

## 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: 3<sup>rd</sup> July 2018  
Framework End Date: 2<sup>nd</sup> July 2022 (Extended until 29<sup>th</sup> 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 | <b>02 May 2023</b> | Expiry Date | <b>22 September 2023</b> |
|---|----------------|--------------------|-------------|--------------------------|

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          |                    |
| Date of Signature                          |                    |

### Customer SLA Signature panel

| The "Customer"                             |            |
|--|------------|
| Name of Customer                           | Defra      |
| Name of Customer Authorised Signatory      | [REDACTED] |
| Job Title                                  |            |
| Contact Details email                      | [REDACTED] |
| Contact Details phone                      |            |
| Address of Customer                        | [REDACTED] |
| Signature of Customer Authorised Signatory |            |

|                   |  |
|-------------------|--|
| Date of Signature |  |
|-------------------|--|

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.

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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 **02 May 2023** outlined herein and is valid until the **22 September 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:

##### 1. Requirements Tailoring and Validation

- Tailor requirements against the following six Defra group grants segments: land based; one-off capital payments; overseas; waste management; marine and fisheries; other.
- For each grants segment run one light-touch 2-hour workshop to: validate process flow and requirements; identify deviations or additional requirements; discuss priority of future state requirements.
- Run a one wrap-up workshop session with representatives from DDTS, Commercial, Finance to share and validate findings.

##### 2. Options Development

- Develop and agree a set of Critical Success Factors which options will be appraised against.
- Develop a long-list of Operating Model Options.
- Run one 2-hour workshop session to determine the short-list of options.

##### 3. Cost:Benefit Analysis

- Validate assumptions on current state costs of delivery (based on information available across Defra group)
- Conduct detailed modelling of the cost of implementation, running costs (pay and non-pay) and FTE profile per short-listed option.
- Determine the estimated efficiency benefit associated with each option, including reduction in FTE and efficiency savings associated with consolidating technology.
- Develop detailed quantitative benefit estimates associated with reduced irregularity and improved outcomes for each short-listed option.
- Develop detailed cost:benefit model.
- Summarise cost:benefit analysis for each short-listed option.

##### 4. Options Appraisal

- Conduct appraisal of each short-listed option against the Critical Success Factors.
- Run one 2-hour workshop session to validate options appraisal.
- Determine the preferred way forward.

##### 5. Outline Business Case

- Develop an Outline Business Case setting out the strategic objectives, economic appraisal and benefits, financial assessment and management case.
- Develop a roadmap for implementation of the preferred option, with clear and actionable next steps.

#### **Deliverables**

EY will deliver against the following milestones:

*Assumed start date 02/05/23*

| Workstream                            | Deliverable   | Milestone Date |
|---------------------------------------|---|----------------|
| Requirements Tailoring and Validation | Tailored requirements documentation for each grants segment | 12/05/23       |
|                                       | Workshop sessions completed                                 | 26/05/23       |
|                                       | Requirements finalised                                      | 02/06/23       |
| Options Development                   | Critical Success Factors developed and agreed               | 02/06/23       |
|                                       | Long-list of options developed                              | 23/06/23       |

|                       |   |          |
|-----------------------|---|----------|
|                       | Short-list of options agreed  | 30/06/23 |
| Cost:Benefit Analysis | Current state cost assumptions validated                                      | 30/06/23 |
|                       | Detailed modelling of costs and FTE requirements for all short-listed options | 28/07/23 |
|                       | Full cost:benefit model finalised   | 11/08/23 |
| Options Appraisal     | Detailed appraisal of each short-listed option against CSFs                   | 11/08/23 |
|                       | Preferred way forward finalised   | 18/08/23 |
| Outline Business Case | Implementation roadmap finalised  | 22/09/23 |
|                       | OBC finalised for submission  | 22/09/23 |

## B. Business Hours

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

## C. DBS

The Customer should detail the level of DBS check requirement

BPSS

## D. Price/Rates

The following team is proposed to meet this scope of work across each sprint. The total fee for the engagement is 487,812.50.

The following team is proposed to meet this scope of work:

| Role      | Grade | Days | Day Rate | Fee (exc VAT) |
|-----------|-------|------|----------|---------------|
|           |       |      |          |               |
|           |       |      |          |               |
|           |       |      |          |               |
|           |       |      |          |               |
|           |       |      |          |               |
|           |       |      |          |               |
|           |       |      |          |               |
| Total Fee |       |      |          | £487,812.50   |

This includes an EY investment of £106,800, through the provision of a Business Case Subject Matter Resource at no cost.

## 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

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