

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	16/05/2020	Expiry Date	13/11/2020
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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	Essentia Trading Ltd (ETL)
NHS SBS Supplier Reference #	SBS/17/NH/PZR/9256/68
Name of Supplier Authorised Signatory	[REDACTED]
Job Title of Supplier Authorised Signatory	[REDACTED]
Address of Supplier	India House, 2 nd Floor, 45 Curlew Street, London SE1 2ND
Signature of Authorised Signatory	
Date of Signature	(dd/mm/yyyy)

Customer SLA Signature panel

The "Customer"	
Name of Customer	THE SECRETARY OF STATE FOR ENVIRONMENT, FOOD AND RURAL AFFAIRS
Name of Customer Authorised Signatory	[REDACTED]
Job Title	[REDACTED]
Contact Details email	[REDACTED]
Contact Details phone	
Address of Customer	Nobel House 17 Smith Square Westminster London SW1P 3JR
Signature of Customer Authorised Signatory	
Date of Signature	(dd/mm/yyyy)

5. Service Requirements

A. Services Provided

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

Strategic Support and Technical Advice

Key activities and deliverables for the Strategic Support and Technical Advice function include:

- Provide strategic advice and support on the Capital Programme, APHA Transformation Programme and DgP Transformation Programme.
- Providing advice of current best practice for the delivery of high containment capital projects, including sharing lessons learned from other recent high containment investment programmes.
- Providing advice on potential procurement routes, market capability and appetite for risk transfer and optimal programme structural arrangements.
- Support initial market engagement activities as required, particularly around contractor procurement
- Participation in scoping and procurement of design, engineering and professional services teams (excluding project management), including bid evaluation if required.
- Adopt and adapt existing Programme Management Plan, Workstream Plans and Master Schedule.
- Strategic oversight of initial mobilisation activities and enabling works to ensure key activities and associated dependencies are identified and prioritised to maintain the current master schedule and associated cashflow.
- Technical support and advice to the SCAH Interim Programme Director, the SCAH Team and Design Authority.
- With others, develop ICF organisational structure and roles.
- Scope and manage the review of benefits and linkage to strategic requirements as well as the value management and optioneering of the RIBA 1 output (see below under 'Capital Programme Management').
- Scope and procure the development of a bottom-up, elemental cost plan for the RIBA 1 scope of works. (See Capital Works too)
- Develop and agree with the SCAH Team an appropriate handover to be delivered to the incoming Programme Manager.
- General ad-hoc support and advice as required.

PMO Function

Key activities and deliverables will include:

- Adopt and adapt existing Programme Management Plan and Workstream Plans to ensure they are kept live, updated and supplemented as new information becomes available.
- Utilise existing Workstream Plans and templates to establish programme/workstream reporting, responsibilities and regular meetings as necessary.
- Set up an overall assurance structure (including the contribution to the development of an Integrated Assurance and Approvals Plan).
- Review and develop as required the main breakdown of the SCAH Capital Programme Project structure.
- Review and validate existing schedule.
- Maintain and update Master Schedule and Programme dated 24th April.
- Establishing overall change management procedures.
- Co-ordinate risk activities with EY during their 12-week commission and maintain until handover to Programme Manager
- Provide assistance as required with development of job descriptions for the ICF.
- Establishing a resource profile. (What is this?)
- Review and update Stakeholder Management Plan.
- Co-ordinate with F&G on IMM Workstream and ensure this is co-ordinated across all aspects of the SCAH Programme.
- Co-ordinate surveys with WSP including traffic, noise and seasonal surveys such as ecology.
- Organise, develop and contribute papers to monthly Board Meetings and internal client meetings as may be reasonably requested by the Client Team.
- Seeking input from others as appropriate, ensure strategies are in place for each programme workstream.

- Co-ordinate of the LPA initial engagement with Montagu Evans and the Masterplanning Architect, including the co-ordination of the development of materials for consultations with Montagu Evans and Masterplanning Architect.

Capital Programme Management

Key activities and deliverables will include the following:

- Oversee and manage the development and delivery of a bottom-up, elemental cost plan for the RIBA 1 scope of works.
- Develop interface plan/strategy with Capital Projects (BAU).
- Identify interfaces between the SCAH Programme and Capital Projects (BAU) and highlight any dependencies to be co-ordinated.
- Reviewing and confirming the overall Capital Programme schedule dated 24th April.
- Define and co-ordinate the review and rationalisation of OBC benefits to then create updated benefit maps and link to strategic requirements, working with other consultants as required (see vee-cycle approach in Programme Management Plan).
- Define and co-ordinate value management studies and optioneering of RIBA 1 output, working with other consultants as required.
- Develop detailed construction logistics and sequencing.
- Identifying and managing dependencies across multiple capital projects that are part of the wider Programme and interfaces with supporting workstreams.
- Identifying critical projects and those that should be prioritised alongside justification and recommendations regarding any changes that could/should occur.
- Preparing high-level schedules for individual early enabling projects as required.
- Procurement from existing supplier base of project teams and contractors to commence delivery or time-critical enabling enabling projects.
- Management of interfaces and dependencies between enabling projects prior to the procurement of the permanent PMO delivery partner.
- Monthly reviews of master schedule to ensure that critical activities are happening at the right time (e.g. planning activities, procurement and FBC development).
- Reporting to PMO.
- Regular communications with the Defra Client Team and stakeholders.
- Consult and liaise with all other consultants (e.g. Masterplanning Architect).

B. Business Hours

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

Essentia Trading Ltd
 India House
 2nd Floor
 45 Curlew Street
 London SE1

C. DBS

The Customer should detail the level of DBS check requirement

Standard check, please note the site will be moving to CTC

D. Price/Rates

£428,840.00

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.

n/a

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.

Monthly progress to be reported against stated deliverables.

G. Invoicing

Please detail any specific invoicing requirements here

Invoices to be submitted monthly

H. Complaints/Escalation Procedure

The standard procedure is detailed below

Any Complaints and Escalations should be discussed between DEFRA and ETL. Issues which cannot be resolved should be escalated to the NHS SBS department.

I. Audit Process

Please detail any Customer audit requirements

DEFRA reserves the right to conduct an audit of the supplier to ensure compliance with the agreed terms and conditions.

J. Termination

The standard procedure is detailed below

Defra reserve the right to terminate in accordance with the termination clauses in the Framework contract – clauses 15, 16 and 17.

6. Other Requirements

Please list and agree the key requirements of the service

Key Milestones as agreed in the attached spreadsheet



SCAH
Milestones 2020...

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

Milestones as agreed in the attached spreadsheet



SCAH
Milestones_2020...