

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	16 th January 2023	Expiry Date	7 th April 2023
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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	18th January 2023

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 This Agreement remains valid until superseded by a revised agreement mutually endorsed by both parties.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 **16th January 2023** outlined herein and is valid until the **7th April 2023** 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 focus on prioritising the execution of – **Governance, Assurance and Management Information**. In addition, we feel it is critical to progress work around Comms, Engagement and Capability to maintain and drive stakeholder support for the Hub.

Prioritised Areas of Focus

1. **Governance:** test the proposed future state governance journey through the piloting of the Grants Investment and Assurance Committee and the Grants Delivery Committee for a small sample of schemes across Defra group.
2. **Assurance:** complete an assurance maturity assessment exercise at an ALB/Key Programmes level to determine the appropriate and proportionate deployment approach for the Hubs Assurance Framework and pilot with a selected set of schemes
3. **Management Information:** pilot and run MI production (implementing new processes), develop a cost-to-serve framework, design and pilot new leadership MI dashboards
4. **Comms and Engagement:** deliver a light-touch comms and engagement strategy to further build awareness of the Grants Hub.
5. **Capability:** deliver a light-touch capability building strategy to upskill the Hub and Working group members on new ways of working e.g. Governance, Assurance and MI.

Deliverables

EY will deliver against the following milestones:

	Activities
Governance	1. Future State Communications (WK 1-2): Mobilise the attendees for the GIAC and GRC, validate the ToR and outline the role of the boards and of each attendee.
	2. Piloting of Governance Forums (WK 2-8): identify 2-3 new schemes and 2-3 existing schemes with a variety of designs (e.g. value, complexity, risk profiles, grant types etc) and bring them through the GIAC and GRC.
	3. Lessons Learned and Recommendations (WK 8-12): Facilitate lessons learned sessions with the forum attendees, develop recommendations for improvement and refresh the forum artifacts as appropriate e.g. inputs (reporting templates), ToR, minutes, outputs.
Assurance	1. Health Check (WK 1-4): Leverage EY's assurance health check methodology, tailored to the Hub's framework, to issue a survey for ALB/Key Programmes to populate. This will be assessed and follow-up sessions scheduled to validate findings.
	2. Tailor Assurance Framework (WK 4-8): Tailor the Assurance Framework as appropriate based on the varying levels of maturity.
	3. Pilot Assurance: Pilot the assurance framework across a selected group of grant schemes, addressing any challenges and ensuring the process is up and running for grants hub resources to scale up in FY24.
	Activities
MI	1. Pilot & Run MI Production (WK 1-12): produce twice monthly financial, pipeline and governance dashboards, addressing any initial data challenges and adjusting supporting process as required to automate.
	2. Develop Cost to Serve Framework (WK 1-12): Develop and align on common approach to measuring cost to serve around Defra group for consolidated analysis and reporting.
	3. Develop & Pilot Leadership Dashboards (WK 1-12): Design dashboards to meet SoS and ExCo requirements and develop process to deliver these ongoing. Pilot new process to produce initial outputs.

Capability	Ongoing Upskilling (WK 1-12): Deliver a series of capability building sessions with Hub and Working Group members to build their skills, knowledge and confidence with emerging new way of working including; management information dashboards, governance requirements and executing the assurance framework.
Comms & Engagement	Ongoing Engagement (WK 1-12): Provide an ongoing single point of contact, developing visual content and leveraging the Grants Hub Working Group and Defra's network of Grants Advocates to cascade information and drive engagement around the group.

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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

[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 week

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). These will need to be submitted direct to SSCL. This can be via email [REDACTED] which is the preferred option or by post to the address below.



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

