

Terms and Conditions

Lot 3: Cloud Support Services

January 2026

General principles

- We are happy to operate under the Framework and Call-Off terms and conditions
- We are generally content to accept client terms and conditions, digital marketplace standard terms or other NHS or local government terms and conditions – subject to review
- Payment terms are agreed upfront and are determined by the engagement and payment run cycles. For example, a single day may be paid up front, for a longer-term regular engagement this might be paid weekly or monthly.
- For products purchased from Patient Safety Learning, such as the annual licence for the Patient Safety Standards self-assessment tool, these are charged in advance of supply.
- We can tailor how we invoice you for services in the same way that we can tailor the length and shape of the engagement with you.
- For larger organisations that may have their own professional services agreement, subject to review, we are generally happy to sign these.
- We are not a contractor, and so typically have multiple clients on our books at any one time. Therefore, all work will be conducted outside of IR35.