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NATIONAL INSTITUTE FOR HEALTH

AND CARE EXCELLENCE

Waterstones Booksellers Limited

Provider Agreement

For the

**NICE Electronic and Print Content  
Framework Agreement**

**LOT 2 / AGENTS**

**FOR THE PROVISION OF**

*Print Books*

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1. Introduction

This Provider Agreement must be used when placing an Order for the supply of Print Books under Lot 2 Agents Only of the NICE Electronic and Print Content Framework Agreement.

The Provider Agreement is specific to Waterstones Booksellers Limited supply of Print Books under Lot 2 Agents Only. It must be used in conjunction with the “Order Terms & Conditions” and any Annexes to form the whole Agreement.

All terms in this Provider Agreement must not be altered and are non-negotiable. Where additional terms are agreed these should be set out in Annex SEVEN: “Additional Terms” of the “Order Terms & Conditions”. These additional terms must not conflict with, or materially change, the terms in:

* + 1. the “Terms and Conditions of Contract for NICE Electronic and Print Content” and any Annexes”; AND
    2. the “Order Terms & Conditions” and any Annexes, AND
    3. this Provider Agreement.

1. Defined Terms

In this Agreement the words and expressions below will be interpreted to have the meanings adjacent to them: The following definitions should be read in conjunction with those set out in the “Order Terms & Conditions”:  
  
[Guidance Note to Purchasing Authorities and Providers: Enter text “Not Used” if no definitions to be added in this section. The clause numbering should remain the same as the original document.]

1. Contact Details

Not all Waterstones shops can process purchase orders. Under the NICE Electronic & Print Content Framework Agreement is essential that all NICE queries and the processing of purchase orders be exclusively directed to a Waterstones Regional Account Centres (RAC) in the UK. These shops are exclusive order processing locations.   
  
Our national courier, UPS, guarantees all Waterstones deliveries in two working days and delivers next day 85% of the time. As such, the geography of order processing does not matter.  
  
There are 4 locations within the list that historically have been strong medical specialist branches and where relevant, it could well serve NHS Purchasing Authorities and Beneficiaries to procure from these locations.   
  
See Waterstones Provider Profile page on the Framework web pages at: for details of Waterstones/NICE Order Processing Locations (Regional Account Centres)  
  
Requests for mini competitions should be sent to [NHS@waterstones.com](mailto:NHS@waterstones.com). This email address is managed by the Account Sales management team at head office who can ensure that your request is being dealt with at a level of authority sufficient to offer the best price. It is helpful to mention the RAC where you normally purchase in the request. Should you award Waterstones the mini-competition order, we would normally process the sale in the location you normally use.

1. Service Usage   
     
   NOT USED
2. Service Availability

Where customers feel they need to escalate an issue or incident not resolved to their satisfaction at the location where their query or order was placed, can send a summary of the issue to [NHS@waterstones.com](mailto:NHS@waterstones.com). This email address is managed by the head office Account Sales management (Operations) team.

The key contact on this team is directly available to NICE contract managers during working hours, 5 days a week and indirectly available by all buyers and beneficiaries via the [NHS@waterstones.com](mailto:NHS@waterstones.com) across the same timeframe.

The key contact for NICE contract managers is:

Lynn Macon

Account Sales Manager

07979 008150

[lynn.macon@waterstones.com](mailto:lynn.macon@waterstones.com)

Any unresolved incidents will be reported to NICE on the same day that it has been deemed that all avenues for resolution have been exhausted.

1. User Support

Waterstones offers direct contact and helpdesk support locally and customers should contact the shop/RAC where the order was processed. Most order processing centres (RAC’s) have direct phone lines into the Account Sales team backed up with answer machines to cover breaks, shop floor activities such as pulling stock for an order and/or assisting with a customer stock pick.

Where customers feel they need to escalate an issue not resolved to their satisfaction, they can send a summary of the issue to<mailto:NHS@waterstones.com>.. The folder containing this email address and its content sits on the desktop of the Account Sales management team who will respond to issues within 24 hours, 95% of the time.

Customers placing orders at the Account Sales online website (<https://waterstonesaccountsales.com>) should use the ‘Contact Us’ section of the website to contact the online Customer Service team who support the site. The [NHS@waterstones.com](mailto:NHS@waterstones.com) should be used to escalate any unresolved or unsatisfactory issues raised as well.

Complaints should be responded to within 1 working day of receipt with confirmation of action to be taken within 2 working days, where possible.

General enquiries to any Waterstones locations should be addressed within 2 working days and any general enquiry should be fully resolved within 18 working days, 95% of the time.

Waterstones sales invoices processed in shops, poll into the Sales Ledger department where duplicate invoices should they occur, are picked up. Where this occurs, a credit will be promptly raised.

Waterstones provides education and training for Regional Account Centres for all staff processing contractual orders. This is supplemented by a company intranet with thorough details on the requirements of the NICE Electronic and Print Framework Agreement as well as practical instructions. This site is updated as often as needed and is accessible by all Waterstones employees.

1. Service Reporting

The Provider will:

* + 1. attend contract and service review meetings at least annually and/or to an agreed frequency;
    2. provide a regular contract management/service report at least annually or to agreed timescales. This includes a summary of performance for key Service standards, SLA’s and KPI’s.

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