

## 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  
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	05/10/2023	Expiry Date	29/12/2023
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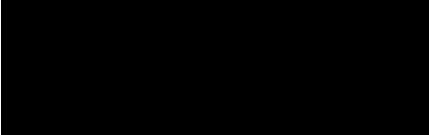
Unless otherwise agreed by both parties, this SLA will remain in force until the expiry date agreed above. If no extension/renewal is agreed and the customer continues to access the supplier's services, the terms of this agreement shall apply on a rolling basis until the overarching Framework expiry 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	[REDACTED]
Address of Supplier	1 More London Place, London, Se1 2AF
Signature of Authorised Signatory	[REDACTED]
Date of Signature	

### Customer SLA Signature panel

The "Customer"	
Name of Customer	Defra
Name of Customer Authorised Signatory	[REDACTED]
Job Title	[REDACTED]
Contact Details email	[REDACTED]
Contact Details phone	[REDACTED]

Address of Customer	Foss House, Kings Pool, 1-2 Peasholme Green, York YO1 7PX
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.

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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 This Agreement remains valid until superseded by a revised agreement mutually endorsed by both parties.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 **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

Lot 10

EY will deliver against the following scope of work:

#### Workstream 1: Data Strategy and Operating Model

1. Data strategy for the WCC and UKCLR (with implications for wider nature market participants)
  - a. Set out principles for how data should be used and transferred within the relevant legal and regulatory requirements
  - b. (e.g. Crown Copyright, Data Protection Act, GDPR, Open Government Licence, web content accessibility guidelines, advertising standards)
  - c. Identify data requirements by various market participants and functions and the necessary data transfers required for each stage of the end-to-end infrastructure
  - d. Review data management arrangements by other carbon standards globally (e.g. VERRA, Gold Standard), including the international T&Cs that they use, and the mechanisms they use to manage and share data
  - e. Derive an appropriately managed T&Cs for data stored in a public ledger to ensure full compliance with Nature Markets Framework principles. This will include best practice on how registries should interact with other data users in the market and recommendations for how to assess potential users of data from registries, e.g. whether an organisation should be allowed to set up an API.
2. Nature market operating model
  - a. Conduct a background study, reviewing the operation of voluntary carbon markets domestically and globally, and setting out the structure of the UK voluntary carbon market in comparison to international markets. This will involve interviews with market participants – in the UK and overseas - to gather views on potential developments and identification of lessons for what works effectively.
  - b. Review and map current workflow steps within the WCC, evaluating their effectiveness and areas of opportunity for improvement. The stages of the workflow will be broken into: (1) nature project site development, (2) pre-issuance of credits, (3) storing of credits on a ledger, and (4) connectivity to (with an API) a digital credits sales service.
  - c. Articulate a preferred future framework, showing interactions with other market participants and their responsibilities. This will include a mechanism for credit prices and backing information to be published.
  - d. Develop options for the delivery (including whether in-house vs outsourced) of each of the WCC services identified in the future framework as per the four stages outlined above, considering regulatory and legal obligations and the roles of the different parties involved. Develop delivery outcomes for any outsourcing arrangements proposed and draft heads of terms for a service agreement to deliver these.

#### Workstream 2: WCC Additionality Test

1. Review of the market background for woodland investment
  - a. Set out the drivers of the woodland investment market to place the role of woodland carbon within the wider context of forces that influence forest investment in the UK. This should include an outlook view of the market's future.
2. Prototype finance investment test design
  - a. Examine the operation of the existing test against a range of project types, buyers and developers, providing case studies and worked examples.
  - b. Develop an understanding of the historical changes to the additionality test and the reasons for these, reviewing the relevant literature and practice in the field.
  - c. Determine whether the use of bespoke data and metrics (e.g. cost of capital, benchmarks, rates of return) would be desirable for use in the investment test, considering whether there may be further alternative approaches.
  - d. Develop prototype options for the investment test and road-test them to understand whether they are robust, fair and transparent. Conduct financial analysis to devise and develop the detail of any new options and to examine the practical implications of their use.

- e. Examine the costs/time/operability of the options for project developers, validators and the WCC team, interviewing carbon market experts and practitioners to aid this assessment. A range of views will be sought from stakeholders to include Tustins, Finance Earth and Foresight.
- f. Carry out sensitivity analysis to understand how the outcomes of any prototype option tests compare with the outcomes of the current test.
- g. Identify implications of this method for relevant woodland types under the WCC and for natural capital financing (e.g. stacking).

### **Workstream 3: Implementation Strategy**

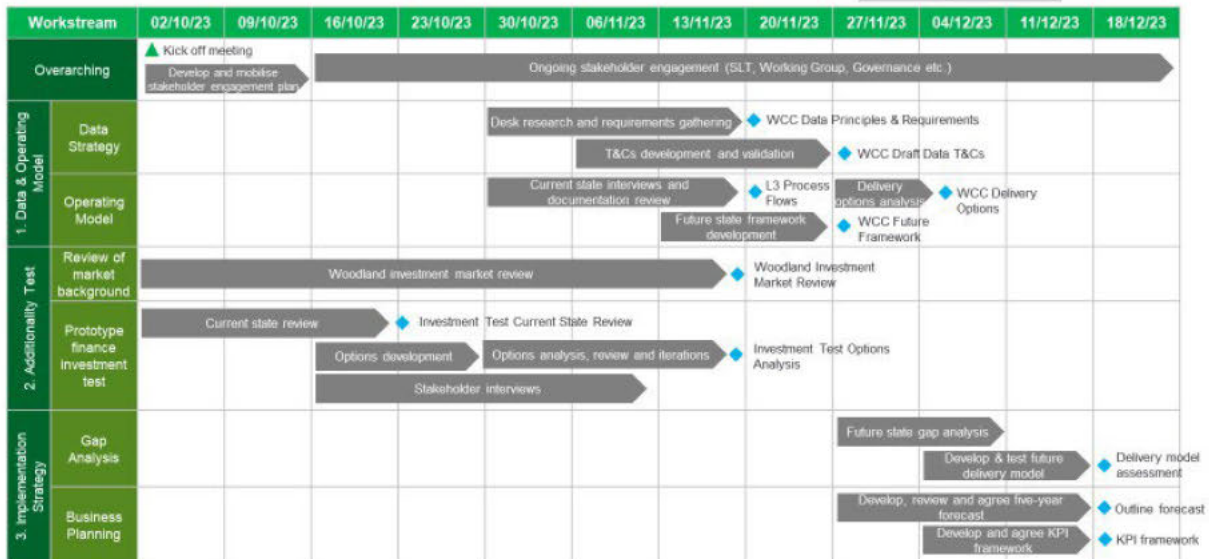
- 1. Gap analysis
  - a. Develop a gap analysis for the future against the current WCC operating model
  - b. Determine requirements for each component (including registry provision) to allow apportionment of activity between internal and external parties and articulate the preferred future model for delivering WCC capability
- 2. Business planning
  - a. Develop an outline financial forecast over a five-year period
  - b. Establish an outline KPI framework for registry delivery

### **Deliverables**

**EY will deliver against the following milestones (assuming work commences 02/10/2023):**

Workstream 1: Data Strategy and Operating Model		
Activity	Deliverable	Milestone Date
Data Strategy	WCC Data Principles and Requirements (best practice note)	24/11/2023
	WCC Draft Data T&Cs	01/12/2023
Operating Model	WCC Current State Level 3 Process Flows	24/11/2023
	WCC Future Framework	01/12/2023
	WCC Delivery Model Options	08/12/2023
Workstream 2: WCC Additionality Test		
Activity	Deliverable	Milestone Date
Review of the market background	Woodland Investment Market Review	17/11/2023
Prototype finance investment test	Investment Test Current State Review	20/10/2023
	Investment Test Options Analysis	17/11/2023
Workstream 3: Implementation Strategy		
Activity	Deliverable	Milestone Date
Gap analysis	WCC Delivery Model Assessment	22/12/2023
Business planning inputs	Outline WCC Financial Forecast	22/12/2023
	KPI Framework	22/12/2023

## Nature Markets Discovery – Plan on a Page



### 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**

Total Contract Value: £249,970

Role	Grade	Days	Day Rate	Fee (exc VAT)
Total Fee				£249,970

**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.

Once per week, a progress update and steering discussion (half hour, weekly meeting)

**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 [redacted] and a copy to SSCL.

**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

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