

**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: [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 Service Level Agreement (SLA)	Effective Date	15/08/2018	Expiry Date	31/12/2018
---	----------------	------------	-------------	------------

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	Essentia Trading Limited
NHS SBS Supplier Reference #	SBS/17/NH/PZR/9256/68
Name of Supplier Authorised Signatory	[REDACTED]
Job Title of Supplier Authorised Signatory	[REDACTED]
Address of Supplier	2nd Floor, 200 Great Dover Street London SE1 4YB
Signature of Authorised Signatory	
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	
Date of Signature	

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:** [REDACTED]

## Table of Contents

1. Agreement Overview
2. Goals & Objectives
3. Stakeholders
4. Periodic Review
5. Service Requirements
  - A Services Provided**
  - B Business Hours**
  - C DBS Check**
  - D Price/Rates**
  - E Sub-Contracting**
  - F Management Information**
  - G Invoicing**
  - H Complaints/Escalation Procedure**
  - I Audit Process**
  - J Termination**
6. Other Requirements
  - a. Variation to Standard Specification
  - b. Other Specific Requirements

### 1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between *Essentia Trading Limited* and *Defra* 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.

**Construction Consultancy Supplier Contact:** [REDACTED]

**Construction Consultancy 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

For the provision of Management case support as part of the production of an Outline Business Case for the Masterplan re-development of the Weybridge site.

Management Case support;

- Providing content and assistance in drafting of evidence from similar programmes and lessons learned
- Reviewing and assuring that programme and project management arrangements includes the necessary arrangements for high-containment project delivery
- Reviewing and assuring that project roles and responsibilities includes the necessary coverage for managing high-containment project delivery
- Working with the Commercial Case lead and other stakeholders to develop and draft the programme delivery plan and schedule of activity to the level required in an OBC
- Reviewing and assuring the outline arrangements for risk management and post project evaluation, to ensure the necessary arrangements are in place for a programme of this type and scale.

### B. Business Hours

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

Essentia Trading Limited | Guy's & St Thomas' NHS Foundation Trust

### C. DBS

The Customer should detail the level of DBS check requirement

Standard Check

### D. Price/Rates

Capped to the value of

### 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.

Essentia to provide Management Information as required by Defra's nominated Programme Management team.

### G. Invoicing

Please detail any specific invoicing requirements here

Payment 30 days from invoice

### H. Complaints/Escalation Procedure

The standard procedure is detailed below

In the first instance any Complaints and Escalations should be discussed between DEFRA and Essentia. 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

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 suitable resolution not be achieved, the Customer will be allowed to terminate the SLA immediately.

**6. Other Requirements**

Please list and agree the key requirements of the service

n/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

n/a