

# Service Level Agreement (Order Form)

## Framework details

Title: Internal and External Audit, Counter Fraud and Financial Assurance Services  
Reference: SBS/20/MA/ZY/10024  
Contract Duration: From 16th November 2020 for two years. NHS SBS may extend it for an additional 12 months and then a further 12 months, if required  
Max End Date: 15th November 2024  
NHS SBS Contacts: [nsbs.nhsbusinessservices@nhs.net](mailto:nsbs.nhsbusinessservices@nhs.net)

## Order Form details

This Order Form is between the following parties and in accordance with the Terms and Conditions of the Framework Agreement.

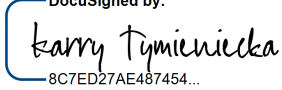
Period of the Agreement	Effective Date	9 <sup>th</sup> January 2024	Expiry Date	8 <sup>th</sup> January 2027
Extension(s)	Effective Date	9 <sup>th</sup> January 2027	Expiry Date	9 <sup>th</sup> January 2028

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 Authority 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	Grant Thornton UK LLP
Name of Supplier Authorised Signatory	Joanne E Brown
Job Title of Supplier Authorised Signatory	Partner, Audit - Public Sector
Address of Supplier	30 Finsbury Square, London, EC2A 1AG
Signature of Authorised Signatory	<div>DocuSigned by:  C06CDAE2CA7416...</div>
Date of Signature	23 February 2024   14:47 GMT

**Authority Order Form Signature panel**

The "Authority"	
Name of Authority	The Royal Marsden NHS Foundation Trust
Name of Authority Authorised Signatory	Karry Tymieniecka
Job Title	Interim Chief Financial Officer
Contact Details email	Karry.Tymieniecka@rmh.nhs.uk
Contact Details phone	020 7808 2646
Address of Authority	203 Fulham Rd, London, SW3 6JJ
Signature of Authority Authorised Signatory	<div> DocuSigned by:    8C7ED27AE487454... </div>
Date of Signature	23 February 2024   16:28 GMT

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.

**Table of Contents**

1. Agreement Overview
2. Goals & Objectives
3. Stakeholders
4. Periodic Review
5. Service Requirements
  - a. Services Provided
  - b. Goods Provided
  - c. Price / Rates
  - d. Sub-contracting
  - e. Management Information
  - f. Invoicing
  - g. Cancellations
  - h. Complaints / Escalation Procedure
  - i. Termination
6. Other Requirements
  - a. Variation to Standard Specification
  - b. Other Specific Requirements

## 1. Agreement Overview

This Agreement represents an Order Form between **The Royal Marsden NHS Foundation Trust** (The Authority) and **Grant Thornton UK LLP** (The Supplier) for the provision of External Audit Services. This Agreement remains valid until superseded by a revised agreement mutually endorsed by both parties. This Agreement outlines the parameters for External Audit 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 Internal and External Audit, Counter Fraud and Financial Assurance Services to the Authority by the Supplier. The **goal** of this Agreement is to obtain mutual agreement for Internal and External Audit, Counter Fraud and Financial Assurance Services provision between the Supplier and Authority.

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 Authority.

## 3. Stakeholders

The primary stakeholders from the Supplier and the Authority 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:** Joanne E Brown

**Authority Contact:** Karry Tymieniecka

## 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 Authority

Lot 1 - External Audit Services

## B. Goods Provided

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

None.

## C. 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.

The annual external audit is £210,000.00 whilst RM Medicines is circa £50k and will be agreed once scope is discussed. Thereafter on an annual basis, under the framework agreement conditions the Authority and Supplier will review the external audit fee in accordance with relevant inflation rates, year on year.

External audit fee breakdown as per NHS SBS rates:

### ROYAL MARSDEN NHS EXTERNAL AUDIT BREAKDOWN FOR 23-24 FEE

Audit Grade	Days input	SBS Rate	Total cost
Partner	15	1,500	22500
Director		1,500	0
Audit Manager	38	1,000	38000
Senior Auditor	95	700	66500
Audit Assistant		500	0
Trainee	150	450	67500
Specialised staff	15	700	10500
Auditor Expert [Valuations]		700	5,000
	Total		210000

## 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.

None of the services are subcontracted to third party.

## E. Management Information (MI)

Suppliers should provide Management Information as standard on a monthly basis. The Authority should detail any additional management information required and the frequency of provision here.

- 1.1 The Supplier shall provide such management information as the Authority may request from time to time within seven (7) Business Days of the date of the request. The Supplier shall supply the management information to the Authority in such form as may be specified by the Authority and, where requested to do so, the Supplier shall also provide such management information to another Contracting Authority, whose role it is to analyse such management information in accordance with UK government policy (to include, without limitation, for the purposes of analysing public sector expenditure and planning future procurement activities) ("**Third-Party Body**"). The Supplier confirms and agrees that the Authority may itself provide the Third-Party Body with management information relating to the Services purchased, any payments made under this Contract, and any other information relevant to the operation of this Contract.
- 1.2 Upon receipt of management information supplied by the Supplier to the Authority and/or the Third-Party Body, or by the Authority to the Third-Party Body, the Parties hereby consent to the Third-Party Body and the Authority:
  - 1.2.1 storing and analysing the management information and producing statistics; and
  - 1.2.2 sharing the management information or any statistics produced using the management information with any other Contracting Authority.
- 1.3 If the Third-Party Body and/or the Authority shares the management information or any other information provided under Clause 1.2, any Contracting Authority receiving the management information shall, where such management information is subject to obligations of confidence under this Contract and such management information is provided direct by the Authority to such Contracting Authority, be informed of the confidential nature of that information by the Authority and shall be requested by the Authority not to disclose it to anybody that is not a Contracting Authority (unless required to do so by Law).
- 1.4 The Authority may make changes to the type of management information which the Supplier is required to supply and shall give the Supplier at least one (1) month's written notice of any changes.

## F. Invoicing

Please detail any specific invoicing requirements here

The Authority shall verify and pay each valid and undisputed invoice received within thirty (30) days of receipt of such invoice at the latest.

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.

None.

H. Complaints/Escalation Procedure

Please detail any requirements regarding this

The management levels at which a Complaint/ Escalation may be dealt with as referred to as part of the Dispute Resolution Procedure are as follows:

Authority representative	Supplier representative
Karry Tymieniecka	Joanne E Brown
Interim Chief Financial Officer	Partner, Audit - Public Sector

I. Termination

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

The Authority may terminate this Order Form by issuing a Termination Notice to the Supplier at any time on three (3) months’ written notice.

Persistent failure by the Supplier to meet the agreed service levels as specified within the Order Form may lead to the Contract being terminated or alternative Supplier(s) being appointed by the Authority to maintain levels of service-to-service users.

Prior to termination the complaints and escalation procedure should be followed to attempt to resolve any issue. Should suitable resolution not be achieved, the Authority will be allowed to terminate the Agreement immediately.

6. Other Requirements

A. Variation to Standard Specification

Please list any agreed variations to the specification of requirements

None.

## **B. Other Specific Requirements**

Please list any agreed other agreed requirements

None.