

# Service Level Agreement (Order Form)

## Framework details

Title: Internal and External Audit, Counter Fraud and Financial Assurance Services  
Reference: SBS/20/MA/ZY/10024  
Contract Duration: From 16th November 2020 for two years. NHS SBS may extend it for an additional 12 months and then a further 12 months, if required  
Max End Date: 15th November 2024  
NHS SBS Contacts: [nsbs.nhsbusinessservices@nhs.net](mailto:nsbs.nhsbusinessservices@nhs.net)  
Order Ref AGEMCSU/TRANS/24/1873

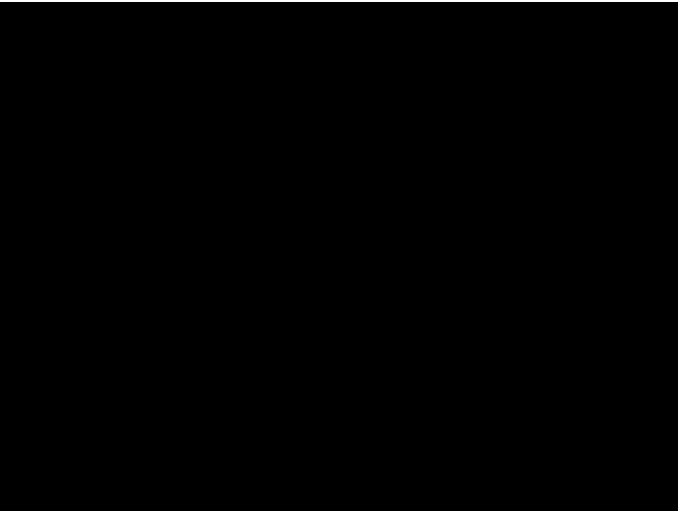
## Order Form details

This Order Form is between the following parties and in accordance with the Terms and Conditions of the Framework Agreement.

Period of the Agreement	Effective Date	<b>01.04.2025</b>	Expiry Date	<b>31.03.2028</b>
Extension(s)	Effective Date	<b>01.04.2028</b>	Expiry Date	<b>31.03.2030</b>


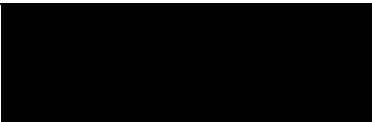
Unless otherwise agreed by both parties, this Order Form will remain in force until the expiry date agreed above. If no extension/renewal is agreed and the customer continues to access the supplier's services, the terms of this agreement shall apply on a rolling basis until the overarching Framework expiry date.

## Supplier Order Form Signature panel

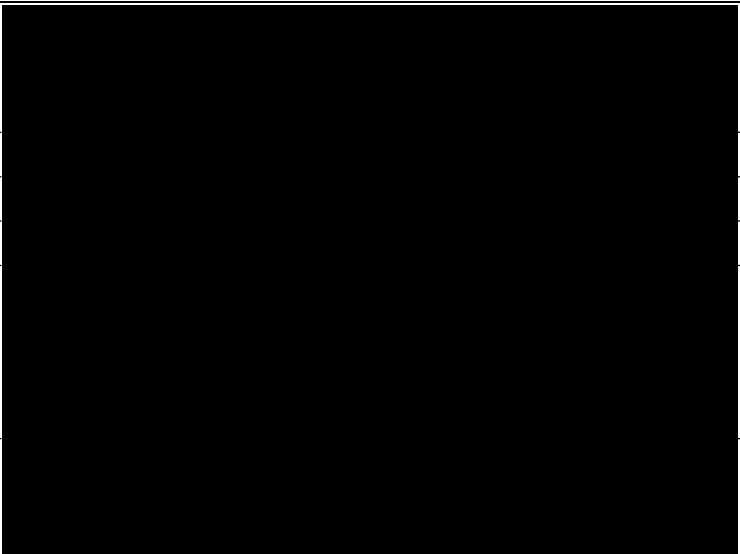
The "Supplier"	
Name of Supplier	RSM UK Risk Assurance Services LLP
Name of Supplier Authorised Signatory	
Job Title of Supplier Authorised Signatory	
Address of Supplier	
Signature of Authorised Signatory	

Date of Signature	04/02/2025
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#### Customer Order Form Signature panel

The "Customer"	
Name of Customer	NHS Birmingham and Solihull Integrated Care Board
Name of Customer Authorised Signatory	
Job Title	
Contact Details email	
Contact Details phone	
Address of Customer	
Signature of Customer Authorised Signatory	
Date of Signature	25/02/2025

#### Authority Order Form Signature panel

The "Authority"	
Name of Authority	NHS Birmingham and Solihull Integrated Care Board
Name of Authority Authorised Signatory	
Job Title	
Contact Details email	
Contact Details phone	
Address of Authority	
Signature of Authority Authorised Signatory	
Date of Signature	25/02/2025

This order form 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.

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### 1. Agreement Overview

This Agreement represents an Order Form between **RSM UK Management Limited** and **NHS Birmingham and Solihull Integrated Care Board** for the provision of Internal Audit Services. This Agreement remains valid until superseded by a revised agreement mutually endorsed by both parties. This Agreement outlines the parameters for Internal 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 Internal Services to the Customer by the Supplier. The **goal** of this Agreement is to obtain mutual agreement for Internal 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 Order Form.

Supplier Contact:

[REDACTED]

Customer Contact:

[REDACTED]

### 4. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until the **Expiry Date** as agreed. This Agreement should be reviewed as a minimum once per financial year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

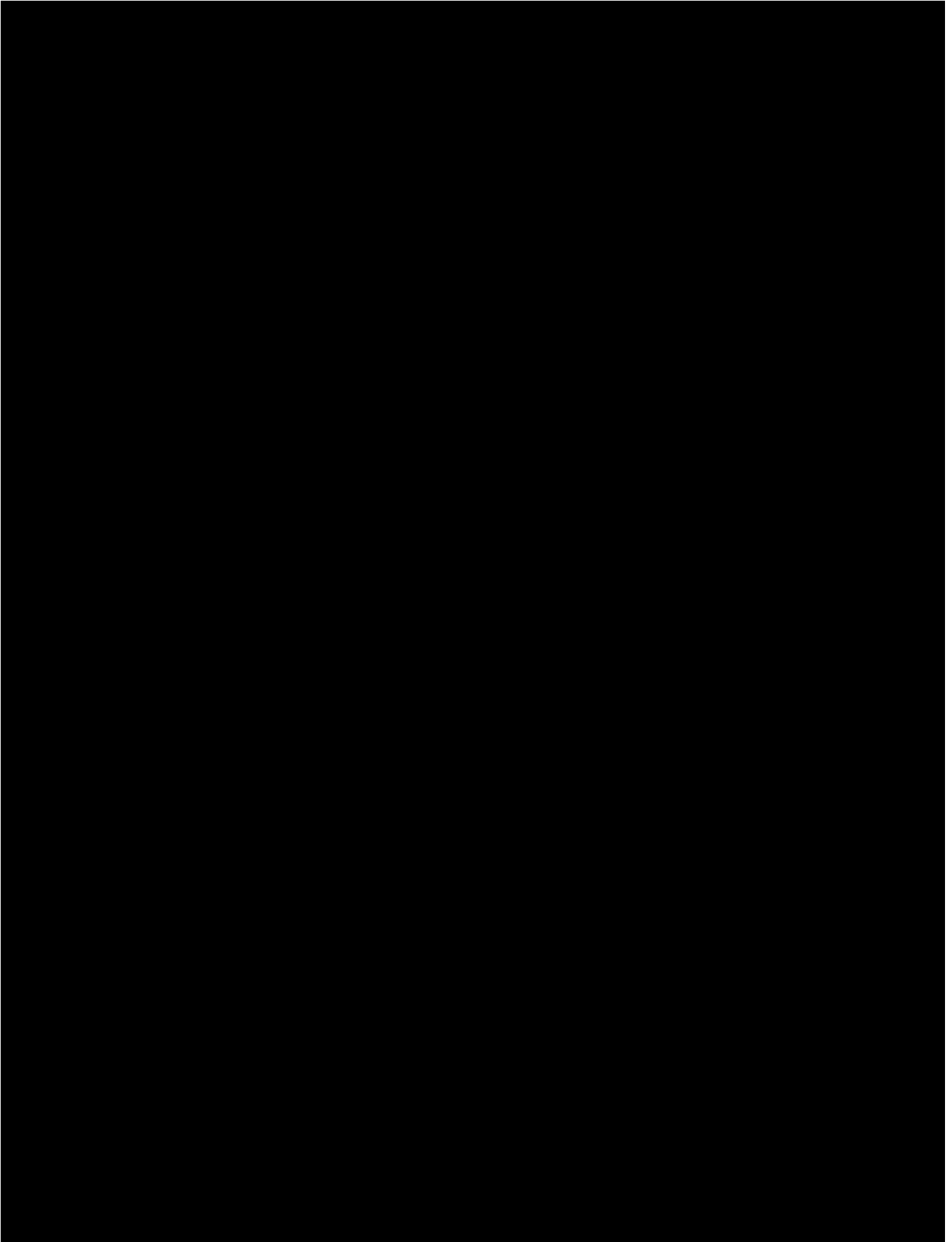
### 5. Service Requirements

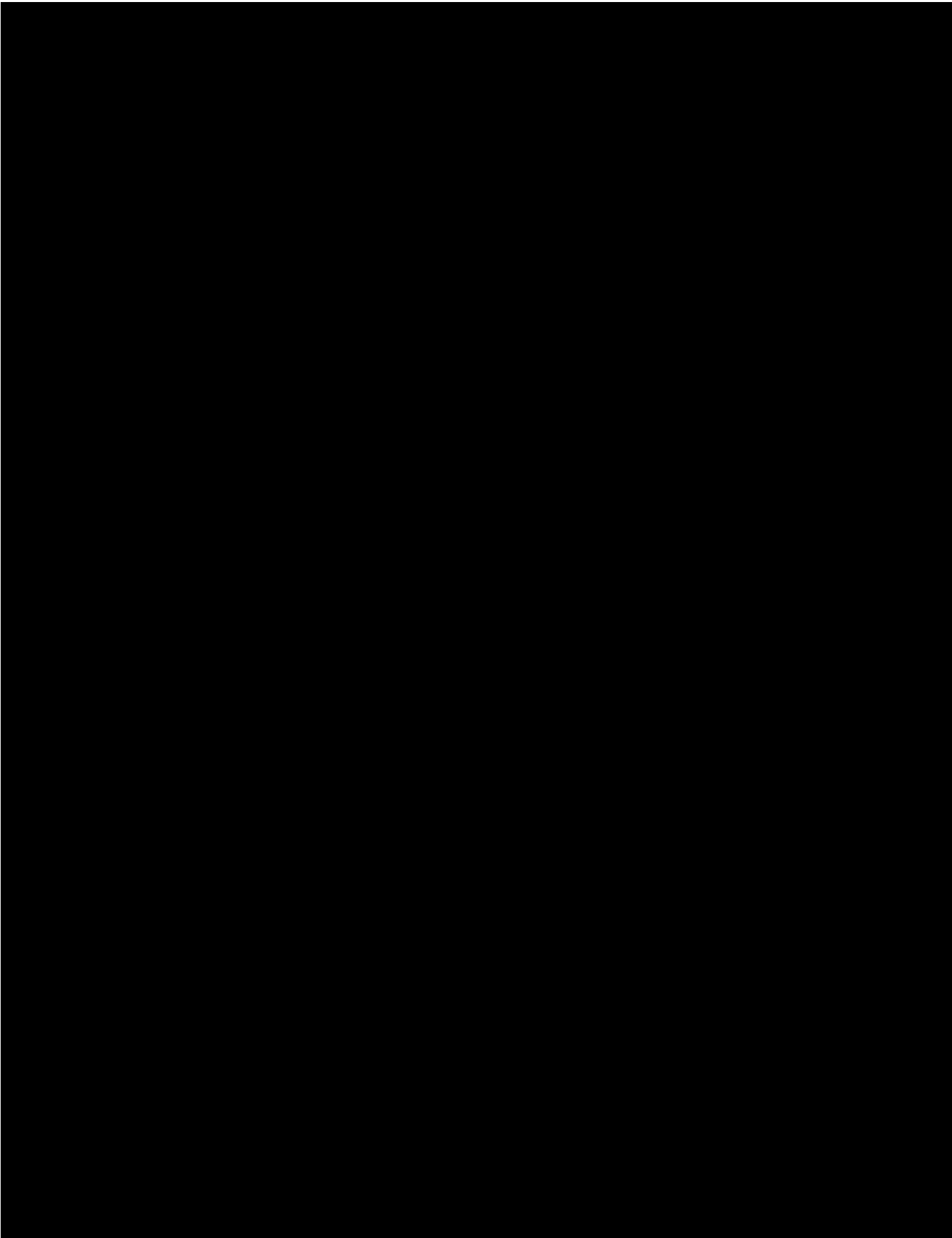
#### A. Services Provided

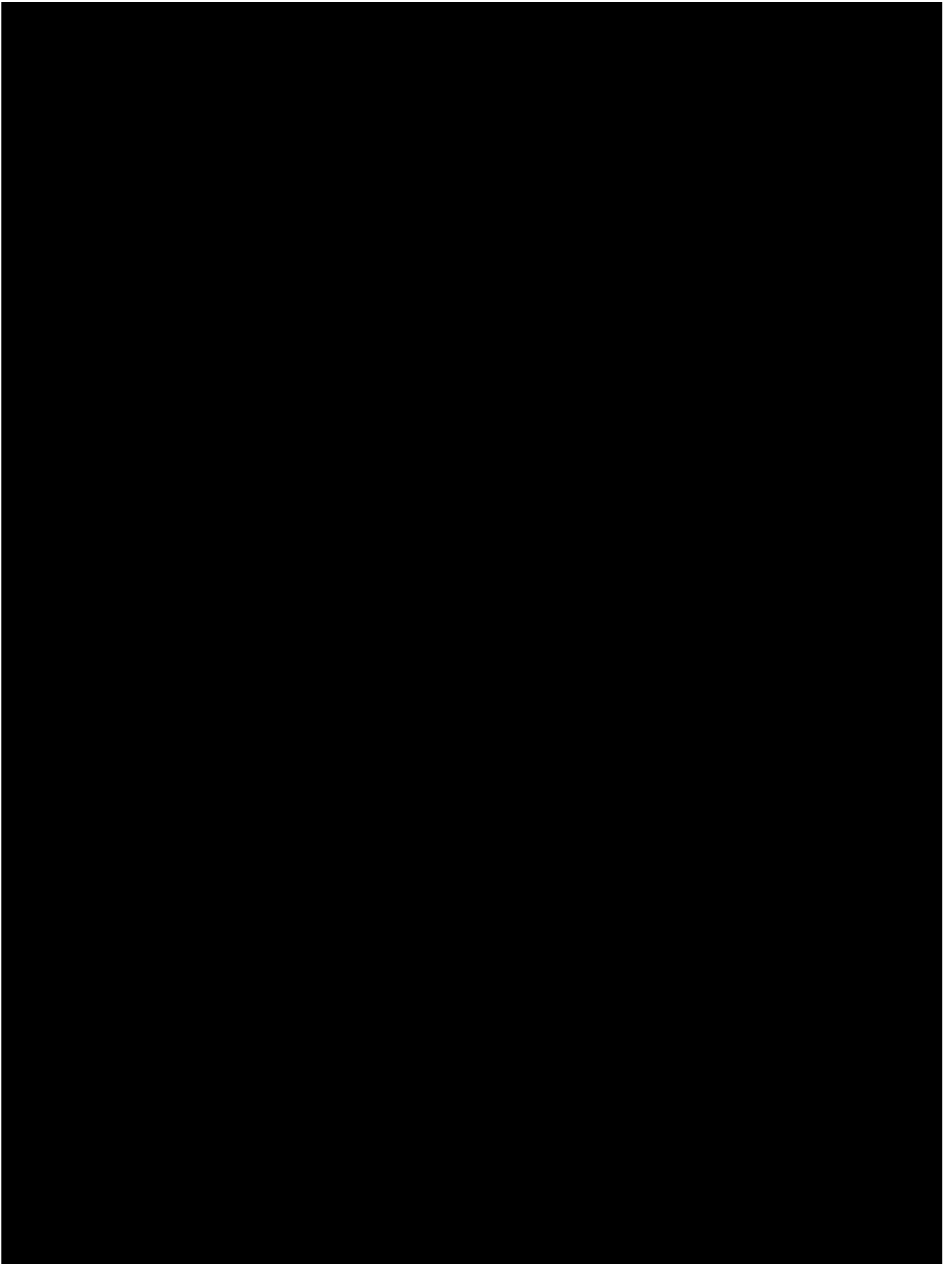
Please detail the Lot(s) and Services that will be provided by the Supplier to the Customer

[REDACTED]

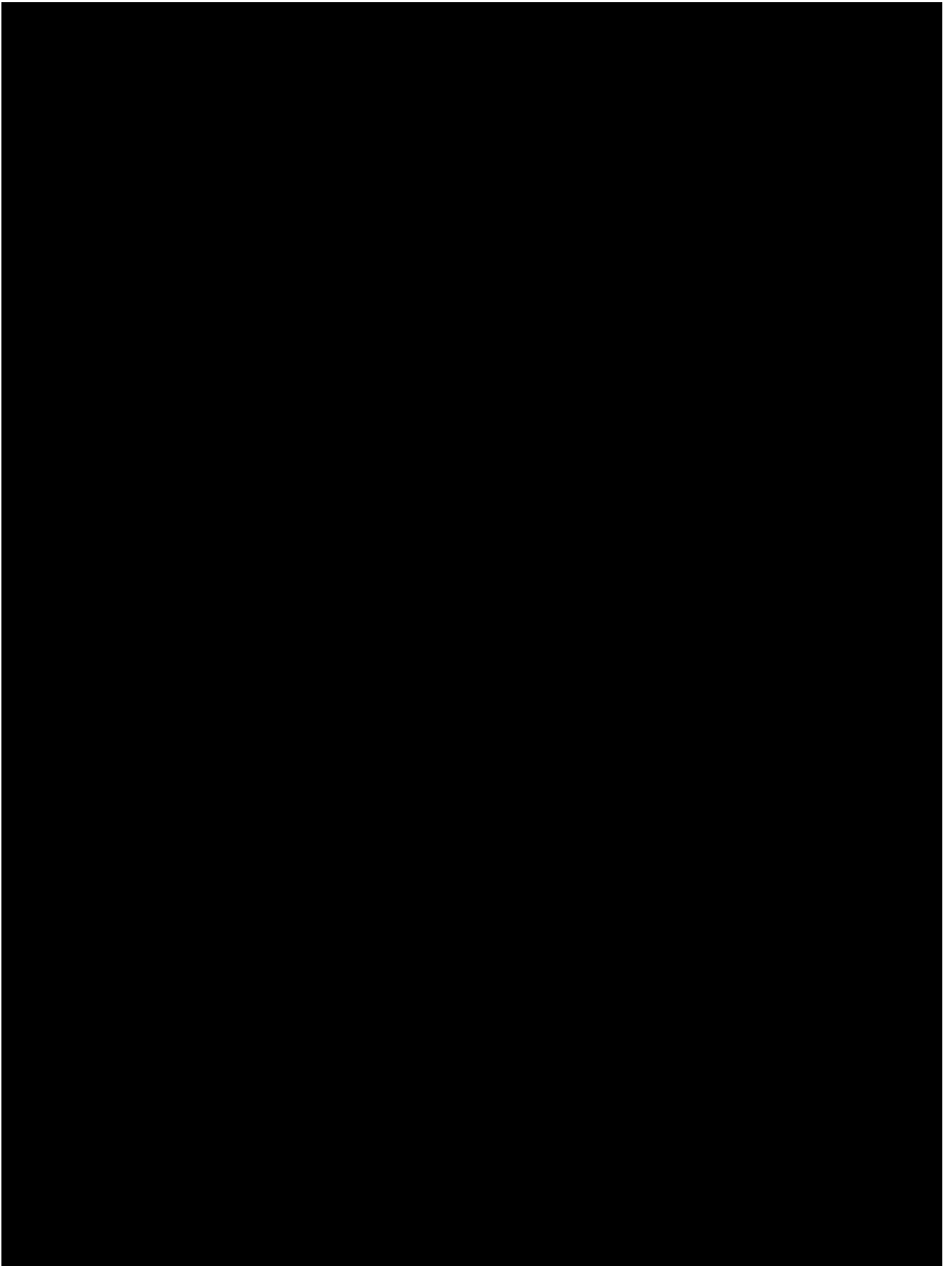
[illegible]

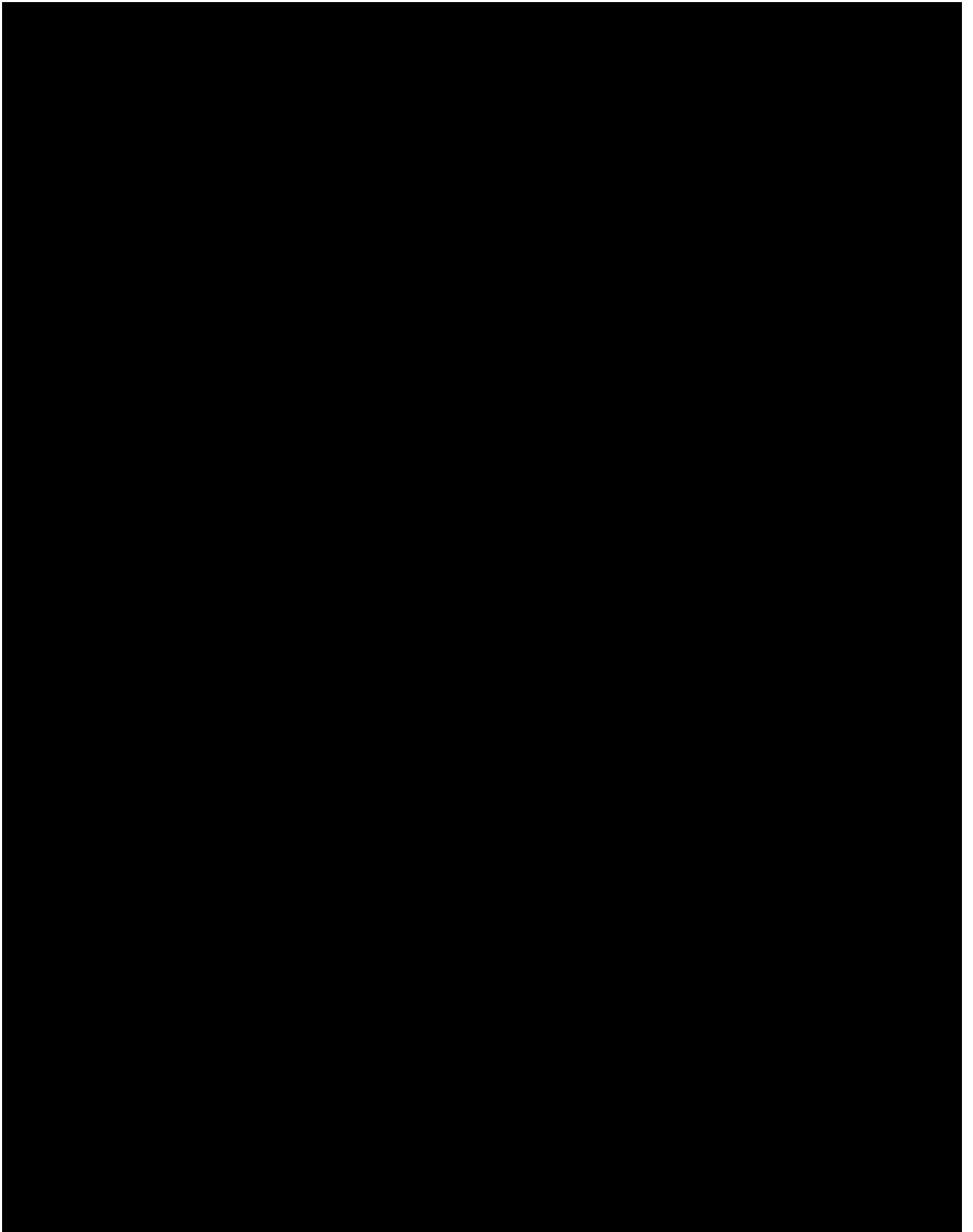


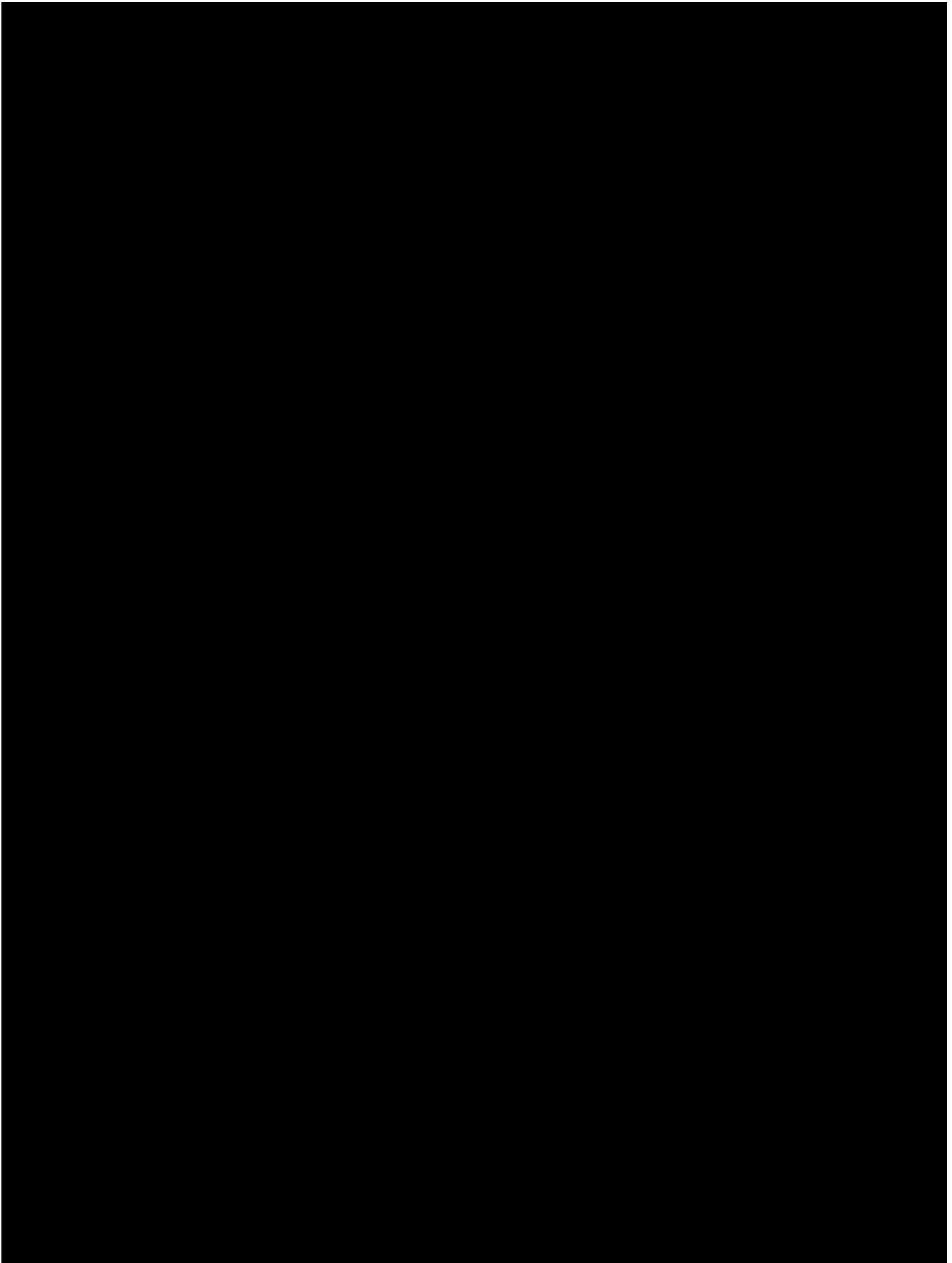












**Fees**

As a guideline, the ICB currently spends £68,906 per annum on the Internal Audit service.

**Term**

The contract term for this service will be initially for 3 years with an option to extend for a further 2 year (based upon 1 + 1). The start date of appointment will be for the 2025/26 financial year, therefore the 1<sup>st</sup> April 2025.

**B. Goods Provided**

Please detail the goods to be provided or include an attachment with full details.

Not applicable

**C. Price/Rates**

Standard supplier pricing and rates are included within the pricing schedule. Please detail any discounts, volume arrangements or variations from the standard rates.

#### **D. Sub-contracting**

**Delete this section if not applicable**

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 Order Form.

Not applicable.

#### **E. 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.

Progress updates on the delivery against the IA plan including and delays/ challenges being encountered as part of our routine meetings with the Associate Director of Finance – Financial Control & Reporting.

#### **F. Invoicing**

Please detail any specific invoicing requirements here

All invoices will be paid by BACS and must include a purchase order.

Please send all invoices to:  
NHS Birmingham and Solihull Integrated Care Board  
QHL PAYABLES N075  
PO BOX 312  
Leeds  
LS11 1HP

Invoices: [sbs.apinvoicing@nhs.net](mailto:sbs.apinvoicing@nhs.net)

Supplier to invoice on a quarterly basis.

#### **G. Cancellations**

Any variations to the standard cancellation terms detailed within the service specification should be captured here. Standard requirements from the specification are included for reference but may be amended to reflect local requirements.

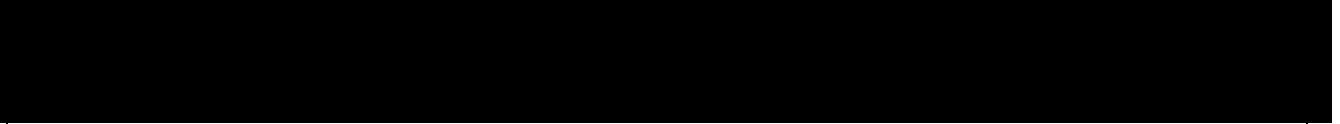
#### **H. Complaints/Escalation Procedure**

Please detail any requirements regarding this



#### **I. Termination**

Standard requirements are provided below as an example but may be amended to reflect local requirements.



### **6. Other Requirements**

#### **A. Variation to Standard Specification**

Please list any agreed variations to the specification of requirements

**Contract will run for three years with the option to extend for a further two years (1 + 1).**

#### **B. Other Specific Requirements**

Please list any agreed other agreed requirements

