

## 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: [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 Service Level Agreement (SLA)	Effective Date	01/03/2021	Expiry Date	30/08/2021
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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	Ridge and Partners LLP
NHS SBS Supplier Reference #	SBS/17/NH/PZR/9256 – Lot 2
Name of Supplier Authorised Signatory	[REDACTED]
Job Title of Supplier Authorised Signatory	[REDACTED]
Address of Supplier	THE COWYARDS BLENHEIM PARK, OXFORD ROAD, WOODSTOCK OXFORDSHIRE OX20 1QR United Kingdom
Signature of Authorised Signatory	
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	[REDACTED]
Address of Customer	Nobel House 17 Smith Square Westminster London SW1P 3JR
Signature of Customer Authorised Signatory	X
Date of Signature	X

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:**

[Redacted]

## Table of Contents

1. Agreement Overview
2. Goals & Objectives
3. Stakeholders
4. Periodic Review
5. Service Requirements
  - A Services Provided**
  - B Business Hours**
  - C Price/Rates**
  - D Invoicing**
  - E Complaints/Escalation Procedure**
  - F Audit Process**
  - G Termination**
6. Other Requirements

### 1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between Ridge and Partners LLP and DEFRA 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 Consultancy Services provision between the Supplier and Customer for the development of the Engineering Framework Scope, including the development of the Outline Business Case.

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.

**Construction Consultancy Supplier Contact:** [Redacted]

**Construction Consultancy 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

The scope will include providing project management services and assisting DEFRA in the update of the Engineering Delivery Framework technical documents as well as the Outline Business Case. Scope development services will consider:

1	Lot 1	Containment Environment works remain critical to the requirements under this framework. This will cover full project life cycle including design, build and installation works inside the containment environment.
2	Lot 2	General Accommodation and Site Infrastructure Works remains critical to this framework. This will cover full project life cycle including design, build and installation works on the overall site, outside containment or in buildings that don't have containment.
3	Lot 3	CCTV and Security remains critical to this framework. This will cover full project life cycle for security and CCTV within internal building and laboratory/animal facilities and external areas.
4	Lot 4	Containment Drainage requirements will also continue to be a key requirement. This will cover full project life cycle for high level containment facility drainage, to include Effluent Treatment Plant (ETP) and Vacuum Drainage systems and all associated pipework, components and controls.
5	Lot 5	Containment Expertise will need to be included in this framework as it continues to provide technical expertise to the scoping and procurement of all containment/containment related requirements under this contract.

#### B. Business Hours

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

To maintain continuity of service to ensure timely delivery of your requirements the following team will be made available to DEFRA:

- [REDACTED]
- [REDACTED]
- Other Technical Partners.

#### C. Price/Rates

Partner £99.00 (ex. VAT)

Associate £82.5 (ex. VAT)

#### D. Invoicing

Please detail any specific invoicing requirements here

Payment 30 days from invoice - Monthly, with hours put against the included cost table

#### E. 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.

#### F. 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.

#### G. Termination

The standard procedure is detailed below

Defra reserve the right to terminate in accordance with the termination clauses in the Framework contract.

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

**Not Applicable**