

SCHEDULE 2 SECTION 2.1
STATEMENT OF SERVICE REQUIREMENTS
COMMON BUSINESS AND MEDICAL SERVICE REQUIREMENTS

(Clause 1.7)

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SCHEDULE 2 SECTION 2.1**STATEMENT OF SERVICE REQUIREMENTS****COMMON BUSINESS AND MEDICAL SERVICE REQUIREMENTS**

1. The CONTRACTOR shall provide to the AUTHORITY the Services to the standards required in Schedule 4 and in accordance with the Service Levels and timescales set out in Schedule 5, and to the security standards set out in Schedule 20 and for the purposes of Clause 1.1.5.2 Schedules 4, 5 and 20 shall be deemed to be incorporated in this Schedule 2.
2. The CONTRACTOR shall comply with the Documentation applicable to the Services listed in Schedule 28.
3. The CONTRACTOR shall not amend any of the Documentation or introduce new Documentation without the agreement of the AUTHORITY, which agreement will not be unreasonably withheld or delayed. For the avoidance of doubt, where Documentation includes new or changed standards, legislation or policies, these shall be governed by Clause 9.5.1 and 9.5.2.
4. The CONTRACTOR shall work with the AUTHORITY to introduce changes to the Documentation. The CONTRACTOR shall ensure that the Documentation reflects current procedures and any changes thereto which occur during the term of this Agreement. For the avoidance of doubt, where Documentation includes new or changed standards, legislation or policies, these shall be governed by Clauses 9.5.1 and 9.5.2.
5. The CONTRACTOR shall as a minimum meet the AUTHORITY's current service and information technology standards as detailed in Schedule 23 including (subject to agreement in accordance with the Change Control Procedure) any changes thereto which occur during the term of this Agreement.