

In-tend's Procurement Helpdesk 12 month subscription

Please complete the form below to subscribe to In-tend's Procurement Helpdesk Service. This single-user subscription includes up to 7.5 hours of procurement consultancy per 12-month period. It also includes an 12-month subscription to *In-procurement Magazine*.

To increase your consultancy hours or renew early if you use all your time before the 12-month period ends, please contact procurementservices@in-tend.co.uk for a quotation.

On completion of this form and receipt of a Purchase Order where required, In-tend will issue an invoice for payment within 14 days. A payment link can be provided for card payments. Once payment has been received, the subscription will be activated, and access to consultancy services will be granted.

Item		Price (£)
12 month subscription to In-tend's Procurement Helpdesk Service 7.5 total hours of telephone support		895.00
12 month subscription to In-procurement Magazine		99.00
Reductions		-99.00
	Total	895.00

Company Details

Organisation/Company Name	
Organisation/Company Address	
Postcode	
Main Contact Name	
Work Contact Number	
Work Contact Email	
Purchase Order Number (where required)	

Please send your completed booking form to procurementservices@in-tend.co.uk



Terms & Conditions - Procurement Helpdesk Service

Acceptance

By using the In-tend Procurement Helpdesk Service you agree to these terms and to the disclaimer and limitation of liability below.

Disclaimer

We give you no warranty or assurance about this service or the quality of the information and content contained within responses. In particular: Information will be provided on the basis of the relevant procurement legislation at the date of the provision of the response, however, may not constitute a definitive or complete statement of the law or practice in any area. Materials or answers to specific questions are not intended to constitute advice in any specific situation. You should take always legal advice in specific situations. All implied warranties and conditions are excluded, to the maximum extent permitted by law. Neither In-tend Ltd, or its staff, employees and subcontractors shall be liable to you or any other party for any losses or damages whatsoever or howsoever arising in connection with this service.

Governing Law

These terms are governed by English law and you submit to the exclusive jurisdiction of the English courts.

Definitions

"Procurement Helpdesk" means the service for procurement guidance provided by In-tend Ltd for the provision of guidance related to procurement as a profession and the Public Contract Regulations.

"In-tend" means In-tend Ltd

"Party" means either In-tend Ltd or the subscriber (and the term "Parties" shall be construed accordingly).

"Subscriber" means a person or organisation (being a distinct legal entity, local authority, or contracting authority) which has accepted these terms and subscribes to the In-tend Procurement Helpdesk Service.

"User" means a person within a Subscriber's organisation who is given access to the Procurement Helpdesk Service by In-tend Ltd.

Scope of the Agreement

These terms will operate to grant the Subscriber a non-exclusive, nontransferable, royalty free licence to use the Procurement Helpdesk Service for their own business purposes strictly upon the terms set out herein, and for the period for which Subscriber has paid the Procurement Helpdesk Service subscription fee (if applicable). During the period of the Subscriber's subscription, In-tend Ltd will provide access to the Helpdesk for the number of Users agreed with the Subscriber.

Subscription Period

Subscription to the Procurement Helpdesk Service is dependent on the payment of a non-refundable annual subscription fee, payable in advance. In-tend Ltd will invoice the Subscriber for this fee upon receipt of a Purchase Order. In-tend Ltd will subsequently invoice the Subscriber at 12 monthly intervals unless the subscription is terminated in accordance with these terms.

Termination

If the Subscriber wishes to terminate their Procurement Helpdesk Service subscription they must inform In-tend Ltd in writing at least one month before the expiry of the subscription period. If In-tend Ltd has not been informed of cancellation within the required timescale, these terms shall continue in force for a further 12 month period, and thereafter on a continuing rolling basis at the prevailing annual price.

Force Majeure

In-tend shall not be liable to You or be deemed to be in breach of contract by reason of any delay in performing, or any failure to perform any of its obligations under this Agreement if the delay or failure was due

to any cause beyond In-tend's reasonable control including but not limited to industrial action (not involving In-tend's staff or those of its suppliers and/or contractors), war, fire, unforeseeable prohibition or legal enactment of any kind, or any act or omission by You.

Liability

In-tend Ltd will use its best endeavours to ensure that the information provided in response to Procurement Helpdesk questions is accurate and up to date. However, In-tend Ltd shall not be liable to the Subscriber or to its contractors or agents for any claims arising from the use of the Procurement Helpdesk or from any inaccuracies in information communicated, which is provided upon the basis of best endeavours to ensure accuracy and completeness.

In-tend is a procurement services and solutions provider, and does not provide legal advice. The information communicated as guidance to Procurement Helpdesk queries is based upon In-tend's understanding of the procurement legislation as applied in practice, and the information provided neither purports, nor is intended to be legal advice on any particular matter.

Notwithstanding anything else in these terms and conditions In-tend Ltd shall not be liable for any failure in performing any of its obligations under these conditions if such failure is caused by circumstances beyond the control of In-tend Ltd, which shall include any Act of God, war, trade dispute, fire, flood, drought, tempest or any other abnormal weather conditions.

In all cases In-tend's liability shall be limited to the value of the annual subscription fee paid by the Subscriber. In-tend Ltd will not in any circumstances be liable for any indirect, incidental or consequential loss or damage or loss of profits, loss of revenue or loss of anticipated savings.

If at any time any one of the provisions of these terms and conditions becomes invalid, illegal or unenforceable in any respect, the validity and enforceability of the remaining provisions shall not in any way be affected or impaired. These terms and conditions shall continue in effect until amended or terminated by In-tend Ltd by written notice.

Law and Jurisdiction

These terms and conditions shall be governed by English law and the parties shall be subject to the jurisdiction of the English courts.

Fair Usage

In order to maintain a consistent service for all of its users, In-tend operate a policy of fair and reasonable usage. Such actions that undermine the service provided to its users, by any particular Subscriber may be subject to measures taken by In-tend in order to preserve continuity and consistency of service to its other Users. Such actions that In-tend may take to preserve the continuity and consistency of service may include, but is not limited to; increasing the time period in which responses are given to queries, beyond the advertised 72 hours; enlisting additional support from personnel within In-tend Ltd with less experience than the principal consultant to service Procurement Helpdesk queries; restricting the number of queries that can be made by a User or Subscriber within a period of time as seen fit by In-tend Ltd; limiting the depth and quality of information contained within responses so that queries can be serviced more quickly; in more severe cases, termination of service where repeated breaches of the fair usage policy

Such breaches in In-tend's policy on fair usage may include, but are not limited to; inappropriate communications that may be considered offensive, discriminatory or abusive; repeated and successive queries within any particular period of time; use of information to relay to third parties outside of the Subscriber's organisation; multiple questions within a single query; queries which require prolonged research and investment of time; repeated queries deemed out of scope for the service.

Two of Two Pages Reference February 2025/Procurement Helpdesk Service Subscription Form VI