

Construction Consultancy Services Service Level Agreement (SLA)

Framework Details

Title: **Construction Consultancy Services**
 Reference: **SBS/17/NH/PZR/9256**
 Framework Duration: **4 years**
 Framework End Date: **31 March 2022**
 NHS SBS Contacts: **Dave Taylor (0161 212 3728)**

dave_taylor@nhs.net

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 | 20/07/2020 | Expiry Date | 18/09/2020 |
|---|----------------|------------|-------------|------------|

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 | OVE ARUP & PARTNERS LIMITED |
| NHS SBS Supplier Reference # | SBS/17/NH/PZR/9256/146 |
| Name of Supplier Authorised Signatory | [REDACTED] |
| Job Title of Supplier Authorised Signatory | [REDACTED] |
| Address of Supplier | 13 Fitzroy Street London W1T 4BJ |
| Signature of Authorised Signatory | [REDACTED] |
| Date of Signature | |

Customer SLA Signature panel

| The "Customer" | |
|--|---|
| Name of Customer | THE SECRETARY OF STATE FOR ENVIRONMENT, FOOD AND RURAL AFFAIRS |
| 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 Westminster London SW1P 3JR |
| Signature of Customer Authorised Signatory | [REDACTED] |
| Date of Signature | (dd/mm/yyyy) |

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:
dave_taylor@nhs.net

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1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between **OVE ARUP & PARTNERS LIMITED** and **THE SECRETARY OF STATE FOR ENVIRONMENT, FOOD AND RURAL AFFAIRS** for the provision of Construction Consultancy Services. This Agreement remains valid until superseded by a revised agreement mutually endorsed by both parties. This Agreement outlines the parameters for all Construction 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 Construction Consultancy Services to the Customer by the Supplier. The **goal** of this Agreement is to obtain mutual agreement for Construction 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.

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.

5. Service Requirements

A. Services Provided

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

Due to the scale of the change at the Weybridge site, to fully deliver the anticipated benefits, APHA and Defra Group Property (DgP) will transform their ways of working. To realise this change, the SCAH Programme is comprised of three interdependent elements:

- Facilities Transformation (Capital Programme)
- APHA (Science) Transformation
- DgP (Asset Management) Transformation

Through working closely with key Defra and APHA stakeholders, the consultant is required to capture the ambition and high-level scope of transformation across the following areas:

(a) Science: the future of science, APHA's ambition (policy driven) and outcomes required in the next 10+ years;

(b) DgP Estates: estates management of the Weybridge site and facilities, including definition of the future delivery model and service levels required;

The Delivery Partner is required to include the following in the Transformation Discovery study:

- Scope of the scale of ambition of transformation across the three areas: APHA Science, DgP Estates and Digital. This will be used to inform the future development of Target Operating Models.
- Identify the following:
 - Number and type of processes that will be impacted;
 - Roles and number of people that will be impacted;
 - Gap analysis/upskilling/training of impacted people;
 - Number and type of systems that will be impacted;
 - Recommended Target Operating Model principles which will drive out what critical ways of working changes are needed to inform ongoing design and development; and

High level view of the possible Target Operating Model options (key capabilities and functions).

- Exploration of options, informed from best practice from other similarly complex operational environments, for innovation and novel approaches (e.g. robotics and automation) to enhance people, processes and systems across the three areas.
- Verify that the transformation approaches should lead to the realisation of the benefits as defined in the Business Case.
- Define how the Transformation Programmes should interrelate with each other and align to the Facilities Programme.
- Consideration as to how Delivery Partner(s) support can be packaged to ensure the programme receives the right advice at the right time and from the right people.
- Preparation of scope, requirements document and evaluation criteria to support the procurement process for the Transformation Consultant.

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

Standard check, please note the site will be moving to CTC

D. Price/Rates

£117,467

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.

Weekly progress to be reported against stated deliverables outlined in Section A.

G. Invoicing

Please detail any specific invoicing requirements here

Invoices to be submitted as per the service requirements in Section A.

H. Complaints/Escalation Procedure

The standard procedure is detailed below

Any Complaints and Escalations should be discussed between DEFRA and ARUP. Issues which cannot be resolved should be escalated to the NHS SBS department.

I. Audit Process

Please detail any Customer audit requirements

DEFRA reserves the right to conduct an audit of the supplier to ensure compliance with the agreed terms and conditions.

J. Termination

The standard procedure is detailed below

Defra reserve the right to terminate in accordance with the termination clauses in the Framework contract – clauses 15, 16 and 17.

6. Other Requirements

Please list and agree the key requirements of the service

As per the service requirements in Section A.

A. Variation to Standard Specification

Please list any agreed variations to the specification of requirements

n/a

B. Other Specific Requirements

Please list any agreed other agreed requirements