

Consult 18: Multidisciplinary Consultancy Services Service Level Agreement (SLA) (Order Form)

Framework details

Title: Consult 18: Multidisciplinary Consultancy Services
 Reference: **SBS/17/SG/ZMC/9266**
 Framework Duration: 3rd July 2018
 Framework End Date: 2nd July 2022 (Extended until 2nd Jan 23)
 NHS SBS Contacts: [REDACTED]

Service Level Agreement details

This Service Level Agreement (SLA) is between the following parties and in accordance with the Terms and Conditions of the Framework Agreement.

Period of the Service Level Agreement (SLA)	Effective Date	6 th September 2022	Expiry Date	23 rd December 2022
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Unless otherwise agreed by both parties, this SLA will remain in force until the expiry date agreed above. If no extension/renewal is agreed and the customer continues to access the supplier's services, the terms of this agreement shall apply on a rolling basis until the overarching Framework expiry date.

Supplier SLA Signature panel

The "Supplier"	
Name of Supplier	Ernst & Young
NHS SBS Supplier Reference #	SBS/17/SG/ZMC/9266
Name of Supplier Authorised Signatory	[REDACTED]
Job Title of Supplier Authorised Signatory	Partner
Address of Supplier	[REDACTED]
Signature of Authorised Signatory	[REDACTED]
Date of Signature	

Customer SLA Signature panel

The "Customer"	
Name of Customer	Defra
Name of Customer Authorised Signatory	[REDACTED]
Job Title	Senior Commercial Officer
Contact Details email	[REDACTED]
Contact Details phone	[REDACTED]
Address of Customer	[REDACTED]
Signature of Customer Authorised Signatory	[REDACTED]
Date of Signature	7th September 2022

This service level agreement shall remain in force regardless of any change of organisational structure to the above named authority and shall be applicable to any successor organisations as agreed by both parties.

[REDACTED]

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1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between **Ernst & Young** and **Defra Group** for the provision of Multidisciplinary Consultancy Services. This Agreement remains valid until superseded by a revised agreement mutually endorsed by both parties. This Agreement outlines the parameters for all Consult 18: Multidisciplinary Consultancy Services covered as they are mutually understood by the primary stakeholders.

The Framework terms and conditions (including the specification of service) will apply in all instances, unless specifically agreed otherwise by both parties within this document.

2. Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent C Consult 18: Multidisciplinary Consultancy Services to the Customer by the Supplier. The **goal** of this Agreement is to obtain mutual agreement for Multidisciplinary Consultancy Services provision between the Supplier and Customer.

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.

3. Stakeholders

The primary stakeholders from the Supplier and the Customer will be responsible for the day-to-date management of the Agreement and the delivery of the service. If different from the Authorised Signatory details listed on page 1 of this Agreement, please provide the names of the **primary stakeholders** associated with this SLA.

Multidisciplinary Consultancy Services Supplier Contact: [REDACTED]

Multidisciplinary Consultancy Services Customer Contact: [REDACTED]

4. Periodic Review

This Agreement is valid from the **6th September 2022** outlined herein and is valid until the **12th December 2022** as agreed.

5. Service Requirements

A. Services Provided

Please detail the service(s) that will be provided by the Supplier to the Customer

Lot: 1

Services Provided:

EY will deliver this work across three sprints. It is recommended that Sprint 1 and Sprint 2 take place in parallel, prior to commencing Sprint 3.

Sprint 1 (6 Weeks)

1. Grants Hub Plan and Objectives

- Conduct workshop session with key Grants Hub delivery team members to align on the Grants Hub plan, scope and objectives for FY23.
- Document the Grants Hub vision, objectives, deliverables, channels of engagement, key stakeholders, roles and responsibilities and plan for FY23, as well as capturing aspirations for enhanced delivery/growth in FY24 onwards.

2. Comms and Engagement

- Develop a high-level comms and engagement plan to launch the Grants Hub and sustain messaging beyond launch.
- Ensure an accurate list of grants contacts is in place across Defra group, including nominated functional leads for each ALB and an accurate list of grant scheme SORs.
- Produce initial comms products, including an explanation of key roles and responsibilities across the Defra group grant-making landscape and an introduction to the Grants Hub.

3. Governance

- Document the current Defra group governance structure for grant-making (Governance Landscape slides 5 & 6 of the Functional Standards Maturity Landscape document commissioned by the Defra group Functional Standards Working Group).
- Define the proposed new governance structure (including approach to tiering), articulating the need to grants governance. This will focus on new governance stage gates to be set up by the Grants Hub (pre and post award phases) and will clearly articulate the proposed interactions between new governance stage gates and existing governance forums (e.g. Investment Committee).
- Note: the new governance forums will not be launched in this 6-week sprint but preparatory design work conducted, enabling successful launch in the next phase.

4. Capability

- Develop a roadmap of capability products to be rolled out over the Financial Year.

5. Counter Fraud

- Review the approach to irregularity measurement, controls, monitoring, reporting across two high value / high risk target areas.
- Determine a recommended way forward for the target areas.
- Develop an action plan to implement recommendations in target areas and expand delivery across a broader range of delivery areas.

Sprint 2 (6 Weeks)

1. Grants MI and Reporting

- Determine a comprehensive set of MI requirements, to inform decision making and enable effective and efficient grant-making across Defra group. This is expected to include a comprehensive forward look of grant scheme budgets across the SR period.
- Run workshop sessions to agree MI requirements across a multidisciplinary set of stakeholders.
- Design MI dashboard(s) and drumbeat of reporting.
- Determine data sources and work with key Defra group colleagues to drive data quality and populate MI dashboard(s)

- Determine an automated process for ongoing population of MI dashboard(s)

Sprint 3 (8 Weeks)

1. Grants Hub Manual

- Develop a comprehensive Team Manual to guide Grants Hub operations going forward.
- Support the Grants Hub Team to develop Job Descriptions for new roles.

2. Comms and Engagement

- Formally launch the Grants Hub and produce all required comms and engagement launch material as set out in the comms and engagement plan.

3. Governance

- Develop ToR for new governance forums, populate reporting inputs and brief key stakeholders and members.
- Develop and populate reporting templates to input into governance forums.
- Produce papers for initial governance meetings.
- Launch new governance forums.

4. Assurance

- Develop a robust end-to-end Assurance Framework, setting out expected 1st Line of Defence activity, 2nd Line of Defence activity to be conducted by Grants Hub and 3rd Line of Defence conducted by GGMF/GIAA. Assurance will differ by tier of grant schemes and will include the new governance forums and a Pipeline Triage Process. The assurance framework will include Value for Money controls as well as fraud and error controls, with specialist input from counter-fraud resources.
- Review and agree Assurance Framework with Grants Hub team members, including counter-fraud, commercial and finance professionals.
- Ensure the Assurance Framework is communicated effectively (through comms and engagement materials), with clear guidance to all involved parties.

5. Capability

- Develop a Defra group grants process guidance document, providing a clear and consistent process for grants management across Defra group, including driving consistency and clarity on roles and responsibilities associated with grant making.

6. Counter-Fraud

- Deliver against the action plan set out in Sprint 1.

Deliverables

EY will deliver against the following milestones:

Sprint 1

Assumed start date 26/08

Workstream	Deliverable	Milestone Date
Grants Hub Plan and Objectives	Workshop with Delivery Team	██████
	Grants Hub Plan (inc vision, objectives, deliverables, engagement channels, stakeholders, roles and responsibilities, plan)	██████
	Workshop with Senior Stakeholders	██████
Comms and Engagement	Comms and Engagement Plan	██████
	Initial Comms Products	██████
Governance	Documentation of current governance landscape in the Functional Standards Maturity Landscape document	██████
	Future governance proposal (inc. approach to tiering, new governance forums, reporting inputs)	██████
Capability	Roadmap of capability products	██████
Counter-Fraud	Action plan for measuring irregularity	██████

Sprint 2

Assumed start date 26/08

Workstream	Deliverable	Milestone Date
Grants MI and Reporting	MI requirements agreed	
	MI dashboard and drumbeat designed	
	MI dashboard populated and process in place	

Sprint 3

Assumed start date 10/10

Workstream	Deliverable	Milestone Date
Grants Hub Manual	Grants Hub Manual delivered	
Comms and Engagement	Comms products produced in line with Comms and Engagement Plan	
Governance	New governance forums launched	
Assurance	Assurance framework delivered	
Capability	Process framework delivered	

B. Business Hours

Suppliers are required to provide and operate a single point of contact through which the Customer can contact the Supplier

[Redacted]

C. DBS

The Customer should detail the level of DBS check requirement

BPSS

D. Price/Rates

The following team is proposed to meet this scope of work across each sprint. The total fee for the engagement is £393,985.

[Redacted]



E. Sub-contracting

Subcontracting of services by Suppliers is allowed, both to Framework suppliers and to non-Framework suppliers. Any Supplier sub-contracting will be fully responsible for ensuring standards are maintained in line with the framework and this SLA.

None

F. Management Information (MI)

Suppliers should provide Management Information as standard on a monthly basis. Customers should detail any additional management information required and the frequency of provision here.

At the end of each sprint

G. Invoicing

Please detail any specific invoicing requirements here

Invoices can be submitted upon confirmation of satisfactory completion of the above phases, by the contract manager.
The invoices must include the purchase order number (to be supplied) and should be submitted to
[Redacted]

H. Complaints/Escalation Procedure

The standard procedure is detailed below

In the first instance, the Customer and Supplier should work together and attempt to resolve any issues locally. Should this approach fail to result in a satisfactory outcome for the Customer, the issue should be escalated to NHS SBS. NHS SBS will then attempt to resolve the issue to the satisfaction of the Customer. Should this approach not result in a satisfactory outcome, the Customer may decide to terminate the Service Level Agreement.

I. Audit Process

Please detail any Customer audit requirements

Customer does not wish to conduct an onsite audit due to the short sprint of this work, however the work and process may be audited by the NAO at any given time.

J. Termination

The standard procedure is detailed below

Persistent failure by the Contractor to meet the agreed service levels as specified within the SLA may lead to the Contract being terminated or alternative Contractor(s) being appointed by the Customer to maintain levels of service
Prior to termination the complaints and escalation procedure should be followed to attempt to resolve any issue. Should suitable resolution not be achieved, the Customer will be allowed to terminate the SLA immediately.

6. Other Requirements

Please list and agree the key requirements of the service

A. Variation to Standard Specification

Please list any agreed variations to the specification of requirements

B. Other Specific Requirements

Please list any agreed other agreed requirements

