

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: **31 March 2022**
 NHS SBS Contact: [REDACTED] (07821 [REDACTED]) [REDACTED]@nhs.net
 [REDACTED]@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	13 August 2021	Expiry Date	31 March 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	WSP
NHS SBS Supplier Reference #	SBS/17/NH/PZR/9256
Name of Supplier Authorised Signatory	[REDACTED]
Job Title of Supplier Authorised Signatory	[REDACTED]
Address of Supplier	WSP House 70 Chancery Lane London WC2A 1AF
Signature of Authorised Signatory	[REDACTED]
Date of Signature	(dd/mm/yyyy) 23/08/21

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	[REDACTED]
Date of Signature	(dd/mm/yyyy) 23/0/8/2021

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

Table of Contents

1. Agreement Overview
 2. Goals & Objectives
 3. Stakeholders
 4. Estimated Duration of Contract
 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
 - K KPIs and Other Requirements
 - L Variation to Standard Specification

1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between **WSP UK Ltd** 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. Estimated Duration of Contract

Shared Business Services

This Agreement is valid from the **13 August 2021 Date** outlined herein and is valid until the **31 March 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 services provided by WSP for this agreement are detailed in proposal 70083513 P1v1 dated 28 April 2021. Under NHS SBS framework *LOT 9 Environmental Consultants (incl. BREEAM and SKA)*

Foot-and-mouth disease (FMD) disposal sites – proposal for microbiological baseline characterisation preliminary scoping study

Consultancy services to undertake a preliminary scoping study to research and define the specification for microbiological baseline characterisation at the FMD disposal sites. The sites understood to require assessment are:

- § Watchtree (site #598), Cumbria;
- § Birkshaw Forest (site # 730), Dumfries and Galloway;
- § Throckmorton Airfield aka Ridgeway Ground (site # 617), Worcestershire;
- § Tow Law (site # 599), County Durham, and;
- § Widdrington Colliery (site # 614), Northumberland.

The baseline characterisation works will be highly specialised and involve an extensive undertaking requiring careful planning in order to accurately define the technical and financial aspects of the works. To that end WSP propose to undertake an initial study in order to:

- § Carry out a literature review of published research papers related to microbiological analyses associated with animal burial sites.
- § Consult with independent experts in microbiology in order to ensure the most appropriate and up to date laboratory analytical techniques are employed on the project.
- § Outline the objectives of the study and define the details of the technical specification including outlining the fieldwork/sampling methods and health and safety considerations.
- § Identify suitable monitoring locations for soil, groundwater and leachate analyses and define the suite of in-situ and laboratory parameters to be tested for.

Hold up to 2 virtual meetings with other stakeholders/advisors who have worked on the project, for example the sub-group of the Science Advisory Council (SAC) Sub-Group, Groundwater Protection and Restoration Group (GPRG), and, the James Hutton Institute (JHI) if required.

DELIVERABLES

WSP will deliver a costed technical specification and methodology for undertaking the microbiological baseline characterisation works.

In addition, provision has been made to hold up to 2 virtual meetings with other stakeholders/advisors including Defra.

B. Business Hours

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

Shrewsbury
Shropshire
SY1 2DP

T +44

M +44

E : [@wsp.com](mailto:info@wsp.com)

C. DBS

The Customer should detail the level of DBS check requirement

Standard Check

D. Price/Rates inc. estimated total value

The rates presented are those agreed in Lot 9 (Environmental) of the NHS SBS Framework.

Grade	Name	Rate	Hours	Cost (£)
Technical				
Technical				
Associate				
Senior				
Senior				
Total				£12,876.52

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.

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 update via email required

G. Invoicing

Please detail any specific invoicing requirements here

Payment 30 days from invoice, quoting customer reference number ECM 62106

H. Complaints/Escalation Procedure

The standard procedure is detailed below

In the first instance any complaints and escalations should be discussed between DEFRA and WSP. Issues which cannot be resolved will 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 this approach not result in a satisfactory outcome, the Customer may decide to terminate the Service Level Agreement in accordance with the terms of the framework.

K. KPIs and Other Requirements

Please list and agree the key requirements of the service

Shared Business Services

Section 'A' is sufficient.

L. Variation to Standard Specification

Please list any agreed variations to the specification of requirements

N/A

M. Other Specific Requirements

Please list any agreed other agreed requirements

N/A

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:

N/A



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**