

1421 Document 2
Contract Reference: AGEMCSU/TRANS/23/1421
**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: 3rd July 2018
 Framework End Date: 2nd July 2022, extended until 29th September 2023
 NHS SBS Contacts: Nic Langman, nsbs.nhsbusinessservices@nhs.net, 07966 824 815

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	January 2023	Expiry Date	August 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	Carnall Farrar Limited
NHS SBS Supplier Reference #	
Name of Supplier Authorised Signatory	
Job Title of Supplier Authorised Signatory	
Address of Supplier	1 Lyric Square, Hammersmith, London, W6 0NB
Signature of Authorised Signatory	
Date of Signature	07/08/23

Customer SLA Signature panel

The "Customer"	
Name of Customer	NHS Arden and Greater East Midlands Commissioning Support Unit (AGEM CSU)
Name of Customer Authorised Signatory	
Job Title	
Contact Details email	
Contact Details phone	
Address of Customer	(Head Office) St John's House, East Street, Leicester LE1 6NB
Signature of Customer Authorised Signatory	
Date of Signature	07/08/23

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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nsbs.nhsbusinessservices@nhs.net

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1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between *CF* and *NHS Arden and Greater East Midlands Commissioning Support Unit (AGEM)* 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 This Agreement remains valid until superseded by a revised agreement mutually endorsed by both parties.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

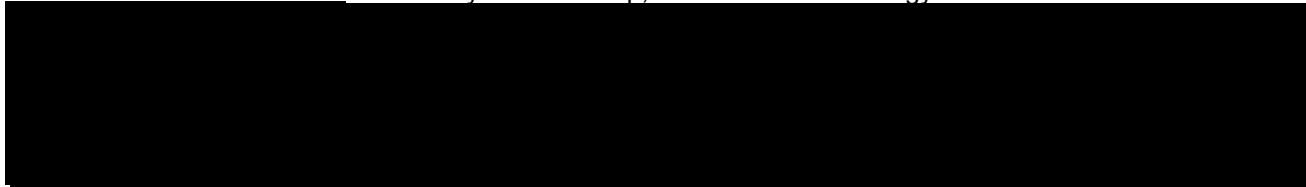
This Agreement is valid from the **Effective Date** outlined herein and is valid until the **Expiry Date** as agreed.

5. Service Requirements

A. Services Provided

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

Lot: 1 Healthcare Business Consultancy – Leadership, Governance & Strategy



B. Business Hours

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

9am-6pm Mon-Fri

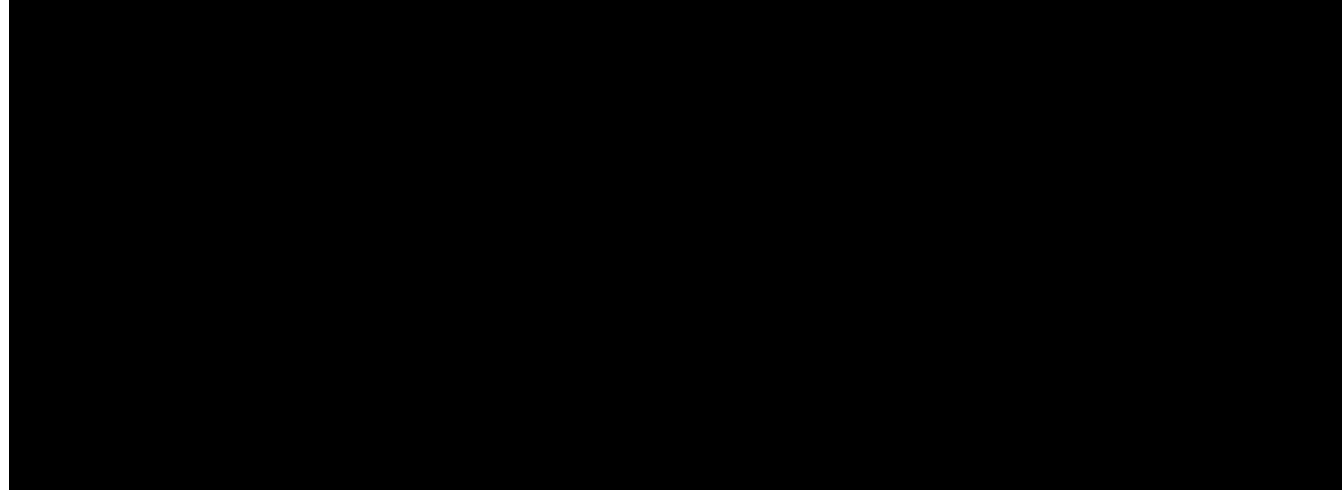
C. DBS

The Customer should detail the level of DBS check requirement

N/A

D. Price/Rates

Total Estimated Contract Value: £49,500 exc VAT



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.

As per stated within specification

G. Invoicing

Please detail any specific invoicing requirements here

Payment made by BACS

NHS Arden and GEM CSU
ODE Payables M405
Shared Business Service
PO Box 312
LEEDS
LS11 1HP
Invoices: sbs.apinvoicing@nhs.net

Purchase order numbers must be quoted on all invoices.

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

N/A.

J. Termination

The standard procedure is detailed below

Failure by the Contractor to meet the agreed specification 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

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A. Variation to Standard Specification

Please list any agreed variations to the specification of requirements

Not applicable

B. Other Specific Requirements

Please list any agreed other agreed requirements

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