

## Inventory Management & Neutral Wholesale Services - (SLA)

### Framework details

Title: Inventory Management & Neutral Wholesale Services  
 Reference: SBS/14/MN/ZWC/8635  
 Contract Duration: 1<sup>st</sup> November 2022- 31<sup>st</sup> October 2024 (extension options taken)  
 NHS SBS Contacts: Sarah Findlay E: [sarah\\_findlay@nhs.net](mailto:sarah_findlay@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	01/11/2022	Expiry Date	31/10/2024
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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 suppliers 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	Omnicell Ltd (was Avantec)
NHS SBS Supplier Reference #	
Name of Supplier Authorised Signatory	Cyrus Hodivala
Job Title of Supplier Authorised Signatory	Commercial Director UK and I
Address of Supplier	Omnicell UK Ltd, River Bend Technology Centre, 2 Omega Drive, Irlam M44 5GR
Signature of Authorised Signatory	
Date of Signature	Nov 18, 2022

### Customer SLA Signature panel

The "Customer"	
Name of Customer	Arden & Greater East Midlands Commissioning Support Unit
Name of Customer Authorised Signatory	Mahesh Mistry
Job Title	Deputy Director Clinical Services
Contact Details email	
Contact Details phone	
Address of Customer	Westgate House, Market Street, Warwick, CV344DE
Signature of Customer Authorised Signatory	
Date of Signature	09/11/2022

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 to [sarah\\_findlay@nhs.net](mailto:sarah_findlay@nhs.net)

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### 1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between **Omnicell Ltd** and **NHS Arden and GEM CSU** for the provision of **Inventory Management & Neutral Wholesale Services**. This Agreement remains valid until superseded by a revised agreement mutually endorsed by both parties. This Agreement outlines the parameters for all Inventory Management & Neutral Wholesale 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 Inventory Management & Neutral Wholesale Services to the Customer by the Supplier. The **goal** of this Agreement is to obtain mutual agreement for Inventory Management & Neutral Wholesale Services 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.

**Inventory Management & Neutral Wholesale Services Supplier Contact:** *Omnicell Ltd*

**Inventory Management & Neutral Wholesale Services Customer Contact:** *NHS Arden and GEM CSU*

### 4. Periodic Review

This Agreement is valid from the **07/11/2022** outlined herein and is valid until the **06/11/2024** as agreed.

**No extension required**

## 5. Service Requirements

### A. Services Provided

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

Arden GEM CSU are requesting that the supplier source and deliver the following compliance aids listed in section D below, on request.

### B. Business Hours

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

For placing and processing Purchase Orders – please call Orders UK Team, Tel: 0161 413 5333 – select Option 2 or please send through by email to [Ordersuk@omnicell.com](mailto:Ordersuk@omnicell.com)  
For any other queries please refer to [REDACTED]

### C. DBS

The Customer should detail the level of DBS check requirement

Not applicable

### D. Price/Rates

[REDACTED]

### 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.

Confirmed

### 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.

Not applicable

### **G. Invoicing**

Please detail any specific invoicing requirements here

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NHS Arden and GEM CSU  
ODE Payables M405  
Shared Business Service  
Phoenix House  
Topcliffe Lane  
Wakefield  
WF3 1WE

Invoices: sbs.apinvoicing@nhs.net

Invoices must have a purchase order number quoted.

### **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

Not applicable

### **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

Not applicable

### **A. Variation to Standard Specification**

Please list any agreed variations to the specification of requirements

Not applicable

### **B. Other Specific Requirements**

Please list any agreed other agreed requirements

Not applicable