

Service Level Agreement (Order Form)

Framework details

Title: Travel Management, Expense Management and Workspace Optimisation
Reference: SBS/20/SB/ZXS/9422
Contract Duration: 1st May 2020
Max End Date: 30th April 2024
NHS SBS Contacts:

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.

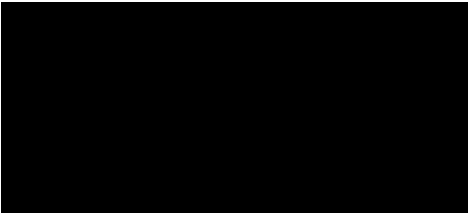
Period of the Agreement	Effective Date	<i>Date of last signature</i>	Expiry Date	31/03/2026
Extension(s)	Effective Date	N/A	Expiry Date	N/A

Unless otherwise agreed by both parties, this Order Form 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 Order Form Signature panel

The "Supplier"	
Name of Supplier	Matrix Booking
Name of Supplier Authorised Signatory	
Job Title of Supplier Authorised Signatory	
Address of Supplier	

Signed for and on behalf the supplier:

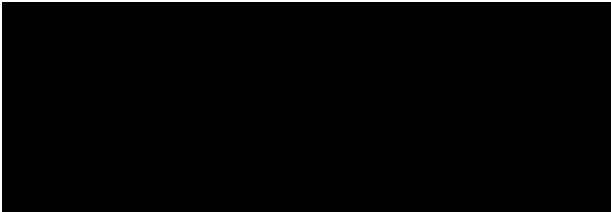


Job Title/Role: CEO
Date Signed: 24/5/2024

Customer Order Form Signature panel

The “Customer”	
Name of Customer	UK Health Security Agency
Name of Customer Authorised Signatory	<div></div>
Job Title	<div></div>
<div></div>	<div></div>
Contact Details phone	N/A
Address of Customer	<div></div>

Signed for and on behalf of the customer:



Job Title/Role: Commercial Lead
Date Signed: 24/05/2024

This order form 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 an Order Form between *Matrix Booking* and *UKHSA* for the provision of Travel Management, Expense Management and Workspace Optimisation. This Agreement remains valid until superseded by a revised agreement mutually endorsed by both parties. This Agreement outlines the parameters for all Travel Management, Expense Management and Workspace Optimisation 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 Travel Management, Expense Management and Workspace Optimisation to the Customer by the Supplier. The **goal** of this Agreement is to obtain mutual agreement for Travel Management, Expense Management and Workspace Optimisation 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 Order Form.

Supplier Contact: [REDACTED]

Customer Contact: [REDACTED]

4. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until the **Expiry Date** as agreed. This Agreement should be reviewed as a minimum once per financial year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

5. Service Requirements

A. Services Provided

Please detail the Lot(s) and Services that will be provided by the Supplier to the Customer

Lot 3 Workspace Optimisation

Via Direct Award

See 5b

B. Goods/Services Provided

Please detail the goods to be provided or include an attachment with full details.

Office Space Booking System.

C. Price/Rates

Standard supplier pricing and rates are included within the pricing schedule. Please detail any discounts, volume arrangements or variations from the standard rates.

<div data-bbox="170 282 419 611" data-label="Image"></div> <div data-bbox="158 636 472 680" data-label="Text"><p>[Redacted]</p></div>	<div data-bbox="477 636 719 680" data-label="Text"><p>£147,504 (ex-VAT)</p></div>
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D. 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 Order Form.

Sub-contracting will not be allowed.

E. 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.

N/A

F. Invoicing

Please detail any specific invoicing requirements here.

Consolidated monthly invoicing.

G. Cancellations

Any variations to the standard cancellation terms detailed within the service specification should be captured here. Standard requirements from the specification are included for reference but may be amended to reflect local requirements.

N/A

H. Complaints/Escalation Procedure

Please detail any requirements regarding this.

I. Termination

Standard requirements are provided below as an example but may be amended to reflect local requirements.

As per framework T&Cs.

6. Other Requirements

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

N/A

PLEASE RETURN THE FINAL SIGNED COPY OF THIS DOCUMENT TO: