

Travel Management, Expense Management and Workspace Optimisation Order Form (Service Level Agreement)

Framework details

Title: Travel Management, Expense Management and Workspace Optimisation
 Reference: SBS/19/SB/ZXS/9422
 Contract Duration: 1st May 2020
 Max End Date: 30th April 2024
 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 Agreement	Effective Date	10 th March 2022	Expiry Date	31 st March 2023
Extension(s)	Expiry Date	No extension to this Contract		

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	[REDACTED]
Job Title of Supplier Authorised Signatory	CEO
Address of Supplier	18 Soho Square, London, W1D 3QL
Signature of Authorised Signatory	[REDACTED]
Date of Signature	04-Mar-2022 09:35:21 GMT

Customer Order Form Signature panel

The "Customer"	
Name of Customer	United Kingdom Health Security Agency
Name of Customer Authorised Signatory	[REDACTED]
Job Title	[REDACTED]
Contact Details email	[REDACTED]
Contact Details phone	[REDACTED]
Address of Customer	Nobel House 17 Smith Square London, SW1P3HX
Signature of Customer Authorised Signatory	[REDACTED]
Date of Signature	09/03/2022

PLEASE RETURN THE FINAL SIGNED COPY OF THIS DOCUMENT TO:

[REDACTED]

Authority Order Form Signature panel

The "Authority"	
Name of Authority	NHS SBS
Name of Authority Authorised Signatory	[REDACTED]
Job Title	[REDACTED]
Contact Details email	[REDACTED]
Contact Details phone	[REDACTED]
Address of Authority	Strategic Sourcing NHS Shared Business Services
Signature of Authority Authorised Signatory	
Date of Signature	

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.

Table of Contents

1. Agreement Overview
2. Goals & Objectives
3. Stakeholders
4. Periodic Review
5. Service Requirements
 - a. Services Provided
 - b. Goods Provided
 - c. Price / Rates
 - d. Sub-contracting
 - e. Management Information
 - f. Invoicing
 - g. Cancellation
 - h. Complaints/Escalation Procedure
 - i. Termination
6. Other Requirements
 - a. Variation to Standard Specification
 - b. Other Specific Requirements

1. Agreement Overview

This Agreement represents an Order Form between **Matrix Booking Limited** and **United Kingdom Health Security Agency (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:

PROC-GU-084-Service Level Agreement (Order Form) V3.0

- 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

Details of Goods or Services provided:

- SaaS Instance setup
- Professional Services for onboarding task
- SaaS subscriptions as required
- Integrations

B. Goods Provided

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

SaaS setup

- Business Rules and Technical Workshops
- Instance Creation
- Resource Creation
- Resource Positioning (Floor plan)
- Configuration
- Training (Admin and Support personnel)
- Resource subscriptions

Integrations

- Active Directory Sync
- Single sign-on
- Office 365 Integration

C. Estimated Value and 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.

Nobel House Project Quote

The UK Health Security Agency (UKHSA) have a number of sites in the UK utilising the Matrix Booking service via the GPA hub network. They are moving to a new headquarters building in London in March 2022 and are considering extending the use of Matrix to cover the room and desk booking requirements in this building also.

This document outlines the quote for the requested services as applied to the published price lists of both frameworks.

- 53 rooms
- 900 desks
- 55 Signage devices packs
- Single sign on
- Active Directory
- Office 365 integration

Subscriptions

Resource Subscriptions					
Type	Resource cost month (£)	Per No. of Months	Sub-total	additional resource volume	
Meeting Rooms		12		53	
Desks		12		900	
Visitor Management		12		1	
Digital Signage App Subs		12		53	
				Total	

Integrations

Integrations					
Type	Resource cost month (£)	Per No. of Months	Sub-total	additional resource volume	
Single Sign On		12		1	
Active Directory Integration		12		1	
M365 Sync Integration		12		1	
				Total	

Implementation

Professional Services Estimates				
Item Type	Est. days	Price Per Man/Day	Total	Notes
Project Management	2			Project Management
Workshop - Technical & Configuration	1			Remote Workshops
System Setup & configuration	1			System Setup
Hierarchy creation	3			53 rooms / 900 Desks
Facilities setup	1.5			53 rooms / 900 Desks
Floor plan positioning (optional)	2			53 rooms / 900 Desks
Training (remote)	0.5			Remote Session
Sub Total				

Digital Signage – Outright purchase

Item / Service Type	Vol.	Unit price	Total	Notes
AAPC-10XP	55			ProDVX - 10" signage devices
WM-25	28			ProDVX - Wall bracket VESA 75/100
GM-75	27			ProDVX - Glass mount bracket VESA 75/100
Device Commissioning	55			Arrivals App setup - to connect to existing screen
Delivery	55			London
Sub Total				

Summary

Service / Product Area	Year 1
Resource Subscriptions	[REDACTED]
Digital Signage Purchase	[REDACTED]
Implementation	[REDACTED]
Integrations	[REDACTED]
Total	£76,578.50

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.

There are no sub-contractors required for the delivery of the service. Ongoing support is provided via a 3rd party service desk however all support costs are included in the annual subscription charges.

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.

Clients have direct access to detailed management information and analytics on the main Matrix Booking service. The client support personnel will also have direct access to the Matrix support portal to raise, track and report on any issues.

F. Invoicing

Please detail any specific invoicing requirements here

- Subscriptions are invoiced annually in advance (or for the remaining months of the current subscription year)
- Professional services are invoiced monthly in arrears as used
- Payment terms 30 Days
- Invoices to have UKHSA P/O number
- Invoices to be sent to

Email: [REDACTED]
or

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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.

- Clients can request to cancel their subscription at any time however there are no refunds provided for unused subscriptions.
- Clients must inform Matrix Booking in writing (email is acceptable) if and when they wish to cease using the service

- Clients can adjust the resource subscriptions levels downwards if required on at each annual renewal.

H. Complaints/Escalation Procedure

Please detail any requirements regarding this

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.

Matrix Booking provides all clients with direct access to the global service portal on which issue severity and priority can be tracked. Each client will have a nominated account manager to which issues can be escalated if they are not satisfactorily dealt with by the core support service.

I. Termination

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

Either party may terminate this Agreement without liability to the other if:

- the other party commits a material breach of any of the terms of this Agreement and (if such a breach is remediable) fails to remedy that breach within 30 days of that party being notified in writing of the breach;
- the other party repeatedly breaches any of the terms and conditions of the Agreement in such a manner as to reasonably justify the opinion that its conduct is inconsistent with it having the intention or ability to give effect to the terms and conditions of the Agreement; or
- the other party becomes or is declared insolvent, is the subject of any proceeding relating to its liquidation, winding-up, insolvency or the appointment of a receiver, administrator or similar officer, makes an assignment for the benefit of all or substantially all of its creditors or enters into an agreement for the composition, extension or readjustment of all or substantially all of its obligations.

On termination of this Agreement for any reason:

- all licences granted under this Agreement shall immediately terminate;
- the Customer shall make no further use of any equipment, property, Documentation or other items (or any copy thereof) belonging to Matrix Booking

6. Other Requirements

A. Variation to Standard Specification

Please list any agreed variations to the specification of requirements

The clients can add services to this agreement in accordance with the published NHS SBS Framework pricelist if required.

B. Other Specific Requirements

Please list any agreed other agreed requirements

None

PLEASE RETURN THE FINAL SIGNED COPY OF THIS DOCUMENT TO: