

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: **31st March 2023**
 NHS SBS Contact: [REDACTED]

Service Level Agreement Details


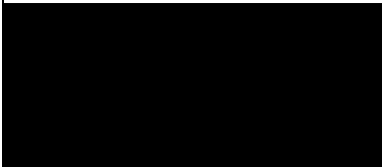

This Service Level Agreement (SLA) is between the following parties and in accordance with the Terms and Conditions of the Framework Agreement.

Period of the Service Level Agreement (SLA)	Effective Date	30 March 2023	Expiry Date	29 March 2024
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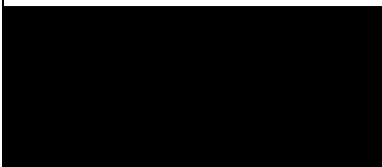

Unless otherwise agreed by both parties, this SLA will remain in force until the expiry date agreed above. If no extension/renewal is agreed and the customer continues to access the supplier's services, the terms of this agreement shall apply on a rolling basis until the overarching Framework expiry date.

Supplier SLA Signature panel

Shared Business Services

The "Supplier"	
Name of Supplier	Mott MacDonald Ltd
NHS SBS Supplier Reference #	SBS/17/NH/PZR/9256
Name of Supplier Authorised Signatory	
Job Title of Supplier Authorised Signatory	Technical Principal
Address of Supplier	Mott MacDonald House, 8-10 Sydenham Road, Croydon, CR0 2EE
Signature of Authorised Supplier Signatory	
 Full Name :  Job Title/Role : Technical Principal Date Signed : 24/3/23	

Customer SLA Signature panel

The "Customer"	
Name of Customer	NHS England
Name of Customer Authorised Signatory	Vicky Gaulter
Job Title	Director of Financial Control
Address of Customer	Wellington House, 133-155 Waterloo Road, London, SE1 8UG
Signature of Customer Authorised Customer Signatory	
 Full Name :  Job Title/Role : Director of Financial Control Date Signed : 27 March 2023	

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

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1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between **Mott MacDonald Ltd** and **NHS England** 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], Technical Principal

Construction Consultancy Customer Contact: [REDACTED] RAAC Regional Programme Officer – East of England

4. Estimated Duration of Contract

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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 3 Civil and Structural Engineering

To deliver to NHS England - East of England region a structural engineering consultancy service and a 24/7 on call service to provide technical guidance and advice specialising in the management of Reinforced Autoclaved Aerated Concrete (RAAC) planks.

The provider will deliver on mandatory deliverables to the specified timeframe detailed below:

Redacted

B. Business Hours

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

Redacted

C. DBS

The Customer should detail the level of DBS check requirement

Not Used.

D. Price/Rates inc. estimated total value

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 liability and ensuring standards are maintained in line with the framework and this SLA.

Not Used

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.

Redacted

G. Invoicing

Please detail any specific invoicing requirements here

Redacted

H. Complaints/Escalation Procedure

The standard procedure is detailed below

Redacted

I. Audit Process

Please detail any Customer audit requirements

Shared Business Services

Not Used

J. Termination

The standard procedure is detailed below

Redacted

K. KPIs and Other Requirements

Please list and agree the key requirements of the service

Redacted

L. Variation to Standard Specification

Please list any agreed variations to the specification of requirements

Not Used

M. Other Specific Requirements

Please list any agreed other agreed requirements

Not Used

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 Framework Agreement the terms of the relevant Supplementary Conditions of Contract will prevail, in the order it is listed below:

1. NHSE_MMD_EoE RAAC Planks Structural Engineering Technical Services_Call Off Terms and Conditions of Contract_ SBS/17/NH/PZR/9256

Redacted

Appendix 2

Tender Clarification Log

Redacted



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

Shared vision. **Better together**