

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 29th September 2023
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	21/08/2023	Expiry Date	20/11/2023
---	----------------	------------	-------------	------------


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	The Workforce Development Trust, on behalf of Skills for Health
NHS SBS Supplier Reference #	
Name of Supplier Authorised Signatory	[REDACTED]
Job Title of Supplier Authorised Signatory	[REDACTED]
Address of Supplier	[REDACTED]
Signature of Authorised Signatory	
[REDACTED]	

Customer SLA Signature panel

The "Customer"	
Atamis Contract Reference	C194053
Name of Customer	NHS England
Name of Customer Authorised Signatory	[REDACTED]
Job Title	[REDACTED]

Address of Customer	NHS England, Quarry House, Quarry Hill, Leeds, LS2 7UE
Signature of Customer Authorised Signatory	
	

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.

PLEASE RETURN THE FINAL SIGNED COPY OF THIS DOCUMENT TO:
nsbs.nhsbusinessservices@nhs.net

Table of Contents

1. Agreement Overview
2. Goals & Objectives
3. Stakeholders
4. Periodic Review
5. Service Requirements
 - A Services Provided**
 - B Business Hours**
 - C DBS Check**
 - D Price/Rates**
 - E Sub-Contracting**
 - F Management Information**
 - G Invoicing**
 - H Complaints/Escalation Procedure**
 - I Audit Process**
 - J Termination**
6. Other Requirements
 - a. Variation to Standard Specification
 - b. Other Specific Requirements

1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between *The Workforce Development Trust* and *NHS England* 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]

[Redacted]

Multidisciplinary Consultancy Services 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, with no option to extend.

5. Service Requirements

A. Services Provided

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

Lot: 2

Services Provided:

As part of the NHS Long Term Plan and People Plan vision, new healthcare roles will play a major part of workforce growth and skill mix to enable multidisciplinary and flexible teams to deliver the care of the future; and for healthcare professions to offer a career framework to aide retention and build capabilities of non-medical practitioners.

Following the publication of the Core Capabilities Framework (CCF) for Medical Associate Professions (MAPs) in 2022, NHSE (formerly HEE) facilitated work with employers and stakeholders that has begun to define and develop an accompanying Career Development Framework (CDF) for MAPs.

The objective of the CDF work is to produce a national framework for career development for MAPs, which demonstrates to employers how MAP careers can progress, including through Agenda for Change, whilst enabling flexibility to develop pathways at a local level and ensuring professional identities can be maintained.

Skills for Health will project manage and lead the design and development of the CDF. Skills for Health (SfH) is a not-for-profit organisation, registered as a charity in the UK. Established in 2002 as the Sector Skills Council for the UK health sector, covering NHS, independent and voluntary sector employers, Skills for Health helps to inform policy and standards focusing on health, education and improving the wider wellbeing of public health. Committed to the development of an improved and sustainable healthcare workforce, Skills for Health mission is to provide healthcare organisations with practical solutions in workforce design, development, and deployment. They are the employers' trusted provider of workforce and organisational development, designed to increase quality of healthcare, patient safety and productivity. The document below provides an outline business case of the deliverables.

Outline Business Case/Proposal:



B. Business Hours

Suppliers are required to provide and operate a single point of contact through which the Customer can contact the Supplier. Please detail here:

██████████
██████████
██████████

Monday to Friday – Business Hours, however happy to take emergency contact OOH.

C. DBS

The Customer should detail the level of DBS check requirement

Not required

D. Price/Rates

Total Contract Value: £70,000

Details provided in Outline Business Case/Proposal attached

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.

Work will be completed by The Workforce Development Trust Consultants.

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.

Contract management meetings to discuss project delivery will be arranged for the duration of the contract. These will be in place when the contract has been signed.

G. Invoicing

Please detail any specific invoicing requirements here

A purchase order will be created to facilitate payment, and payment made at commencement.

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.

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

Develop iterative drafts of a career development framework.

Stakeholder engagement and wider consultation. This consultation will be required to be focused on specific groups for socialisation, feedback, and enhancement of the final product.

Develop a marketing/comms plan

Produce a final CDF for publication

A. Variation to Standard Specification

Please list any agreed variations to the specification of requirements

N/A

B. Other Specific Requirements

Please list any agreed other agreed requirements

N/A

PLEASE RETURN THE FINAL SIGNED COPY OF THIS DOCUMENT TO:
nsbs.nhsbusinessservices@nhs.net