

OFFICIAL - SENSITIVE - COMMERCIAL

PCSS Call-Off Terms  
Schedule 4.3 (Customer Responsibilities)

# Primary Care Support Services Call-Off Terms

## Schedule 4.3

### **Customer Responsibilities**

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**1. Introduction**

The responsibilities of the Customer set out in this Schedule shall constitute the Customer Responsibilities under this Call-Off Agreement. Any obligations of the Customer in Call-Off Agreement Schedules 2.1 (Services Description) and 3.1 (Supplier Solution) shall not be Customer Responsibilities and the Customer shall have no obligation to perform any such obligations unless they are specifically stated to be "Customer Responsibilities" and cross-referenced in the table in Paragraph 3.

**2. General Obligations**

2.1 The Customer shall:

2.1.1 perform its obligations which are set out in the Call-Off Agreement, the Call-Off Order Form and the Contract Controlled Documents (except Call-Off Agreement Schedules 2.1 (Services Description) and 3.1 (Supplier Solution)) in a timely manner or within the relevant timescale where a timescale is expressly stated;

2.1.2 use its reasonable endeavours to provide the Supplier with access to appropriate members of the Customer's staff, as such access is reasonably requested by the Supplier in order for the Supplier to discharge its obligations throughout the Term and the Termination Assistance Period;

2.1.3 use its reasonable endeavours to provide sufficient and suitably qualified staff to fulfil the Customer's roles and duties under this Call-Off Agreement as agreed in the Implementation Plan;

2.1.4 use its reasonable endeavours to provide such documentation, data and/or other information that the Supplier reasonably requests that is necessary to perform its obligations under the terms of this Call-Off Agreement provided that such documentation, data and/or information is available to the Customer and is authorised for release by the Customer; and

2.1.5 use reasonable endeavours to undertake any additional Customer Responsibilities, specifically identified in Schedule 2.2 (Service Levels) in respect of SSL Performance Indicators and Key Performance Indicators.

2.2 The above Customer Responsibilities shall be provided to the Supplier free of charge unless otherwise agreed between the Supplier and the Customer.

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**3. Specific Obligations**

3.1 The Customer shall:

■ [REDACTED]

■ [REDACTED]

■ [REDACTED]

■ [REDACTED]

3.1.5 facilitate and support an effective working relationship with SBS and any successor thereto to enable the development and ongoing management of interfaces with ISFE for the Term;

■ [REDACTED]

■ [REDACTED]

■ [REDACTED]

■ [REDACTED]

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■ [REDACTED]

■ [REDACTED]

■ [REDACTED]

3.1.8 support and help to promote the adoption of digital channels (e.g. electronic GOS, cervical screening and new NHS numbers) with relevant stakeholders (including Public Health England and Department of Health) where suitable and appropriate;

3.1.9 support and encourage Primary Care practitioners to utilise the future online payment/pension portal or other online services provided by the Supplier and where possible include in practitioners' contracts support of the Digital Strategy;

3.1.10 invite the Supplier to participate in TUPE consultation at the earliest opportunity with the Incumbent Suppliers;

3.1.11 be responsible for the timely decommissioning of functionality that would, if not decommissioned, prevent the de-commissioning of the NHAIS platform;

3.1.12 continue to receive services from SBS and Serco in accordance with the existing contracts until 31st March 2016;

■ [REDACTED]

3.1.14 provide the services set out in the ICT Transitional Services Agreement and the General Transitional Service Agreements in accordance with the Authority's express obligations set out in those agreements;

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3.1.15 facilitate and support the Supplier's delivery of the Transformation Plan, including facilitating engagement with stakeholders relevant to the delivery of Transformation;

[REDACTED]

3.1.17 during the Transformation Period, support and help to promote the adoption and standardisation of new processes by Customer staff interfacing with the Services, to support the Supplier's operating model;

[REDACTED]

[REDACTED]

3.1.20 to the extent that the Supplier is not entitled to order primary care supplies (in relation to the Services described at Service 2.8 in the tables set out (respectively) in Schedules 2.1 (Service Description) and 3.1 (Supplier Solution)) the Customer shall enable appropriate authorisation for the Supplier to place such orders.