

Healthcare Planning, Construction consultancy and Ancillary Services

Service Level Agreement



Title:	Healthcare Planning, Construction Consultancy and Ancillary Services (HPCCAS)
Framework Reference:	SBS10190
Framework Duration:	4 years
Framework Commencement Date:	14 August 2023
Framework End Date:	13 August 2027
NHS SBS Contacts:	Jessica Quansah – Joint Operational Lead Email: jessica.quansah@nhs.net Mobile: 07938 740 526
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	General Enquiries Email: nsbs.ccs3@nhs.net
Please return the final signed copy of this SLA to:	nsbs.ccs3@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.

Term of the Service Level Agreement			
Effective Date:	01/09/2023	Expiry Date:	31/03/2025

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.

This SLA shall remain in force regardless of any change of organisational structure to the named Customer and shall be applicable to any successor organisations as agreed by both parties.

Supplier Details and Signature Panel

Name of Supplier	Currie & Brown UK Limited
Framework Reference	SBS10190
Name of Supplier Authorised Signatory	[REDACTED]
Job Title of Supplier Authorised Signatory	[REDACTED]
Address of Supplier	150 Holborn London EC1N 2NS
Signature of Authorised Signatory	[REDACTED]
Date of Signature	31 August 2023

Customer Details and Signature Panel

Name of Customer	The Department for Environment, Food, and Rural Affairs
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 SW1P 3JR
Signature of Customer Authorised Signatory	[REDACTED]
Date of Signature	31 August 2023

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1. Agreement Overview

This SLA is made between *Curie & Brown UK Ltd* and Defra for the provision of Construction Consultancy Services. This SLA remains valid until superseded by a revised agreement mutually endorsed by both parties. This SLA 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) will apply in all instances, unless specifically agreed otherwise by both parties within this document.

2. Goals & Objectives

The **purpose** of this SLA 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 SLA is to obtain mutual agreement for the provision of Construction Consultancy Services between the Supplier and Customer.

The **objectives** of this SLA are to:

- provide clear reference to service ownership, accountability, roles and/or responsibilities; and
- present a clear, concise and measurable description of service provision to the customer.

3. Stakeholders

The primary contact from the Supplier and the Customer will be responsible for the day-to-date management of the SLA and the delivery of the Services. If different from the Authorised Signatory details listed on page 1 of this SLA, please provide the names of the **primary contact** associated with this SLA below:

Supplier Contact: [REDACTED]

Customer Contact: [REDACTED]

4. Estimated Duration of Contract

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

5. Service Requirements

A. Services Provided

The Supplier has been appointed under Lot 11 – Ancillary Services to provide the following Services:

Health & Safety Services:

- Supporting the setting out of the health and safety strategy and arrangements for the Weybridge estate and taking part in assurance activities to satisfy Defra's legal health and safety responsibility for property matters under its control.

- Ensuring compliance with HASAWA, HSE requirements and fire safety via assurance activity and performance reviews.
- Pro-actively leading on planned assurance activities of contractors/engineers as applicable and work with them on their own safety improvement plans.
- Improving on and reporting of incident management leading to analysis of performance data for onsite contractors and internal departments.
- Supporting incident investigations as required and lead on root cause and human factors analyses.
- Contributing to the Defra Group Property Safety Management System for Weybridge including development and review of safety policies, standards and guidance.
- Contributing to the health and safety legal and risk registers using a risk-based approach.
- Contributing to the Safety Improvement Action Plan for the site.
- Contributing to the Site Incident Response Plan and participate in the planned emergency exercises as the health and safety lead on the day.
- Attending and participating in the working groups supporting the Health and Safety Board where appropriate.
- Attending and participating in the Weybridge Health and Safety Board where appropriate.
- Meeting, and where possible, exceeding KPIs set by the Safety board within Defra Group Property
- Reviewing risk assessments and method statements (RAMS) as required from projects and contractors.
- Participating in the SCAH programme and reviewing design and user requirements for health and safety.
- Assessing training needs across Weybridge, contributing to, and developing, training materials including induction and other specific training.
- Ensuring basic health and safety training needs are met for the team and associated contractors across the site. The training must be both adequate to satisfy the minimum safety requirements of the site and relevant to the user.
- Building strong working relationships with key stakeholders and respond effectively to all health and safety enquires.

B. Form of Call-Off Contract

NHS SLA

C. Supplier Contact Information and Operating Hours

Working at APHA, Woodham Lane, New Haw, Surrey, KT15 3NB
Business hours 08.00 -17.00.

D. DBS

All staff must have CTC clearance as a minimum, in some instances SC will be required

E. Pricing

Agreed rates of £552.00 per day for H&S Resources and £825.00 per day for H&S Partner
Total Cost based on days worked for each resource - £1,265,280.00.

Inflation may be applicable after 1 year and the rate will be 2% or CPI , which ever is the lowest will apply.

F. Sub-Contracting

If the Supplier sub-contracts any aspect of this SLA, the Supplier will remain fully responsible for liability and ensuring standards are maintained in line with the Framework Agreement and this SLA.

N/A

G. Management Information

Monthly timesheets to be provided for all staff worked and monthly contract management report

H. Invoicing

Invoicing is monthly and should be sent via email to customer and accounts department.

I. Complaints and Escalation Procedure

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 this SLA in accordance with the terms of the Framework.

J. Audit Process

The customer will reserve the right to audit the supplier on an ongoing basis. A weeks' notice will be provided prior to the audit.

K. Termination

Persistent failure by the Supplier 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 this approach not result in a satisfactory outcome, the Customer may decide to terminate the SLA in accordance with the terms of the Framework.

L. KPIs and Other Requirements

Performance of staff will be monitored on a monthly basis. Underperforming members will be removed from the contract.

M. Variation to Specification

N/A

N. Other Specific Requirements

N/A

O. Supplementary Conditions of Contract

N/A



Shared Business Services

NHS Shared Business Services Limited

Registered in England, No. 5280446

Registered address:

Three Cherry Trees Lane, Hemel Hempstead, Hertfordshire, HP2 7AH

www.sbs.nhs.uk

Shared vision. **Better together**