

## Hard Facilities Management Service Level Agreement (SLA)

### Framework details

Title: Hard Facilities Management  
 Reference: SBS/MN/PZJ/8874  
 Framework Start Date: 15<sup>th</sup> August 2017  
 Framework End Date: 14<sup>th</sup> August 2021  
 NHS SBS Contacts: [REDACTED]  
 T: [REDACTED]  
 E: [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	1 <sup>st</sup> August 2021	Expiry Date	31 <sup>st</sup> July 2022
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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 suppliers 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	Screwfix Direct Ltd
NHS SBS Supplier Reference #	SBS/MN/PZJ/8874/75
Name of Supplier Authorised Signatory	[REDACTED]
Job Title of Supplier Authorised Signatory	Business to Business Manager
Address of Supplier	Screwfix Direct Ltd T/A Trade UK Mead Avenue Houndstone Business Park Yeovil Somerset BA22 8RT
Signature of Authorised Signatory	[REDACTED]
Date of Signature	22/07/2021

### Customer SLA Signature panel

The "Customer"	
Name of Customer	Home Office
Name of Customer Authorised Signatory	[REDACTED]
Job Title	Head of Commercial Systems and Information
Contact Details email	[REDACTED]
Contact Details phone	[REDACTED]
Address of Customer	2 Marsham Street London SW1P 4DF

Signature of Customer Authorised Signatory	
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:**

[NSBS.contractenquiries@nhs.net](mailto:NSBS.contractenquiries@nhs.net)

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## 1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between *Screwfix Direct Ltd* and *Home Office* for the provision of Hard Facilities Management. This Agreement remains valid until superseded by a revised agreement mutually endorsed by both parties. This Agreement outlines the parameters for all Hard Facilities Management 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 Hard Facilities Management to the Customer by the Supplier. The **goal** of this Agreement is to obtain mutual agreement for Hard Facilities Management 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.

**Hard Facilities Management Supplier Contact:**

**Hard Facilities Management Customer Contact:**

#### 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 supplier will provide a catalogue of Screwfix items based on 145B price list. Screwfix will issue new price lists on a 6-month basis. The catalogue will be hosted on the Basware system. The supplier is responsible for maintaining the catalogue content. Any additions to the catalogue will need to be approved by the Home Office.

##### B. Business Hours

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

The supplier will be available:  
Contact centre mon-fri 8-6 and can be contacted on [REDACTED]  
Trade Counter opening hours 7-8 (some trade counters will differ by location)  
Email mon-fri 8-6 and can be contacted on [REDACTED]

##### C. DBS

The Customer should detail the level of DBS check requirement

There are no additional checks required what is already in place is adequate.

##### D. Price/Rates

The pricing is based on the Screwfix 145B Price List which is detailed in Appendix A and will be updated with a new price list on a 6-monthly basis.

##### 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.

Spend against catalogue and non-catalogue items  
Catalogue items with nil transactions

##### G. Invoicing

Please detail any specific invoicing requirements here

The customer would like to work with the supplier to ensure invoices are submitted via XML.

##### 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.

#### **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

The key requirements are for a Basware Catalogue to be used to purchase Screwfix products as per the attached pricing list in Annexe A.

The catalogue should be maintained and updated by the supplier with approval required from the customer including additions and price changes to the catalogue.

#### **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

