

Document Name: Scribe Terms and Conditions
Document Reference: Full Scribe T&C's 2026
Version: 002
Classification: None

Doc-works Ltd – G-Cloud 15 Terms and Conditions

1. Introduction

1.1 These Terms and Conditions apply to the provision of Scribe software services (“the Services”) by Doc-works Ltd (“the Supplier”) under any Call-Off Contract awarded through the G-Cloud 15 Framework (RM1557.15).

1.2 These Terms apply only where consistent with the Framework Agreement and Call-Off Contract. In the event of conflict, the Call-Off Contract and CCS Framework Schedules (including Schedules 4–6) take precedence.

1.3 These Terms do not replace the CCS Call-Off Contract and are provided as supporting service terms only.

2. Service Description

2.1 Doc-works provides secure software services within the Scribe platform, including:

- Scribe ePCR
- Scribe Resilience
- Scribe Referrals
- Scribe Clinical Audit
- Scribe Compliance Audit
- Scribe Complex Patient Management
- Scribe Vaccination Management

2.2 Services include hosting, maintenance, updates, support, monitoring, data management, and secure access, as described in the published Service Definition.

3. Service Delivery & Performance

3.1 The Supplier will deliver the Services in accordance with the published Service Definition and Pricing Document uploaded to G-Cloud 15.

3.2 The Supplier will use reasonable care and skill consistent with good industry practice.

3.3 Planned maintenance will be notified in advance and conducted outside core hours wherever possible.

4. Availability

4.1 The Supplier targets 99.5% service availability, excluding planned maintenance, as defined in the Service Definition.

4.2 Resilience and continuity features are provided where described in the relevant Service Definition.

5. Support & Incident Management

5.1 Standard support is provided Monday–Friday, 08:30–17:30 (UK), via email/ticketing and phone.

5.2 Initial response targets are:

- P1 Critical: within 30 minutes

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- P2 High: within 1 hour
- P3 Medium: within 4 hours
- P4 Low: within 1 business day
- P5 Minor: within 5 business days

5.3 Optional 24/7 cover for ePCR-based services is available at additional cost, as shown in the Pricing Document.

5.4 All incidents are logged, tracked and auditable. Incident reports are available on request.

6. Customer Responsibilities

The Customer must:

- 6.1 Provide named contacts for escalation and communication.
- 6.2 Ensure appropriate device security and connectivity.
- 6.3 Comply with applicable NHS, public-sector and information-governance requirements.

7. Data Protection & Security

7.1 Doc-works operates an ISO/IEC 27001-certified Information Security Management System and complies with UK GDPR, the Data Protection Act 2018, and NHS DSPT requirements.

7.2 All data is hosted exclusively within the United Kingdom.

7.3 Data in transit is protected via TLS 1.2+ and/or secure VPN connectivity (HSCN/APN/PSN where appropriate).

7.4 Data at rest is encrypted and stored within secure UK data centres.

7.5 Access controls include RBAC, MFA, audit logs and security monitoring.

7.6 Where user-facing interfaces are provided, Doc-works aims to meet WCAG 2.2 AA accessibility standards.

7.7 Doc-works applies clinical risk management aligned to NHS standards including DCB0129 and DCB0160, supported by a named Clinical Safety Officer and proportionate safety documentation. Customers retain responsibility for local clinical governance and safe operational use.

8. Data Ownership & Processing

8.1 The Customer remains the Data Controller; Doc-works acts as Data Processor.

8.2 Doc-works will process data only under the Customer's documented instructions.

8.3 Data portability and extraction are provided in standard open formats (CSV/XML) at no additional cost.

8.4 Audit history and retention are configurable as defined by the Customer.

9. Integrations & Subcontractors

9.1 Supported integrations may include CAD, EPR/EHR, Spine services, referral pathways and third-party systems, as defined in the Service Definition.

9.2 Subcontractors may be used where declared. Doc-works remains fully responsible and liable for subcontractor performance.

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9.3 Integration charges are defined in the published Pricing Document.

10. Commercials & Payment

10.1 Prices are fixed, published and compliant with G-Cloud 15.

10.2 Charges and payment terms will be as set out in the published Pricing Document and payable in accordance with the Call-Off Contract.

10.3 Services are licensed organisation-wide unless otherwise stated.

11. Changes

11.1 Configuration and change requests follow Doc-works' ISO 27001-aligned change-management process.

11.2 Any Call-Off changes must follow the CCS permitted Change Control Procedure.

12. Exit & Data Return

12.1 Upon contract end, Doc-works will provide full data export in open standard formats (CSV/XML) within an agreed exit period, free of charge.

12.2 Optional paid migration support is available at published day rates.

12.3 Customer data will be securely deleted following written confirmation, in accordance with Framework Exit Management requirements.

13. Intellectual Property Rights

13.1 Doc-works retains all IPR in its software, code and platforms.

13.2 The Customer receives a non-exclusive, non-transferable licence to use the Services for the Call-Off duration.

14. Liability

14.1 Liability will apply in accordance with Framework Schedule 6 and the Call-Off Contract.

14.2 Nothing in these Terms limits liability where prohibited by law.

15. Termination

15.1 Termination will be in accordance with the Call-Off Contract and Framework Schedule 4.

16. Governance & Audit

16.1 The Customer may audit the Services upon reasonable notice, consistent with the Framework.

16.2 Doc-works maintains full audit trails for access, workflows, changes and data processing.

17. Law & Jurisdiction

These Terms are governed by the laws of England and Wales, as required by the G-Cloud Framework.