

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

### 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 (Extended until 29<sup>th</sup> September 2023)  
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	10 <sup>th</sup> April 2023	Expiry Date	30 <sup>th</sup> June 2023
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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	Ernst & Young
NHS SBS Supplier Reference #	SBS/17/SG/ZMC/9266
Name of Supplier Authorised Signatory	[REDACTED]
Job Title of Supplier Authorised Signatory	Partner
Address of Supplier	[REDACTED]
Signature of Authorised Signatory	[REDACTED]
Date of Signature	[REDACTED]

### Customer SLA Signature panel

The "Customer"	
Name of Customer	Defra
Name of Customer Authorised Signatory	[REDACTED]
Job Title	Senior Commercial Officer
Contact Details email	[REDACTED]
Contact Details phone	[REDACTED]
Address of Customer	[REDACTED]
Signature of Customer Authorised Signatory	[REDACTED]
Date of Signature	[REDACTED]

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.

[REDACTED]

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### 1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between **Ernst & Young** and **Defra Group** 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 This Agreement remains valid until superseded by a revised agreement mutually endorsed by both parties.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 C 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:

- 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.

**Multidisciplinary Consultancy Services Supplier Contact:** [REDACTED]

**Multidisciplinary Consultancy Services Customer Contact:** [REDACTED]

### 4. Periodic Review

This Agreement is valid from the **10<sup>th</sup> of April 2023** outlined herein and is valid until the **30<sup>th</sup> of June 2023** as agreed.

### 5. Service Requirements

#### **A. Services Provided**

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

Lot: 1

**Services Provided:**

**1. Governance**

- Manage governance pipeline including the timely identification of schemes to attend forums.
- Run secretariat for Grants Investment and Assurance Committee and Grants Delivery Committee: support pre-population of governance forms, coordinate sessions, document meeting minutes, produce output templates, liaise with Investment Committee (for schemes > £10m).

**2. Communications**

- Maintain stakeholder management plan and communications plan.
- Develop and maintain communications materials (e.g. maintain live FAQ document).
- Coordinate effective disbursement of communication materials.

**3. Reporting Support**

- Provide support to full-time Grants Hub MI Lead to produce MI reports (in line with established drumbeat) and respond to ad-hoc requests.
- Support data collection and data quality activities required to deliver dashboards.

Workstream	Deliverable	Milestone Date
	Live pipeline process	Ongoing
Governance	Fortnightly Grants Investment and Assurance Committee	Ongoing
	Monthly Grants Delivery Committee	Ongoing
Communications	Live stakeholder management plan and communications plan	Ongoing
	Disbursement of communications materials ahead of full Grants Hub launch	01/06/23
Reporting	MI dashboards produced in line with drumbeat	Ongoing
	Completeness and quality of data collected and reported on	Ongoing

**B. Business Hours**

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

**C. DBS**

The Customer should detail the level of DBS check requirement

BPSS

**D. Price/Rates**

The following team is proposed to meet this scope of work across each sprint. The total fee for the engagement is £264,300



#### **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.

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.

At the end of each week

#### **G. Invoicing**

Please detail any specific invoicing requirements here

Invoices can be submitted upon confirmation of satisfactory completion of the above phases, by the contract manager.

The invoices must include the purchase order number (to be supplied). These will need to be submitted direct to SSCL. This can be via email [redacted] which is the preferred option or by post to the address below.



#### **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 due to the short sprint of this work, however the work and process may be audited by the NAO at any given time.

#### **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

### B. Other Specific Requirements

Please list any agreed other agreed requirements

