

## 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] [REDACTED] [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	28 June 2021	Expiry Date	30 June 2022
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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	HOARE LEA LLP
NHS SBS Supplier Reference #	SBS/17/NH/PZR/9256/92
Name of Supplier Authorised Signatory	[REDACTED]
Job Title of Supplier Authorised Signatory	Partner / Partner
Address of Supplier	155 Aztec West Almondsbury Bristol BS32 4U
Signature of Authorised Signatory	[REDACTED]
Date of Signature	24/06/2021

### 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	Commercial Director
Contact Details email	[REDACTED]
Contact Details phone	
Address of Customer	Nobel House 17 Smith Square Westminster London SW1P 3JR
Signature of Customer Authorised Signatory	

Date of Signature	(dd/mm/yyyy)
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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:**

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## 1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between **HOARE LEE LLP** 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 This Agreement remains valid until superseded by a revised agreement mutually endorsed by both parties.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

The provision of MEP Design/ Design Management support to the FMR programme at Weybridge. The programme has been underdelivered for several years and we are entering a period in which over the next 2 years it needs to be brought into significantly better order. This year's programme is based on an out turn of projects totalling £3.4 M. The work involves delivering against pre-drawn and identified projects of replacement and upgrades to support key science programmes. The function of design manager is to define scope, look at the design in regards key services infrastructure and deliver a design solution that is in line with the requirements aligned to the common standards within the site and wider , to closely work with the teams and stakeholders to enable this to happen and the project to be delivered. This includes liaison with the incumbent facilities provider as regards planned shutdowns and systems.

### B. Business Hours

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

██████████  
155 Aztec West  
Almondsbury  
Bristol,  
BS32 4UB  
  
██████████  
██████████

### C. DBS

The Customer should detail the level of DBS check requirement

All staff working on site/projects must have a minimum of CTC clearance.

### D. Price/Rates

£150,000.00

### 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.

Monthly progress to be reported against stated deliverables.

### **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 Hoare Lee. 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

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

Any meetings required to be held at Defra Weybridge, unless otherwise agreed between the client and project manager.