NATIONAL INSTITUTE FOR HEALTH

AND CARE EXCELLENCE

**NICE Knowledge Resources Framework Agreement (NICENHSFA/2528)**

**Core Service Standards and associated targets, SLAs & KPI’s**

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| --- | --- | --- | --- | --- | --- | --- |
| Criteria | Core service standard | Core service requirement | E / D | Target | Resource | Supply |
| Service Availability | **Service Availability** | Supplier's Service to be available via the supplier’s or third Party’s Service interface (the “native interface”, 24 hours per day 7 days per week 365 days per year. | Essential  | 99.8% compliance excluding problems beyond Publisher’s control and with the exception of scheduled or routine maintenance.(99.8% compliance calculated on a quarterly basis) | All digital resources  | Publisher /aggregator |
| Service Availability | **Service Availability** | Supplier measures availability / non-availability of the Service  | Essential  | Measured at an agreed frequency i.e. monthly, quarterly but always annually | All digital resources  | Publisher /aggregator |
| Service Availability | **Service Availability** | Supplier measures availability / non-availability of the Service using an agreed Service Availability calculation. | Essential  | Uses the Service Availability measurement:Total Service Availability % = (MP-SD) x 100 MPWhere:MP = Total number of minutes in the reporting period, excluding scheduled maintenance or other permitted downtime( including Force Majeure events); andSD = Total number of minutes of each continuous period of Service downtime in any reporting period, excluding scheduled maintenance or other permitted downtime.Total Service Availability in any reporting period shall be taken as the lowest percentage availability figure from each of the measured Services as calculated above. | All digital resources  | Publisher /aggregator |
| Service Availability | **Service Availability** | Notification provided for scheduled maintenance to agreed timescales | Essential  | Provides to Purchasing Authority at least 05 working days notice and / or at time of licensing. | All digital resources  | Publisher /aggregator |
| Service Availability | **Service Availability** | Notification provided for scheduled maintenance to agreed timescales | Essential  | Provides to KNOWLEDGEHUBPARTNERS (NHS ENGLAND - T1510) <england.knowledgehubpartners@nhs.net at least 05 working days notice and / or at time of licensing.NOTE: FOR RESOURCES PURCHASED FOR ENGLAND ONLY | All digital resources **(in England only)** | Publisher /aggregator |
| Service Availability | **Service Availability** | Provides a point of contact for response to Incidents. | Essential  | Provides a named contact and chain of command for response to Incidents, including details of relevant contacts, including helpdesk and technical personnel. | All digital resources  | All |
| Service Availability | **Service Availability** | Provides notification of an Incident. | Essential  | Provides to Purchasing Authority within 02 hours of Incident occurring. | All digital resources  | All |
| Service Availability | **Service Availability** | Provides notification of an Incident. | Essential  | Provides to KNOWLEDGEHUBPARTNERS (NHS ENGLAND - T1510) <england.knowledgehubpartners@nhs.net within 02 hours of Incident occurring.NOTE: FOR RESOURCES PURCHASED FOR ENGLAND ONLY | All digital resources **(in England only)** | All |
| Service Availability | **Service Availability** | Supplier can fix and restore Service as a result of an Incident to an agreed timeframe. | Essential  | Within 02 working days of Incident occurring. | All digital resources  | Publisher /aggregator |
| Service Availability | **Service Availability** | Provides a report of any Incident occurrence to an agreed timeframe. | Desirable | Report to be supplied no more than 05 working days after Incident resolution. | All digital resources  | Publisher /aggregator |
| Service Availability | **Service Availability** | New issues or editions are uploaded to Server(s) within an agreed timeframe. | Essential  | Not later than day of print publication. | eJournalseBooksEvidence summaries with full text only | Publisher /aggregator |
| Service Availability | **Service Availability** | Access provided to new issues or editions within agreed timeframe. | Essential  | Not later than day of print publication. | EjournalseBooksEvidence summaries with full text only | Publisher /aggregator |
| Service Availability | **Service Availability** | Full text content is uploaded to the Server to agreed timescales. | Essential  | Full text content to be uploaded within 05 working days of receipt of content from publishers. | Full text databases  | Publisher /aggregator |
| Service Availability | **Service Availability** | Maintains full text content size of database(s). | Essential  | Full text component of database (s) not reduced by more than 5% annually. | Full text databases  | Publisher /aggregator |
| Service Availability | **Service Availability** | Provides benchmark with which to measure full text content removal.  | Essential  | Baseline measurement calculated where annual measurement applies filters: Number of current FT journal titles AND peer reviewed = Y and Pub Type = (scholar journal OR conf proceedings). | Full text databases  | Publisher /aggregator |
| Service Access | **Authentication** | Provides access for users to the Service and content via an Access and Identity Management System (AIMS). | Essential  | Supplier is registered as a live entity in the JISC OpenAthens Federation. | All digital resources  | Publisher /aggregator |
| Service Access | **Authentication** | Compliant with Jisc Technical recommendations for OpenAthens | Essential  | Fully compliant with all recommendations set out at: https://docs.openathens.net/providers/technical-recommendations | All digital resources  | Publisher /aggregator |
| Service Access | **Authentication** | Supports Security Assertion Mark-up Language (SAML)  | Essential  | Supports SAML 2.0 and / or SAML 1.1.(SAML 2.0 is RECOMMENDED.) | All digital resources  | Publisher /aggregator |
| Service Access | **Authentication** | Policies and procedures are in place to work closely with JISC to implement NHS OpenAthens changes. | Essential  | Supplier adheres to action notifications / action requirements sent out by JISC for the NHS OpenAthens service. | All digital resources  | Publisher /aggregator |
| Service Access | **Authentication** | Policies and procedures are in place to work closely with JISC to implement NHS OpenAthens changes. | Essential  | Supplier supports JISC delivery and access via NHS OpenAthens authentication through a main point of contact on all service and support needs.  | All digital resources  | Publisher /aggregator |
| Service Access | **Authentication** | Policies and procedures are in place to work closely with JISC to implement NHS OpenAthens changes. | Essential  | Registers the main point of contact (named person, dedicated email and telephone number) in the JISC OpenAthens SP interface. | All digital resources  | Publisher /aggregator |
| Service Access | **Authentication** | Supports dispersed users working on an NHS network | Essential  | If used on NHS premises access available via a portal that doesn’t require entry of an NHS OpenAthens account e.g. IP (internet protocol) authentication, use of Referral URL | All digital resources  | Publisher /aggregator |
| Service Access | **Service Access** | Compliant with KBART standard. | Essential | Fully compliant or where partially-compliant can demonstrate acceptable solution in place with nationally commissioned Link Resolver supplier. | EjournalseBooksDatabasesEvidence summaries with full text only | Publisher /aggregator |
| Service Access | **Service Access** | Complies with OpenURL Link Resolver standards | Essential | Fully compliant or where partially-compliant can demonstrate acceptable solution in place with nationally commissioned Link Resolver supplier. | EjournalseBooksDatabasesEvidence summaries with full text only | Publisher /aggregator |
| Service Access | **Service Access** | Provides title information to Link Resolver and A-Z list vendors. | Essential | Can provide to link resolver and A-Z list vendors with the following information about each title in the Licensed Material: Title, ISSN or eISSN, DoI (where appropriate), previous title(s) if appropriate, previous ISSN or eISSN if appropriate, first volume and issue made available, embargoes if appropriate, gaps in holdings if appropriate. | EjournalseBooksDatabasesEvidence summaries with full text only | Publisher /aggregator |
| Service Access | **Service Access** | Provides data changes to agreed frequency for Link Resolver Knowledgebase(s) | Essential | Changes to data provided as soon as the data changes. | EjournalseBooksDatabasesEvidence summaries with full text only | Publisher /aggregator |
| Service Access | **Service Access** | Provides WAYFLESS links | Essential | Provides WAYFless links to Knowledge Resources (title level) using the Authorities Entity ID prior to commencement of the contract.(see https://docs.openathens.net/providers/wayfless-access-and-deep-linking-in-the-openathens) | EjournalseBooksDatabasesEvidence summaries with full text only | Publisher /aggregator |
| Service Access | **Service Access** | Provides WAYFLESS links | Essential | Provides WAYFless links to Knowledge Resources within 05 days of publication(see https://docs.openathens.net/providers/wayfless-access-and-deep-linking-in-the-openathens) | EjournalseBooksDatabasesEvidence summaries with full text only | Publisher /aggregator |
| Service Access | **Service Access** | Provides WAYFLESS links  | Essential | Provides guidance on how the Authority can create WAYFless links at issue, article or chapter level.(see https://docs.openathens.net/providers/wayfless-access-and-deep-linking-in-the-openathens) | EjournalseBooksDatabasesEvidence summaries with full text only | Publisher /aggregator |
| Service Access | **Service Access** | Provides one URL that supports access at resource/title level via Internet Protocol (IP) and OpenAthens | Essential  | Provides JISC OpenAthens re-director links to Knowledge Resources using the authorities prefix prior to commencement of the contract (see: https://docs.openathens.net/libraries/about-the-redirector)(Note: Purchasing Authorities to agree with Supplier implementation timescales prior to implementation of the resource) | All digital resources | Publisher /aggregator |
| Service Access | **Service Access** | Policies and procedures are in place to notify the nationally commissioned Link Resolver and Knowledge Base service of changes.  | Essential | Provides at least 08 (eight) weeks notice (in advance of the changes becoming active) of changes to supplier’s platform linking schemes, such as changes to title or article level links. | EjournalseBooksDatabasesEvidence summaries with full text only | Publisher /aggregator |
| Service Access | **Service Access** | Ensures permanent access for content purchased in perpetuity.  | Essential | Provides a method of perpetual access e.g. Supplier platform, CLOCKSS, LOCKSS, Portico, digital preservation initiatives. | EjournalseBooks | Publisher /aggregator |
| Service Access | **Service Access** | Ensures permanent access for content purchased in perpetuity.  | Essential | Ensures perpetual usage rights as per the original Agreement | EjournalseBooks | Publisher /aggregator |
| Technical | **Technical** | Provides transparency to users about Artificial Intelligence (AI) or machine learning technologies within a resource. | Desirable | Clearly states where and how AI technologies are integrated into the Service. | All digital resources  | Publisher /aggregator |
| Technical | **Technical** | Meets the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (see https://www.gov.uk/service-manual/user-centred-design/accessibility) | Desirable | Ensures Service and content meets level AA of the Web Content Accessibility Guidelines (WCAG 2.2).(see https://www.gov.uk/service-manual/helping-people-to-use-your-service/understanding-wcag) | All digital resources  | Publisher /aggregator |
| Technical | **Technical** | Meets the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (see https://www.gov.uk/service-manual/user-centred-design/accessibility) | Desirable | Ensures Service and content works on the most commonly used assistive technologies - including screen magnifiers, screen readers and speech recognition tools.(see https://www.gov.uk/service-manual/technology/testing-with-assistive-technologies) | All digital resources  | Publisher /aggregator |
| Technical | **Technical** | Meets the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (see https://www.gov.uk/service-manual/user-centred-design/accessibility) | Essential | Provides a statement annually that explains how accessible the service is.(see https://www.gov.uk/guidance/make-your-website-or-app-accessible-and-publish-an-accessibility-statement#decide-if-anything-is-a-disproportionate-burden-to-fix-right-now) | All digital resources  | Publisher /aggregator |
| Technical | **Technical** | Meets the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (see https://www.gov.uk/service-manual/user-centred-design/accessibility) | Desirable | Provides subtitles to ensure accessibility for procedure multimedia (e.g. videos, graphics) | CME resourcesDAR resources  | Publisher /aggregator |
| Technical | **Technical** | Meets general industry technical standards. | Desirable | Complies with Web Standards at: https://www.w3.org/standards/  | All digital resources  | Publisher /aggregator |
| Technical | **Technical** | Meets general industry technical standards. | Desirable | Complies with ISO 9241-210:2019: https://www.iso.org/standard/77520.html (Human-centred design for interactive systems) | All digital resources  | Publisher /aggregator |
| Technical | **Technical** | Meets general industry technical standards. | Desirable | Complies with ISO/IEC 27001:2022https://www.iso.org/standard/27001 (Information security, cybersecurity and privacy protection — Information security management systems — Requirements) | All digital resources  | All |
| Technical | **Technical** | Meets general industry technical standards. | Essential | Ensures Service and content is available and accessible on either Port 80 (for world wide web) or Port 443 (https). | All digital resources  | Publisher /aggregator |
| Technical | **Technical** | Meets general industry technical standards. | Essential | Ensures Service works with full functionality on Google Chrome - latest version | All digital resources  | Publisher /aggregator |
| Technical | **Technical** | Meets general industry technical standards. | Essential | Ensures Service works with Mozilla Firefox - latest version | All digital resources  | Publisher /aggregator |
| Technical | **Technical** | Meets general industry technical standards. | Essential | Ensures Service works with full functionality on Microsoft Edge (versions in support) | All digital resources  | Publisher /aggregator |
| Technical | **Technical** | Meets general industry technical standards. | Essential | Ensures Service works with full functionality on Apple Safari (versions in support) | All digital resources  | Publisher /aggregator |
| Technical | **Technical** | Delivers content through mobile and digital devices. | Essential | Offers a fully responsive interface that will make it unnecessary to use alternative websites or apps. | All digital resources  | Publisher /aggregator |
| Technical | **Technical** | Delivers content through mobile and digital devices. | Desirable | Provides service apps for mobile devices compatible with the Android platform. | All digital resources  | Publisher /aggregator |
| Technical | **Technical** | Delivers content through mobile and digital devices. | Desirable | Provides service apps for mobile devices compatible with the Mac/iOS platform. | All digital resources  | Publisher /aggregator |
| Technical | **Technical** | Enables content to be discoverable through a variety of search options | Essential | Discoverable through search options such as (but not limited to) supplier interface / platform, Resource Discovery Systems, local portals, intranets, library management systems. | All digital resources  | Publisher /aggregator |
| Technical | **Technical** | Provides downloadable MARC records. | Essential | Functionality to download MARC records with embedded Order data, including frequency of publication and estimated date of publication. | eBooksEvidence summaries with full text only | Publisher /aggregator |
| Technical | **Technical** | Provides downloadable MARC records. | Desirable | MARC records available at least by date of publication. | eBooksEvidence summaries with full text only | Publisher /aggregator |
| Service Support  | **User support**  | Provides a point of contact for helpdesk and support services | Essential | Provides a named Helpdesk point of contact (dedicated email and telephone number). | All digital resources  | All |
| Service Support  | **User support**  | Responds to Complaints within an agreed timeframe. | Essential | Responds within 01 working day of receipt. | All digital resources  | All |
| Service Support  | **User support**  | Confirms action to be taken to ensure resolution for all Complaints received. | Desirable | Provides confirmation of action to be taken within 02 working days. | All digital resources  | All |
| Service Support  | **User support**  | Responds to General Enquiries within an agreed timeframe. | Essential | Within 02 working days of receipt. | All digital resources  | All |
| Service Support  | **User support**  | Resolves and closes General Enquiries received within an agreed timeframe. | Essential | 95% of all General Enquiries resolved within 05 working days. | All digital resources  | All |
| Service Support  | **User support**  | Offers training and education programmes to support usage.  | Essential | Provides a range of training options (online, face-to-face, videos, user guides, blended learning) | All digital resources  | All |
| Service Support  | **User support**  | Offers training and education programmes to support usage.  | Essential | Offers additional training whenever the user interface to the Service is substantially changed. | All digital resources  | Publisher /aggregator |
| Service Support  | **Service notifications**  | Provides notification of duplication of content purchases | Essential | Has a standard procedure in place to notify purchasers of any duplication of content purchases | All digital resources  | All |
| Service Support  | **Service notifications**  | Provides notification of any anticipated material or substantial supplier / native interface changes (e.g. major redesign). | Essential | At least 30 working days prior to changes going live. | All digital resources  | Publisher /aggregator |
| Service Support  | **Service notifications**  | Provides notification of any significant change to users’ navigation of the supplier / native interface. | Essential | At least 30 working days prior to changes going live. | All digital resources  | Publisher /aggregator |
| Service Support  | **Service notifications**  | Provides notification of any significant change which may result in an adverse effect on Authorised Users access to the Licensed Materials. | Essential | At least 30 working days prior to changes going live. | All digital resources  | Publisher /aggregator |
| Service Support  | **Service notifications**  | Provides notification of the withdrawal of Goods / Licensed Materials.  | Essential | At least 03 months notice prior to the withdrawal date of title(s), to include eJournal titles moving publisher, change of embargo period.Notice should be provided within 14 days after removal for content for which the supplier no longer retains the right to provide or which it has reasonable grounds to believe infringes copyright; or is defamatory, obscene, unlawful or otherwise objectionable. | Print journalsAll digital resources  | All |
| Service Support  | **Service notifications**  | Provides a clear schedule to set out the update frequency for content sources within aggregated databases. | Desirable | Provides or facilitates the download of a title list which includes as a minimum:Titles (Name, Issues, Volumes, ISSN / eISSN)Years available for A&I and full text.Frequency of update p.a. | DatabasesEvidence summaries with full text only | Publisher /aggregator |
| Service Support  | **Service notifications**  | Provides notification of new content additions to agreed timescales. | Desirable | Monthly in electronic form, sorted by subject. In the case of full text databases this would include addition or removal of new full text journal titles to the databases. | All digital resources  | Publisher /aggregator |
| Service Support  | **Service reporting**  | Attends contract and service review meetings at an agreed frequency with the Purchasing Authority. | Essential | At least quarterly and always annually | All | Publisher aggregator  |
| Service Support  | **Service reporting**  | Attends contract and service review meetings at an agreed frequency with the Purchasing Authority. | Desirable | At least quarterly and always annually | All | Agent |
| Service Support  | **Service reporting**  | Provides a regular contract management / service report to the Purchasing Authority at agreed timescales. | Essential | At least quarterly and always annually.Includes a summary of performance for key Service standards, SLAs and KPI's in regular contract management / service report. | All | Publisher aggregator  |
| Service Support  | **Service reporting**  | Provides a regular contract management / service report to the Purchasing Authority at agreed timescales. | Desirable | At least quarterly and always annually.Includes a summary of performance for key Service standards, SLAs and KPI's in regular contract management / service report. | All | Agent |
| Service Support  | **Service reporting**  | Provides or facilitates the collection of monthly usage data. | Essential | Statistics are COUNTER 5.1 compliant.Statistics are available by 21st of the following month. | EjournalseBooksDatabasesEvidence summaries with full text only | All |
| Service Support  | **Service reporting**  | Provides or facilitates the collection of monthly usage data. | Essential | Provides usage metrics on items such as page impressions, Topics, search terms, sessions. route of access, Total Users, Modules (Started, Completed, Passed, Failed) | Evidence summariesCME resourcesDAR resources | Publisher /aggregator |
| Service Support  | **Service reporting**  | Provides details of the number of Open Access articles published in relation to the total number of articles published in the Licensed Materials.  | Essential | 100% compliance - provides prior to contract start and in annual reporting. | Ejournals Evidence summaries with full text only | Publisher /aggregator |
| Service Support  | **Service reporting**  | Provides details of any journal title which has converted to full Open Access and is no longer offered under the agreed purchasing model. | Essential | 100% compliance - provides prior to contract start and in annual reporting. | EjournalsDatabasesEvidence summaries with full text only | Publisher /aggregator |
| Service Support  | **Service reporting**  | Provides number of fully Open Access journals indexed and/or made available full text in the Licensed Materials. | Essential | 100% compliance - provides prior to contract start and in annual reporting. | EjournalsDatabasesEvidence summaries with full text only | Publisher /aggregator |
| Service Performance  | **Measurement and Related Payment** | Provides a service credit in the event of any unscheduled downtime or total loss of Service occurring. | Essential | Provides a percentage reduction against the Fee paid. Credit percentage calculated as follows against quarterly / annual fee.Service Availability Credit Percentage:99.8 to 100% - 0%99.0% to 99.79% - 3%98.0% to 98.99% - 5%97% to 97.99% - 7%97.8% or below - 10%It is advisable that the Bidder clarifies with the Purchasing Authority at the point of purchase how the credits should be issued. | All digital resources  | Publisher /aggregator |
| Service Performance  | **Measurement and Related Payment** | Provides a service credit in the event that the full specified functionality of the Service is not available | Essential | Provides a percentage reduction against the Fee paid. Credit percentage calculated as follows against quarterly / annual fee.Service Availability Credit Percentage:99.8 to 100% - 0%99.0% to 99.79% - 3%98.0% to 98.99% - 5%97% to 97.99% - 7%97.8% or below - 10%It is advisable that the Bidder clarifies with the Purchasing Authority at the point of purchase how the credits should be issued. | All digital resources  | Publisher /aggregator |
| Service Performance  | **Measurement and Related Payment** | Provides a service credit in the event that the total size of full text content within a database(s) is reduced by more than 5%. | Essential | Provides a percentage reduction against the Fee paid. Credit percentage calculated as follows against quarterly / annual fee.Full Text Content Availability Credit Percentage:95% to 100% 0%90% to 94.9% 3%85% to 89.9% 5%75% to 84.9% 7%74.9% or below 10% | Full text databasesEvidence summaries with full text only | Publisher /aggregator |
| Service Performance  | **Measurement and Related Payment** | Provides a refund in the event that the whole, parts, or an item of the Licensed Materials is **removed** or **withdrawn** for any reason. | Essential | Refunds that part of Fee paid for the remaining un-expired portion of the Subscription Term (proportional to the amount of the Licensed Materials / Goods unavailable.) | Print journalsAll digital resources | All |
| Service Performance  | **Measurement and Related Payment** | For multi year subscriptions, adjusts the Fee on an annual basis in the event that the proportion of Open Access materials increases annually. | Essential | Fully compliant ORDemonstrates a subscription model that does not include Open Access materials in the pricing methodology for that model. | EjournalsDatabasesEvidence summaries with full text only | Publisher /aggregator |
| Service Performance  | **Measurement and Related Payment** | Provides a service credit to Purchasing Authorities in the event of Service and/or the Licensed Materials suspension, due to Agent's delayed payment to a Publisher. | Essential | Provides a percentage reduction against the Fee paid. Credit percentage calculated as follows against quarterly / annual fee.Service Availability Credit Percentage99.8 to 100% - 0%99.0% to 99.79% - 3%98.0% to 98.99% - 5%97% to 97.99% - 7%97.8% or below - 10% | Print journalsAll digital resources | Agent |
|  Service Quality | **Documentation and Methodology** | The Service offers verifiable documentation of completed learning activities for healthcare staff. | Essential | The Service provides evidence of learning that can be used for purposes such as revalidation and continuing professional development (CPD) purposes. | CME resources | Publisher /aggregator |
|  Service Quality | **Documentation and Methodology** | The Service must provide accredited continuing medical education (CME) points OR include a system for monitoring and recording tracked CME/CPD activities. | Essential | Fully compliant | CME resources | Publisher /aggregator |
|  Service Quality | **Documentation and Methodology** | Supplier has a robust Topics production process. | Essential | The Service provides a documented methodology that details the process for production of Topic summaries. | Evidence summaries | Publisher /aggregator |
|  Service Quality | **Documentation and Methodology** | Supplier has a robust Topics update process. | Essential | Existing Topic summaries are updated to an appropriate level and frequency that ensures users are accessing the very latest knowledge and information.  | Evidence summaries | Publisher /aggregator |
|  Service Quality | **Documentation and Methodology** | Resource is relevant and specific to UK healthcare practice. | Essential | Integrates or references NICE clinical guidelines as a minimum. | Evidence summaries | Publisher /aggregator |
|  Service Quality | **Documentation and Methodology** | Resource is relevant and specific to UK healthcare practice. | Desirable | Tracks CME/CPD activity that is recognised or accredited by UK medical, health and care Royal Colleges or Societies. | CME resources | Publisher /aggregator |
|  Service Quality | **Documentation and Methodology** | Resource is relevant and specific to UK healthcare practice. | Desirable | Integrates within it, or provide links to, the British National Formulary (BNF). | Evidence summaries | Publisher /aggregator |