****

**Soft Facilities Management Asset Compliance and Security Services**

**Service Level Agreement (SLA)**

**Framework details**

Title: Soft Facilities Management Asset Compliance and Security Services

Framework Ref: SBS/19/UK/MX/9395

Framework Duration: 20th July 2020 – 19th July 2022 (with the possibility of a 2 years extension)

NHS SBS Contacts: Urszula Kolkowska

T: 07849628853

E: [urszula\_kolkowska@nhs.net](mailto:urszula_kolkowska@nhs.net)

**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 | 01/01/2022 | Expiry  Date | 31/12/2024 |

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 suppliers 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 | ProEconomy Ltd |
| Name of Supplier Authorised Signatory | Sonia King |
| Job Title of Supplier Authorised Signatory | Sales Director |
| Address of Supplier | 23 Roebuck Way, Knowlhill, Milton Keynes, MK5 8HL |
| Signature of Authorised Signatory | Chart  Description automatically generated with medium confidence |
| Date of Signature | *16th December 2021* |

**Customer SLA Signature panel**

|  |  |
| --- | --- |
| **The “Customer”** | |
| Name of Customer | UHB Queen Elizabeth Hospital |
| Name of Customer Authorised Signatory | Paul Boocock |
| Job Title | Director |
| Contact Details email | [Paul.boocock@uhb.nhs.uk](mailto:Paul.boocock@uhb.nhs.uk) |
| Contact Details phone |  |
| Address of Customer | Queen Elizabeth Hospital, Estates Department, Birmingham, B15 2TH |
| Signature of Customer Authorised Signatory |  |
| Date of Signature | *16/12/2021* |

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:** [**NSBS.contractenquiries@nhs.net**](mailto:NSBS.contractenquiries@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**

1. Other Requirements
   1. Variation to Standard Specification
   2. Other Specific Requirements

# 1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between *Pro Economy* and *UHB QE* for the provision of Facilities Management. This Agreement remains valid until superseded by a revised agreement mutually endorsed by both parties. This Agreement outlines the parameters for all Facilities Management 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 Facilities Management to the Customer by the Supplier. The **goal** of this Agreement is to obtain mutual agreement for Facilities Management 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.

**Facilities Management Supplier Contact:** Daniel Wong (daniel@proeconomy.com)

**Facilities Management Customer Contact:** *Alan Mulvey*

# 

# 4. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until the **Expiry Date** as agreed.

# 5. Service Requirements

# Services Provided

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

|  |
| --- |
| Supply and install of Silver Copper ionisation plant in Nuffield House tank room on the DHWS supply tank to the building. |

1. **Business Hours**

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

|  |
| --- |
| 9am – 5pm  Also contacts are available by mobile and email outside of these hours. |

1. **DBS**

The Customer should detail the level of DBS check requirement

|  |
| --- |
| If staff do not have DBS certification available to Estates, they will be escorted at all times during the work by the Trust Estates nominated person or company, in this instance is Equans. |

1. **Price/Rates**

|  |
| --- |
| Agreed price is £30,465.00 which covers the supply and install of the equipment for site and the following three years of samples and consumables to ensure monitoring of the system and that it is operating correctly. |

1. **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.

|  |
| --- |
| ProEconomy will be fulfilling the contract. |

1. **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.

|  |
| --- |
| Details of all sampling, system performance and installation requirements will be needed when requested by estates. |

1. **Invoicing**

Please detail any specific invoicing requirements here

|  |
| --- |
| Invoices to be sent on completion of work to enable goods to be receipted. |

1. **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. |

1. **Audit Process**

Please detail any Customer audit requirements

|  |
| --- |
| Customer wished to conduct an onsite audit of the supplier on an annual basis to ensure compliance with agreed terms and conditions. |

1. **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

|  |
| --- |
| Plumbing of the systems will be arranged by the site. ProEconomy will return to commission. |

1. **Variation to Standard Specification**

Please list any agreed variations to the specification of requirements

|  |
| --- |
|  |

1. **Other Specific Requirements**

Please list any agreed other agreed requirements

|  |
| --- |
| This project is to be completed as soon as possible. The quote agreed between both parties covers the work require din Nuffield House only for this particular project. |