successor against all Losses arising out of any claim by any Eligible Employee that the provision of (or failure to provide) Pension Benefits and Premature Retirement Rights from the Employee Transfer Date, or the level of such benefit provided, constitutes a breach of his or her employment rights.
- 1.12.2 The Supplier must indemnify and keep indemnified the Authority, NHS Pensions and any Successor against all Losses arising out of the Supplier (or its Sub-contractor) allowing anyone who is not an Eligible Employee to join or claim membership of the NHS Pension Scheme at any time during the Term.
- 1.12.3 The Supplier must indemnify the Authority, NHS Pensions and any Successor against all Losses arising out of its breach of this Part D of this Schedule 7 or the terms of the Direction Letter.

1.13 Sub-contractors

- 1.13.1 If the Supplier enters or has at the Commencement Date entered into a Sub-contract for delivery of all or part of the Services it shall impose obligations on its Sub-contractor in the same terms as those imposed on the Supplier in relation to Pension Benefits and Premature Retirement Benefits by this Part D of this Schedule 7, including requiring that:
- (i) if the Supplier has secured a Direction Letter, the Sub-contractor also secures a Direction Letter in respect of the Eligible Employees for their future service with the Sub-contractor as a condition of being awarded the Sub-contract; or
 - (ii) if the Supplier has offered the Eligible Employees access to a pension scheme under which the benefits are Broadly Comparable to those provided under the NHS Pension Scheme, the Sub-contractor either secures a Direction Letter in respect of the Eligible Employees or provides Eligible Employees with access to a scheme with Pension Benefits which are Broadly Comparable to those provided under the NHS Pension Scheme and in either case the option for Eligible Employees to transfer their accrued rights in the

Supplier's pension scheme into the Sub-contractor's Broadly Comparable scheme (or where a Direction Letter is secured by the Sub-contractor, the NHS Pension Scheme) on the basis set out in Clause 1.8 of Part D of this Schedule 7, except that the Supplier or the Sub-contractor as agreed between them, must make up any shortfall in the transfer amount received from the Supplier's pension scheme.

1.14 Direct Enforceability by the Eligible Employees

- 1.14.1 Notwithstanding Clause 30.8 of Schedule 2, the provisions of this Part D of this Schedule 7 may be directly enforced by an Eligible Employee against the Supplier and the Parties agree that the Contracts (Rights of Third Parties) Act 1999 shall apply to the extent necessary to ensure that any Eligible Employee shall have the right to enforce any obligation owed to him or her by the Supplier under this Part D of this Schedule 7 in his or her own right under section 1(1) of the Contracts (Rights of Third Parties) Act 1999.
- 1.14.2 Further, the Supplier must ensure that the Contracts (Rights of Third Parties) Act 1999 shall apply to any Sub-contract to the extent necessary to ensure that any Eligible Employee shall have the right to enforce any obligation owed to them by the Sub-contractor in his or her own right under section 1(1) of the Contracts (Rights of Third Parties) Act 1999.

1.15 Pensions on Transfer of Employment on Exit

- 1.15.1 In the event of any termination or expiry or partial termination or expiry of this Contract which results in a transfer of the Eligible Employees, the Supplier must (and if offering a Broadly Comparable scheme, must use all reasonable efforts to procure that the trustees or managers of that pension scheme must):
 - (i) not adversely affect pension rights accrued by the Eligible Employees in the period ending on the Subsequent Transfer Date;
 - (ii) within thirty (30) Business Days of being requested to do so by the Authority or Successor, (or if the Successor is offering Eligible Employees access to the NHS Pension Scheme, by NHS Pensions), provide a transfer amount calculated in accordance with Clause 1.6 of this Part D of this Schedule 7; and
 - (iii) do all acts and things, and provide all information and access to the Eligible Employees, as may in the reasonable opinion of the Authority be necessary or desirable and to enable the Authority and/or the Successor to achieve the objectives of Fair Deal for Staff Pensions.

Schedule 8

Expert Determination

1 Dispute Process

- 1.1 During any Dispute, including a Dispute as to the validity of the Contract, it is agreed that the Supplier shall continue its performance of the provisions of the Contract (unless the Authority requests in writing that the Supplier does not do so).
- 1.2 In the case of a Dispute the Supplier and the Authority shall make every reasonable effort to communicate and cooperate with each other with a view to resolving the Dispute and shall follow the procedure set out in this Schedule 8.
- 1.3 In the event of a Dispute either Party may serve a Dispute Notice on the other Party to commence formal resolution of the Dispute. The Dispute Notice shall set out:
 - 1.3.1 the material particulars of the Dispute; and
 - 1.3.2 the reasons why the Party serving the Dispute Notice believes the Dispute has arisen.
- 1.4 Following the service of a Dispute Notice the Parties shall first seek to resolve the Dispute by convening a meeting between the Authority's Contract Manager and the Supplier's Contract Manager (together the "**Contract Managers**").
 - 1.4.1 The meeting of the Contract Managers must take place within five (5) Business Days of the date of the Dispute Notice (the "**Dispute Meeting**").
 - 1.4.2 The Contract Managers shall be given ten (10) Business Days following the date of the Dispute Meeting to resolve the Dispute.
 - 1.4.3 The Contract Managers can agree to further meetings at levels 2 and/or 3, as referred to at Clause 5.1 of the Key Provisions in Schedule 1, in addition to the Dispute Meeting, but such meetings must be held within the ten (10) Business Day timetable set out in Clause 1.4.2 of this Schedule 8.
 - 1.4.4 If at any point it becomes clear that the timetable set out cannot be met or has passed, the Parties may (but shall be under no obligation to) agree in writing to extend the timetable. Any agreed extension to the timetable shall have the effect of delaying the start of the subsequent stages by the period agreed in the extension.
- 1.5 If the procedure set out in Clause 1.4 of this Schedule 8 has been exhausted and fails to resolve the Dispute either Party may request the Dispute be resolved by way of a binding expert determination (pursuant to Clause 1.6 of this Schedule 8). For the avoidance of doubt, the Expert shall determine all matters (including, without limitation, matters of contractual construction and interpretation) in connection with any Dispute referred to binding expert determination pursuant to Clause 1.6 of this Schedule 8.
- 1.6 Where the Dispute is referred to binding expert determination the following process will apply:
 - 1.6.1 The Party wishing to refer the Dispute to expert determination shall give notice in writing to the other Party informing it of its wish to refer the Dispute to expert determination and giving brief details of its position in the Dispute.
 - 1.6.2 The Parties shall attempt to agree upon a single expert (who must have no connection with the Dispute unless both Parties have consented in writing) (an "**Expert**"). For the avoidance of doubt, where the Dispute relates to contractual interpretation and construction, the Expert may be Queen's Counsel. In the event that the Parties fail to agree upon an Expert within five

- (5) Business Days following the date of the notice referred to in Clause 1.6.1 of this Schedule 8 (or if the person agreed upon is unable or unwilling to act), the Parties agree that the Expert will be nominated and confirmed to be appointed by the Centre for Effective Dispute Resolution.
- 1.6.3 The Expert must be willing and able to complete the expert determination process within thirty (30) Business Days of the Date of Final Representations (as defined in Clause 1.6.5 of this Schedule 8).
- 1.6.4 The Expert shall act as an expert not as an arbitrator or legal advisor. There will be no formal hearing and the Expert shall regulate the procedure as he sees fit.
- 1.6.5 The Parties shall each have the right to make written representations to the Expert and will, with reasonable promptness, provide the Expert with such assistance and documents as the Expert reasonably requires for the purpose of reaching a decision. Such representations must be made within twenty eight (28) Business Days of the Expert being appointed, or fourteen (14) Business Days after the last documents requested by the Expert have been provided to the Expert, whichever is the later (“**Date of Final Representations**”). Any documents provided to the Expert and any correspondence to or from the Expert, including email exchanges, shall be copied to the other Party simultaneously.
- 1.6.6 The Expert shall have the power to open up, review and revise any certificate, opinion, requisition or notice and to determine all matters in Dispute (including his jurisdiction to determine matters that have been referred to him).
- 1.6.7 The Expert may take such advice and assistance from professional advisers or other third parties as he reasonably considers appropriate to enable him to reach a determination of the Dispute and may issue orders that one or both of the Parties are to pay such third party costs, stating the proportion. For the avoidance of doubt, where the Expert is not Queen’s Counsel, and the Expert requires advice or assistance on matters of contractual interpretation and construction, the expert may take such advice and assistance from a third party Queen’s Counsel of their choosing under this Clause 1.6.7 of this Schedule 8. The Parties will pay any such third party costs incurred pursuant to this Clause 1.6.7 of this Schedule 8 in such proportions as the Expert shall order. In the absence of such order such third party costs will be paid equally.
- 1.6.8 The Expert shall provide the Parties with a written determination of the Dispute (the “**Expert’s Decision**”) within thirty (30) Business Days of the Date of Final Representations, which shall, in the absence of fraud or manifest error, be final and binding on the Parties.
- 1.6.9 The Expert’s Decision shall include reasons.
- 1.6.10 The Parties agree to implement the Expert’s Decision within five (5) Business Days of the Expert’s Decision being provided to them or as otherwise specified as part of the Expert’s Decision.
- 1.6.11 The Parties agree that the Expert shall be entitled to proceed to give his binding determination should one or both Parties fail to act in accordance with the procedural timetable set out above.

- 1.6.12 The Parties will pay the Expert's costs in such proportions as the Expert shall determine. In the absence of such determination such costs will be shared equally.
- 1.6.13 The Parties agree to keep confidential all information arising out of or in connection with the expert determination, including details of the underlying Dispute, except where disclosure is required by Law.
- 1.7 Nothing in this Contract shall prevent:
 - 1.7.1 the Authority taking action in any court in relation to any death or personal injury arising or allegedly arising in connection with the provision of the Services; or
 - 1.7.2 either Party seeking from any court any interim or provisional relief that may be necessary to protect the rights or property of that Party (including Intellectual Property Rights) or which relates to the safety of patients and other service users or the security of Confidential Information, pending the resolution of the relevant Dispute in accordance with the Dispute Resolution Procedure.
- 1.8 Subject to Clause 1.7 of this Schedule 8 neither Party may commence legal proceedings in relation to a Dispute until the dispute resolution procedures set out in this Schedule 8 have been exhausted. For the avoidance of doubt, either Party may commence legal proceedings to enforce the Expert's Decision.
- 1.9 This Schedule 8 shall survive the expiry of or earlier termination of this Contract for any reason.