

# Construction Consultancy Services 2

## Service Level Agreement (SLA)



## Framework Details

Title: **Construction Consultancy Services 2**  
 Reference: **SBS/17/NH/PZR/9256**  
 Framework Duration: **4 years**  
 Framework End Date: **31 March 2022**  
 NHS SBS Contact: **Dave Taylor** (07740 418409) [dave\\_taylor@nhs.net](mailto:dave_taylor@nhs.net)  
                                   **Brindsley Foster** (07821810646) [brindsley.foster@nhs.net](mailto:brindsley.foster@nhs.net)

## Service Level Agreement Details

This Service Level Agreement (SLA) is between the following parties

Period of the Service Level Agreement (SLA)	Effective Date	4/10/2021	Expiry Date	17/12/2021
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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	WSP UK Limited
NHS SBS Supplier Reference #	SBS/17/NH/PZR/9256
Name of Supplier Authorised Signatory	[REDACTED]
Job Title of Supplier Authorised Signatory	[REDACTED]
Address of Supplier	The Mailbox, Level 2, 100 Wharfside Street, Birmingham, B1 1RT
Signature of Authorised Signatory	[REDACTED]
Date of Signature	[REDACTED]

## Customer SLA Signature panel

The "Customer"	
Name of Customer	Department for Environment, Food & Rural Affairs
Name of Customer Authorised Signatory	[REDACTED]
Job Title	[REDACTED]
Contact Details email	[REDACTED]
Contact Details phone	[REDACTED]
Address of Customer	Department for Environment, Food & Rural Affairs Nobel House Area 1   17 Smith Square   London   SW1P 3JR
Signature of Customer Authorised Signatory	[REDACTED]
Date of Signature	[REDACTED]

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:

[nsbs.construction@nhs.net](mailto:nsbs.construction@nhs.net)

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### 1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between **WSP UK LTD** 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 Call off 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.

Construction Consultancy Supplier Contact: [REDACTED]

Construction Consultancy Customer Contact: [REDACTED]

#### 4. Estimated Duration of Contract

## Shared Business Services

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 12 Ancillary Services*

*Following the completion of the SCAH CBRS reports, Defra are currently identifying tasks that will form Tranche 1a of the next phase of the project. WSP are required to provide consultancy support, as directed by the Customer. The areas that could potentially be included are:*

<i>Theme ref.</i>	<i>Theme</i>
3.1	Sustainability strategic requirements
4.4	Confirm incineration solution
4.5	Validate estates condition baseline
4.6	Confirm extent of SSB upgrade required
5.3	Confirm approaches for buildings B1, 4, 4 annexe, 11, 55, 57, 64, 94, 96, 97, 132, 268, 270, and M

*As the detailed level of assistance required is not currently known, the maximum value of the contract is based on the following requested level:*

- A maximum period of 13 weeks from 20th September 2021 to 17th December 2021*
- Equivalent of 4 person days per week*
- At Senior PM/Technical Director Grade.*

##### 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

*CTC Security vetting required*

##### D. Price/Rates inc. estimated total value

*Fully reimbursable fees with a budget of: £46,410 (excluding VAT)*

*Forty-six thousand, four hundred and ten pounds sterling*

*This fee is based on the following hours estimate :*

<i>Role</i>	<i>Hours Estimate</i>	<i>Rate /hr</i>	<i>Total</i>
Technical director / Senior PM	390	£119	£46,410

#### **E. Sub-contracting**

Subcontracting of services by Suppliers is allowed, both to Framework

## **Shared Business Services**

suppliers and to non-Framework suppliers. Any Supplier sub-contracting will be fully responsible for liability and ensuring standards are maintained in line with the framework and this SLA.

*TBC*

#### **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.

*Monthly reporting, as previously required for CBRS contract.*

#### **G. Invoicing**

Please detail any specific invoicing requirements here

*N/A*

#### **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 in accordance with the terms of the framework.*

#### **I. Audit Process**

Please detail any Customer audit requirements

*The supplier shall forthwith and at its own expense provide to the customer all records, documents, etc. the customer shall reasonably require for the purposes of financial and operational audit of the services provided by the supplier.*

#### **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 this approach not result in a satisfactory outcome, the Customer may decide to terminate the Service Level Agreement in accordance with the terms of the framework.*

#### **K. KPIs and Other Requirements**

Please list and agree the key requirements of the service

*N/A*

**L. Variation to Standard Specification**

Please list any agreed variations to the specification of requirements

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N/A

**M. Other Specific Requirements**

Please list any agreed other agreed requirements

N/A

**N. Supplementary Conditions of Contract**

The terms of the NHS SBS Construction Consultancy Services Framework Agreement will supplement and complement the terms of any Supplementary Conditions of Contract. However, in the event of any conflict or discrepancy between the terms of a Supplementary Conditions of Contract and the terms of the Call off Agreement the terms of the relevant Supplementary Conditions of Contract will prevail, in the order it is listed below:

N/A



Shared Business Services

## NHS Shared Business Services Limited

Registered in England, No. 5280446

Registered address:

Three Cherry Trees Lane, Hemel Hempstead, Hertfordshire, HP2 7AH

[www.sbs.nhs.uk](http://www.sbs.nhs.uk)

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