

## Travel Management, Expense Management and Workspace Optimisation Order Form (Service Level Agreement)

### Framework details

Title: Travel Management, Expense Management and Workspace Optimisation  
 Reference: SBS/19/SB/ZXS/9422  
 Contract Duration: 1<sup>st</sup> May 2020  
 Max End Date: 30<sup>th</sup> April 2024  
 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 Agreement	Effective Date	1 <sup>st</sup> December 2022	Expiry Date	31 <sup>st</sup> March 2023
Extension(s)	Expiry Date	No extension to this Contract		

Unless otherwise agreed by both parties, this Order Form 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 Order Form Signature panel

The "Supplier"	
Name of Supplier	Matrix Booking
Name of Supplier Authorised Signatory	[REDACTED]
Job Title of Supplier Authorised Signatory	[REDACTED]
Address of Supplier	18 Soho Square, London, W1D 3QL
DocuSign	 
Date of Signature	[REDACTED]

Date Signed: 11/11/2022

### Customer Order Form Signature panel

The "Customer"	
Name of Customer	United Kingdom Health Security Agency
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 3HX
Signature of Customer Authorised Signatory	

PROC-GU-084-Service Level Agreement (Order Form) V3.0

Date Signed: 11/11/2022

Date of Signature	
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The "Authority"	
Name of Authority	NHS SBS
Name of Authority Authorised Signatory	
Job Title	
Contact Details email	
Contact Details phone	
Address of Authority	Strategic Sourcing NHS Shared Business Services
Signature of Authority Authorised Signatory	
Date of Signature	

This order form 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 an Order Form between **Matrix Booking Limited** and **United Kingdom Health Security Agency (UKHSA)** for the provision of Travel Management, Expense Management and Workspace Optimisation. This Agreement remains valid until superseded by a revised agreement mutually endorsed by both parties. This Agreement outlines the parameters for all Travel Management, Expense Management and Workspace Optimisation 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 Travel Management, Expense Management and Workspace Optimisation to the Customer by the Supplier. The **goal** of this Agreement is to obtain mutual agreement for Travel Management, Expense Management and Workspace Optimisation 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 Order Form.

**Supplier Contact:** [REDACTED]

**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. This Agreement should be reviewed as a minimum once per financial year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

## 5. Service Requirements

### A. Services Provided

Please detail the Lot(s) and Services that will be provided by the Supplier to the Customer

**Lot 3 Workspace Optimisation**

Via Direct Award

Details of Goods or Services provided:

**Requirement**

UKHSA needs to add the Bristol, Nottingham, Manchester, Chilton and Porton sites to the Matrix space booking system being implemented across UKHSA

The table below outlines the volumes required for each site along with information about previous orders which have not yet been delivered Implementation approach.

Site	Rooms	Desks	Signage 10" + Mount	Kiosks 15" + Stand	Kiosks 21.5" + Stand	Visitor Management
Bristol						
Nottingham						
Manchester						
Chilton						
Porton						
<b>Sub-Total</b>						
<b>Already ordered</b>						
<b>Required Volumes</b>						

**Implementation approach**

As UKHSA utilise the Matrix Booking Admin-as-a-Service there are no additional setup costs for the additional resources on the core platform.

**Costs – Current Year**

It is assumed that all sites will go live on the 1st of December 2022. The cost estimates below cover the period up until the end of the current subscription year which ends on the 31st March 2023.

- SaaS subscriptions as required
- Hardware Purchases, setup and delivery
- Cross Org connections

**B. Goods Provided**

Please detail the goods to be provided or include an attachment with full details



## Licencing

It is assumed that all sites will go live on the 1st of December 2022. The cost estimates below cover the period up until the end of the current subscription year which ends on the 31st March 2023.

Resource Subscriptions			
Type	Resource cost Per month (£)	No. of Months	additional resource volume
Meeting Rooms			
Desks			
Add. Digital Signage App Subs			
Floorplan Kiosk App			

## Digital Signage

Item / Service Type	Vol.	Unit price	Total	Notes
APPC-10XP				ProDVX - 10" signage devices
				ProDVX - Combine Glass & Wall mount bracket VESA 75/100
GM-75				
Device Commissioning				Room-ready device config
Delivery				Various UK sites

## Floorplan Kiosks

Item / Service Type	Vol.	Unit price	Total	Notes
Nottingham				
APPC-15XP				ProDVX - 15" kiosk devices (POE)
FS-10 Stand				ProDVX - Free Standing mounts (VESA 75/100)
Device Commissioning				Room-ready device config
Delivery - Nottingham				Delivery to UKHSA Liverpool
Nottingham - Sub Total				
Chilton & Porton				
APPC-22XP				ProDVX - 22" kiosk devices (POE)
FS-10 Stand				ProDVX - Free Standing mounts (VESA 75/100)
Device Commissioning				Room-ready device config
Delivery - Chilton & Porton				Delivery to 2 separate UKHSA Sites
Chilton & Porton - Sub Total				
Sub Total				

- Cross Org Connections
- Cross Org link to DHSC Matrix instance. (Setup & Tenant subs charged direct to DHSC)

**C. Estimated Value and Price/Rates**

Standard supplier pricing and rates are included within the pricing schedule. Please detail any discounts, volume arrangements or variations from the standard rates.

**Nobel House Project - Quote Matrix Booking - UKHSA - 5 sites Nov22**

**Overall Costs – Current Year**

Service / Product Area - Current Year	Total
Resource Subscriptions	
Signage	
Floorplan Kiosks	

**Total cost £30,011.00**

**D. 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 Order Form.

There are no sub-contractors required for the delivery of the service. Ongoing support is provided via a 3<sup>rd</sup> party service desk however all support costs are included in the annual subscription charges.

**E. 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.

Clients have direct access to detailed management information and analytics on the main Matrix Booking service. The client support personnel will also have direct access to the Matrix support portal to raise, track and report on any issues.

**F. Invoicing**

Please detail any specific invoicing requirements here

- Subscriptions are invoiced annually in advance (or for the remaining months of the current subscription year)
- Professional services are invoiced monthly in arrears as used
- Payment terms 30 Days

- Invoices to have UKHSA P/O number
- Invoices to be sent to

Email: [REDACTED]

or

Accounts Payable

UKHSA Porton

Manor Farm Road,

Porton Down, Wiltshire

SP4 0JG

### **G. Cancellations**

Any variations to the standard cancellation terms detailed within the service specification should be captured here. Standard requirements from the specification are included for reference but may be amended to reflect local requirements.

- Clients can request to cancel their subscription at any time however there are no refunds provided for unused subscriptions.
- Clients must inform Matrix Booking in writing (email is acceptable) if and when they wish to cease using the service
- Clients can adjust the resource subscriptions levels downwards if required on at each annual renewal.

### **H. Complaints/Escalation Procedure**

Please detail any requirements regarding this

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.

Matrix Booking provides all clients with direct access to the global service portal on which issue severity and priority can be tracked. Each client will have a nominated account manager to which issues can be escalated if they are not satisfactorily dealt with by the core support service.

### **I. Termination**

Standard requirements are provided below as an example but may be amended to reflect local requirements.

Either party may terminate this Agreement without liability to the other if:

- the other party commits a material breach of any of the terms of this Agreement and (if such a breach is remediable) fails to remedy that breach within 30 days of that party being notified in writing of the breach;
- the other party repeatedly breaches any of the terms and conditions of the Agreement in such a manner as to reasonably justify the opinion that its conduct is inconsistent with it having the intention or ability to give effect to the terms and conditions of the Agreement; or
- the other party becomes or is declared insolvent, is the subject of any proceeding relating to its liquidation, winding-up, insolvency or the appointment of a receiver, administrator or similar officer, makes an assignment for the benefit of all or substantially all of its creditors or enters into an agreement for the composition, extension or readjustment of all or substantially all of its obligations.

On termination of this Agreement for any reason:

- all licences granted under this Agreement shall immediately terminate;
- the Customer shall make no further use of any equipment, property, Documentation or other items (or any copy thereof) belonging to Matrix Booking

## 6. Other Requirements

### A. Variation to Standard Specification

Please list any agreed variations to the specification of requirements

The clients can add services to this agreement in accordance with the published NHS SBS Framework pricelist if required.

### B. Other Specific Requirements

Please list any agreed other agreed requirements

None

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