

## Consult 18: Multidisciplinary Consultancy Services Service Level Agreement (SLA)

### 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  
 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	24/02/21	Expiry Date	07/04/21
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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	South Central and West Commissioning Support Unit
NHS SBS Supplier Reference #	SBS/17/SG/ZMC/9266
Name of Supplier Authorised Signatory	[REDACTED]
Job Title of Supplier Authorised Signatory	Executive Director Development
Contact Details email	[REDACTED]
Address of Supplier	South Plaza Marlborough Street, Bristol BS1 3NX
Signature of Authorised Signatory	[REDACTED]
Date of Signature	26 Feb 2021

### Customer SLA Signature panel

The "Customer"	
Name of Customer	National Institute for Health and Care Excellence (NICE)
Name of Customer Authorised Signatory	[REDACTED]
Job Title	Director of Finance Strategy and Transformation
Contact Details email	[REDACTED]
Contact Details phone	[REDACTED]
Address of Customer	Level 1A City Tower, Piccadilly Gardens, Manchester M1 4BT
Signature of Customer Authorised Signatory	[REDACTED]
Date of Signature	26 Feb 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:**



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**1. Agreement Overview**

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between SCW CSU and NICE 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 This Agreement remains valid until superseded by a revised agreement mutually endorsed by both parties.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 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 produce:

<b>NICE Requirement</b>	<b>SCW SCU Deliverable</b>
<p>A set of recommendations to advance NICE's capacity and capability for engaging with and influencing national and international bodies in order to gain early insight and intelligence and maximise our impact in policy development and the arena in which NICE operates. These will include</p> <ul style="list-style-type: none"> <li>1. objectives for longer-term engagement and influencing, linked to our new organisational strategy;</li> <li>2. meaningful metrics for tracking and reporting progress with these objectives;</li> <li>3. recommendations on the resourcing, organisation, infrastructure, and capability needed to deliver the proposed strategic</li> </ul>	<p>The deliverables from SCW's NICE Strategic Engagement and Influencing Review will include the following;</p> <p>A report that will document a set of recommendations and actions to advance NICE's capacity and capability for engaging with and influencing with national and international bodies. The report shall cover;</p> <ul style="list-style-type: none"> <li>▪ Recommendations to enable longer-term engagement and influencing with those organisations that are critical to NICE's ability to</li> </ul>

<p>engagement and influencing objectives – linking into the wider work on NICE’s organisational design.</p>	<p>deliver its strategy. This will be closely linked to NICE’s new organisational strategy;</p> <ul style="list-style-type: none"> <li>▪ Proposals for a process and set of metrics that will enable NICE to monitor and track progress;</li> <li>▪ Recommendations on the resourcing, organisation, infrastructure, and capability needed to deliver the proposed strategic engagement and influencing objectives – linking closely with the wider work on NICE’s organisational design</li> <li>▪ Recommendations to enable the consistent gathering and capturing of insight and intelligence, and the dissemination of it throughout NICE</li> <li>▪ A view of those organisations which could pose a threat to NICE’s strategy</li> </ul> <p>A suite of templates and guidelines for NICE to develop its strategic stakeholder engagement and influencing capability. This will include;</p> <ul style="list-style-type: none"> <li>▪ Documented high level process(es)</li> <li>▪ A suite of templates and guidelines that will support the standard and consistent capture of stakeholder engagement, the visualisation of it, and the summary reporting of it</li> </ul>
<p>An updated stakeholder map – using an influence/interest matrix or equivalent to identify and help prioritise the key organisations to target to deliver the engagement and influencing objectives.</p> <p>A diagram that illustrates NICE’s role in the system – that can be used to explain our role to stakeholders</p>	<p>A documented set of stakeholder engagement and influencing information that will enable NICE to identify and prioritise those organisations (and stakeholders) that are central achievement of its objectives. This will include</p> <ul style="list-style-type: none"> <li>▪ Populated detailed Organisation and Stakeholder workbooks</li> <li>▪ Example Strategic Engagement Report(s)</li> <li>▪ Visuals that illustrates NICE’s role in the system</li> </ul>

### 3. Stakeholders

The primary stakeholders from the Supplier and the Customer will be responsible for the day-to-day 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],  
Customer Development Solutions Director

**Multidisciplinary Consultancy Services Customer Contact:**

[REDACTED]  
Acting Programme Director – Leadership and Engagement  
Health and Social Care Directorate

#### 4. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until the **Expiry Date** as agreed. Review meetings will be held fortnightly for progress reporting.

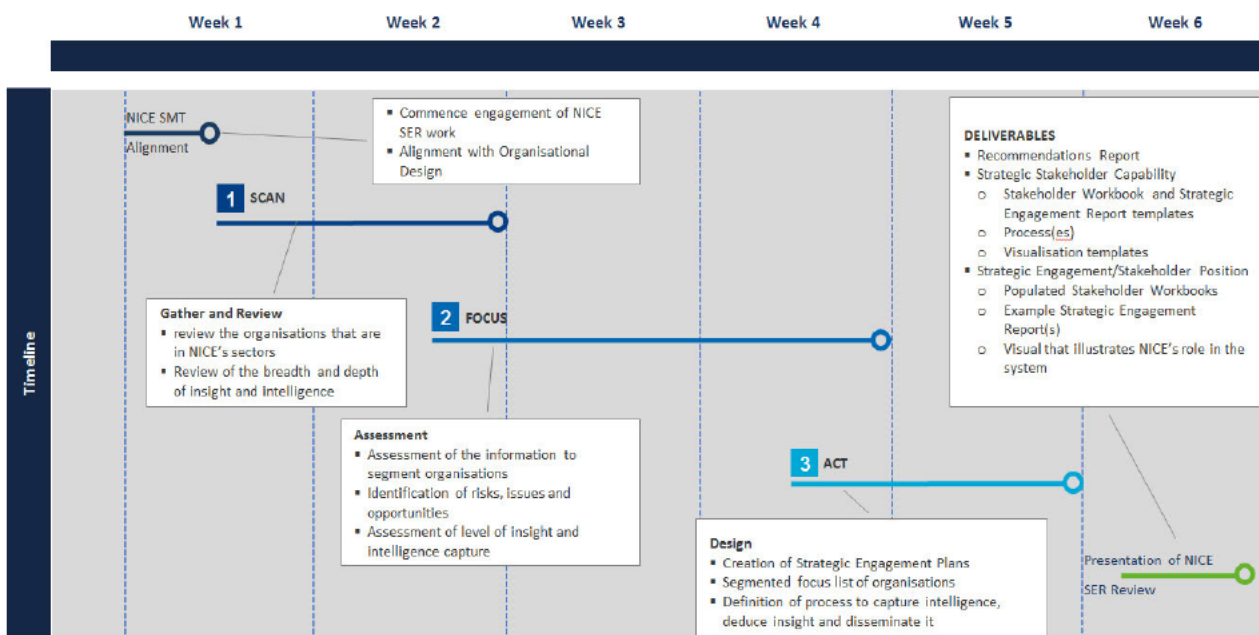
#### 5. Service Requirements

##### A. Services Provided

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

<ul style="list-style-type: none"> <li>Review of organisations that are in NICE's sector</li> <li>Review of the breadth and depth of insight and intelligence</li> </ul>
<ul style="list-style-type: none"> <li>Assessment of the information to segment organisations</li> <li>Identification of risks, issues and opportunities</li> <li>Assessment of level of insight and intelligence capture</li> </ul>
<ul style="list-style-type: none"> <li>Creation of strategic engagement plans</li> <li>Segmented focus list of organisations</li> <li>Definitions of process to capture intelligence, deduce insight, and disseminate it</li> </ul>

Following a timeline of:



##### B. Business Hours

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

[REDACTED]
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**C. DBS**

The Customer should detail the level of DBS check requirement

Not Applicable

**D. Price/Rates**

Grade of consultant	Time proposed (days)	Total
Customer Development Engagement lead (6)	█	
Comms and Engagement Manager (5)	█	
Customer Engagement Development Support (2)	█	
Provision for sundries, materials, tools	N/A	
<b>TOTALS</b>	█	£32,886

**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.

Please provide details of who you will be subcontracting to  
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.

Progress reports to be mutually agreed but with a minimum of fortnightly formal reporting to the Director Finance, Strategy and Transformation.

**G. Invoicing**

Please detail any specific invoicing requirements here

Invoicing upon acceptance of Final report

Invoices to be sent to

█

Clearly quoting the contract reference █

**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.

**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

**None as of date of agreement**

### B. Other Specific Requirements

Please list any agreed other agreed requirements

None



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