

## Construction Consultancy Services Service Level Agreement (SLA)

### Framework Details

Title: Construction Consultancy Services  
 Reference: SBS/17/NH/PZR/9256  
 Framework Duration: 4 years  
 Framework End Date: 31 March 2022  
 NHS SBS Contacts: [REDACTED] [REDACTED] [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	01/07/2021	Expiry Date	30/06/2022
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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	Turner & Townsend Project Management Ltd
NHS SBS Supplier Reference #	SBS/17/NH/PZR/9256
Name of Supplier Authorised Signatory	[REDACTED]
Job Title of Supplier Authorised Signatory	Director
Address of Supplier	One New Change, London, EC4M 9AF
Signature of Authorised Signatory	[REDACTED]
Date of Signature	1 July 2021

### Customer SLA Signature panel

The "Customer"	
Name of Customer	Department for Environment, Food & Rural Affairs (DEFRA)
Name of Customer Authorised Signatory	[REDACTED]
Job Title	Commercial Director
Contact Details email	[REDACTED]
Contact Details phone	[REDACTED]
Address of Customer	Nobel House Area 1, 17 Smith Square, London, SW1P 3JR
Signature of Customer Authorised Signatory	

Date of Signature

15/7/2021

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:**



## 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 Defra and *Turner & Townsend Project Management Ltd* mutually endorsed by both parties. This Agreement outlines the parameters for all Construction 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 Construction Consultancy Services to the Customer by the Supplier. The **goal** of this Agreement is to obtain mutual agreement for Construction 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.

**Construction Consultancy Supplier Contact:** Turner & Townsend Project Management Limited

**Construction Consultancy Customer Contact:**

## 4. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until the **Expiry Date** as agreed, **however the Agreement will be subject to a break clause on the 30<sup>th</sup> September 2021 which may be invoked by either the Supplier or Customer.**

## 5. Service Requirements

### A. Services Provided

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

Project Management  
Cost Management

### B. Business Hours

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

08:30 – 17:00

### C. DBS

The Customer should detail the level of DBS check requirement

Enhanced DBS checks

### D. Price/Rates

Refer to Purchase orders

### 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.

Design Appointments TBC by agreement with the Customer.

### 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.

As defined and requested by the Customer

### G. Invoicing

Please detail any specific invoicing requirements here

Please send invoices to

### 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

Not applicable

### 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

The specification of requirements will be in line with the attached scope of service.

**B. Other Specific Requirements**

Please list any agreed other agreed requirements

Standard Framework Agreement Amendments

**Appendix A, Schedule 1**

Clause 7 (72) – TUPE not applicable

**Schedule 2b - General Terms and Conditions for Services**

Clause 17 (119) – TUPE not applicable