

Consult 18: Multidisciplinary Consultancy Services Service Level Agreement (SLA)

Framework details

Title: Consult 18: Multidisciplinary Consultancy Services
Reference: [REDACTED]
Framework Duration: 3rd July 2018
Framework End Date: 2nd July 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	12.10.2022	Expiry Date	31.12.2022
---	----------------	------------	-------------	------------

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	Freshwater UK
NHS SBS Supplier Reference #	[REDACTED]
Name of Supplier Authorised Signatory	[REDACTED]
Job Title of Supplier Authorised Signatory	[REDACTED]
Address of Supplier	Raglan House Cardiff Gate Business Park Cardiff CF23 8BA
Signature of Authorised Signatory	[REDACTED]
Date of Signature	12.10.2022

Customer SLA Signature panel

The "Customer"	
Name of Customer	NHS Midlands and Lancashire CSU
Name of Customer Authorised Signatory	[REDACTED]
Job Title	[REDACTED]
Contact Details email	[REDACTED]
Contact Details phone	[REDACTED]
Address of Customer	Heron House 120 Grove Road Stoke on Trent ST4 4LX
Signature of Customer Authorised Signatory	[REDACTED]
Date of Signature	12.10.2022

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:

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 *Freshwater UK PLC* and *NHS Midlands and Lancashire CSU* 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 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-day 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** (12.10.22) outlined herein and is valid until the **Expiry Date** (31.12.2022) as agreed.

5. Service Requirements

A. Services Provided

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

The Supplier will work to a timetable to be determined by the Customer but will work in a highly flexible manner recognising that timescales may change, and the detailed requirements of this SLA may develop over the course of the contract.

The Supplier will conduct (with inputs from the Customer) a detailed diagnostic to determine the necessary and agreed contract requirements and deliverables. These are likely to include (but may not be limited to) the following:

Phase One - Discover and Develop

- Review key documents and communications collateral
- Identify key messages
- Develop a core narrative
- Assess audiences
- Interview key stakeholders

Phase Two - Create and Build

- Design a communications and engagement strategy augmenting the project communications as required
- Produce a communications suite including narrative, FAQs, and key messages
- Agree programme communications timetable
- Produce a stakeholder map and database

Phase Three - Refine and Recommend

- Develop a detailed long-term communication and engagement plan
- Develop or recommend assessment tools and measures
- Propose ongoing strategic communications advice and practical support as required
- Review and adapt activities according to progress, feedback, and emerging opportunities and priorities

B. Business Hours

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

████████████████████ 24/7
████████████████████ 24/7

C. DBS

The Customer should detail the level of DBS check requirement

DBS checks are not required for this particular contract.

D. Price/Rates

Please see below Freshwater UK's agreed day rates for the NHS SBS Consult 18: Multidisciplinary Consultancy Services framework.

This SLA covers the period to the end of December 2022. Over the course of this period Freshwater's total monthly fee invoicing will vary depending on the amount of time deployed each month by different consultants. It will likely not, however, exceed an aggregate monthly figure of [REDACTED] per month measured over the course of the contract, unless specifically agreed by the Customer. Total invoicing for the period of the contract (up to 31.12.2022) will not therefore exceed [REDACTED], unless specifically agreed by the Customer.

Freshwater will work with the Customer to undertake an early diagnostic to determine whether any additional costs may be necessary but no additional costs will be incurred without Customer approval.

Freshwater Framework rates:

Supplier Name	
Freshwater UK PLC	
Freshwater UK PLC	
Freshwater UK PLC	
Freshwater UK PLC	
Freshwater UK PLC	
Freshwater UK PLC	
Freshwater UK PLC	
Freshwater UK PLC	

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.

Freshwater will not be subcontracting any part of this contract without the prior agreement of the customer.

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.

The Supplier will provide a monthly report covering time deployed over the previous month and activities undertaken. In addition, the Supplier will report to regular programme progress meetings as required by the Customer.

G. Invoicing

Please detail any specific invoicing requirements here

Invoicing will take place monthly in arrears, through a billing system to be advised by the Customer, against a Customer purchase order number.

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

Monthly invoices and monthly reports will be scrutinised by the Customer on an ongoing basis. The Supplier will be available to provide any clarification as required.

J. Termination

The standard procedure is detailed below

Persistent failure by the Supplier 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 with written notice of a minimum of one month to end on the last day of any calendar month.

6. Other Requirements

Please list and agree the key requirements of the service

See 5A above.

A. Variation to Standard Specification

Please list any agreed variations to the specification of requirements

None

B. Other Specific Requirements

Please list any agreed other agreed requirements

Freshwater's and MLCSU's standard terms and conditions of trade are agreed as an addendum to this Service Level Agreement.