

Construction Consultancy Services Service Level Agreement (SLA)

Framework Details

Title: **Construction Consultancy Services**
 Reference: **SBS/17/NH/PZR/9256**
 Framework Duration: **4 years**
 Framework End Date: **31 March 2022**
 NHS SBS Contacts: **Dave Taylor (0161 212 3728)**

dave_taylor@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	07/09/2020	Expiry Date	31/12/2020
---	----------------	------------	-------------	------------

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	OVE ARUP & PARTNERS LIMITED
NHS SBS Supplier Reference #	SBS/17/NH/PZR/9256/146
Name of Supplier Authorised Signatory	[REDACTED]
Job Title of Supplier Authorised Signatory	[REDACTED]
Address of Supplier	13 Fitzroy Street London W1T 4BJ
Signature of Authorised Signatory	[REDACTED]
Date of Signature	

Customer SLA Signature panel

The "Customer"	
Name of Customer	THE SECRETARY OF STATE FOR ENVIRONMENT, FOOD AND RURAL AFFAIRS
Name of Customer Authorised Signatory	[REDACTED]
Job Title	[REDACTED]
Contact Details email	[REDACTED]
Contact Details phone	
Address of Customer	Nobel House 17 Smith Square Westminster London SW1P 3JR
Signature of Customer Authorised Signatory	[REDACTED]
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.

PLEASE RETURN THE FINAL SIGNED COPY OF THIS DOCUMENT TO:
dave_taylor@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**
6. Other Requirements
 - a. Variation to Standard Specification
 - b. Other Specific Requirements

1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between **OVE ARUP & PARTNERS LIMITED** and **THE SECRETARY OF STATE FOR ENVIRONMENT, FOOD AND RURAL AFFAIRS** for the provision of Construction Consultancy Services. This Agreement remains valid until superseded by a revised agreement mutually endorsed by both parties. This Agreement outlines the parameters for all Construction 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 Construction Consultancy Services to the Customer by the Supplier. The **goal** of this Agreement is to obtain mutual agreement for Construction 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.

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.

5. Service Requirements

A. Services Provided

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

- **Development for Town Planning Engagement**

- Preparation for Town Planning Engagement
- Preparation of Planning Information to enable initiation of consultation including
- Pre-application consultation for EIA & TA includes:
- Illustrative town planning engagement masterplan (note: this may not be the same as that used for internal DEFRA use)
- Area Schedule by land use
- Draft parameter plans (inc. plot boundaries, circulation routes, building massing and heights etc.)
- Draft surface water run-off assessment & effluent discharge
- Future Buildings: develop options for future buildings types & sizes (GFA) to support initial Planning engagement.
- Coordinate with Defra legal team land Title issues, & coordinate with Montagu Evans
- Develop Design Codes required to *support the masterplan architectural design themes* and other critical aspects to be complied with the project level designers; to be developed prior to initial engagement for Town Planning.
- List out and outline the content for required Design Codes

- **Sustainability**

- Review and update draft Sustainability Strategy & align to outcomes of resilience and energy models.
- Review potential for both 'hidden' and 'visible' demonstrations of a sustainable approach being carried out across site.

- **Transport**

- Review questionnaire responses/ survey results & analyses that capture multimodal travel demand and employee origin / destination of travel to assist in validating car parking & shuttle bus needs to assist in right sizing the Masterplan
- Review feasibility & options for shuttle bus service, including where served, frequency, demand, financing etc, as pre-cursor to Town Planning
- Review topographic survey to inform access junction design development.
- Design development for car parking, and review with stakeholders

Facility level Requirements: POST VE / VM URS & RIBA1 Feasibility studies for each, i.e.

- B62 incoming store refurb (space fit to support logistics plan)
- Energy Centres, & HV (incl. site space fit to support masterplan)
- FM Hub (incl. site space fit to support masterplan)
- Mock-up/ training suite plus B200 (incl. site space fit to support masterplan)
- Gatehouse
- Define Visitor Residential Units
- Water tanks (initial study already undertaken for BAU projects)

- **Additional Programme Management support**

- Mike Joshua support for VM / cost management / rationalisation between cost plans and ongoing support.
- Support with Risk register review and update and to bridge the gap between the QRA risk register and the EY risk reports. Assist ETL to develop a working risk register for use by the programme moving forward.

Infrastructure: further work to validate masterplan for Town Planning

- Optimise the de-centralised thermal plant option for best energy usage to enable better comparison with centralised options.
- Further develop the energy model for the site to demonstrate how carbon targets will be achieved and the extent and nature of carbon offsetting required. (Whole life carbon / cost model also required in conjunction with cost consultant)
- Review proposals for all utilities in context of Client's 'Resilience Framework' & map to demonstrate compliance and address issues arising.
- Review location of transformer (HV Generators) against DEFRA property deeds & permits. Current RIBA1 location may be in a zone where no new buildings are permitted. Also acoustic attenuation requirements
- Initiate discussions with District Network Operator to ensure that peak utility requirements will be met.
- Where appropriate, develop packages of utility works, aligning with BAU pipeline and any new survey outputs
- Develop a high level BMS integration strategy with the existing site systems.

Civil Engineering

- Review ongoing/ proposed upstream/ downstream River Bourne works with the Environment Agency.
- Review survey information to validate RIBA 1 design assumptions for all utilities, in particular in relation to ring road. c. Develop initial site road layouts.
- Feasibility study for bridge upgrade to Coombelands
- Review quantum of SUDS, soft landscaping & permeable surfaces across site to achieve necessary water
- Retention and flow discharge conditions.
- Review need for any flood mitigation methods for contractor laydown & overflow parking on north fields.

Construction Logistics Plan and construction schedule

- Prepare Outline CLP (as per TfL guidance) to support the planning engagement. The Outline CLP should be prepared based on the material included in the current final report and be sufficient to commence initial LPA engagement.
- Update construction schedules & review construction traffic estimates; develop estimates for construction traffic peaks
- As part of the Outline CLP, prepare draft Construction Methodology to review potential impacts to existing facilities during construction, refurbishment, demolition and new build.

November 2020 Report update

- Output of VM & optioneering studies plus other design development (as listed above).
- to include revised images due to more substantial changes
- Target draft issue end of November 2020.
- December review / comment / presentations (additional resource added)
- Draft documents to initiate town planning pre-app engagement in December
- Preparation for and attendance at a briefing meetings.
- Includes simple block fly-through (excludes full visualisation animation and fly-through)

EIA Coordination Support

- **Survey information review:** Review available environmental information including WSP surveys. This would be carried out by all topics we identified in our EIA proposal where potential exists for significant effects.
- **Site visit:** Undertake a site walk over visit by our ecology and landscape specialists and by our EIA co-ordinator.
- **Ecology survey validation:** Undertake an initial high-level review by ecologist, and subject to a fuller understanding of the proposal by them, consider that not all of the ecology surveys identified in the WSP reports may be necessary. This would require a review through a site visit and complete a validation exercise.
- **Landscape viewpoints:** Depending on the outcome of the site visit for landscape and visual, it may be prudent to undertake summer viewpoints now while trees are still in leaf and winter viewpoints in 2020/21.

Programme: Develop a programme of input for baseline data gathering for all topics. The WSP ecology survey reports indicate further surveys to be carried out. Included in this are dormice surveys; the optimal survey time for which is stated as being June to September. The surveys operate on a scoring basis with September gaining the most points for dormice surveys. For other surveys, should these be confirmed as being necessary, a June survey window would make it challenging to allow a submission for planning in July 2020/1.

- **Engagement:** Undertake early engagement with regulators such as Natural England, Environment Agency and the local planning authority. Increasingly regulators charge for pre-application advice which if required, would be paid by others.
- **Scoping:** Create a template and guidance for drafting a scoping report. The scoping report would assume that a Code of Construction Practice would be prepared by others and could be relied on for scoping. As the EIA needs to accord with the Scoping Opinion, it is important that the scheme which is scoped is sufficiently developed to avoid the need to re-scope at a later stage. Input would be provided by environmental specialists across all topics identified as scoped in (that is, where we believe there is potential for likely significant effects) as set out in Table 1.

Pre-scoping: As an option, on high profile projects it is recommend undertaking pre-scoping engagement in which a draft scoping report is shared with regulators for their initial input. We have found this useful in building collaboration and understanding as early as possible. It is also intended to allow the formal Scoping Report to be submitted to confirm the approach rather than set this out for the first time. This helps avoid 'surprises' that may be costly or difficult to programme e.g. seasonally constrained surveys.

Table 1 Suggested EIA scoping

Topic	Proposed Scope	
	Construction	Operation
Air quality	Scope in	Scope in
Climate change	Scope in	Scope in
Daylight and sunlight	Scope out	Scope out
Ecology and biodiversity	Scope in	Scope in
Environmental wind	Scope out	Scope out
Health	Scope in	Scope in
Historic environment	Scope out	Scope out
Land quality	Scope in	Scope out
Noise and vibration	Scope in	Scope in
Socio-economics	Scope in	Scope in
Major accidents and disasters	Scope out	Scope out
TV and radio reception	Scope out	Scope out
Townscape and visual	Scope in	Scope in
Water resources and flood risk	Scope in	Scope in
Waste and resource management	Scope out	Scope out

B. Business Hours

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

██████████
13 Fitzroy Street
London
W1T 4BQ
████████████████████

C. DBS

The Customer should detail the level of DBS check requirement

Standard check, please note the site will be moving to CTC

D. Price/Rates

£532,688 (including VAT)

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.

n/a

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.

Monthly progress to be reported against stated deliverables.

G. Invoicing

Please detail any specific invoicing requirements here

Invoices to be submitted as per the service requirements in Section A.

H. Complaints/Escalation Procedure

The standard procedure is detailed below

Any Complaints and Escalations should be discussed between DEFRA and ARUP. Issues which cannot be resolved should be escalated to the NHS SBS department.

I. Audit Process

Please detail any Customer audit requirements

DEFRA reserves the right to conduct an audit of the supplier to ensure compliance with the agreed terms and conditions.

J. Termination

The standard procedure is detailed below

Defra reserve the right to terminate in accordance with the termination clauses in the Framework contract – clauses 15, 16 and 17.

6. Other Requirements

Please list and agree the key requirements of the service

As per the service requirements in Section A.

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

--