



Audio Visual Solutions and Integrated Operating Theatres Service Level Agreement (SLA)

Framework details

Title: Audio Visual Solutions and Integrated Operating Theatres
Framework Ref: SBS10245
Framework Start Date: 17th November 2023
Framework End Date: 16th November 2025
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 | 18/12/2023 | Expiry Date | 17/12/2024 |
|---|----------------|------------|-------------|------------|

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.

Signed for and on behalf of the supplier:

DocuSigned by:
[Redacted]

Full Name: [Redacted]
Job Title/Role: [Redacted]
Date Signed: 15/12/2023

Signed for and on behalf of the customer:

DocuSigned by:
[Redacted]

Full Name: [Redacted]
Job Title/Role: [Redacted]
Date Signed: 15/12/2023

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:

[Redacted]

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1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between *CINOS Ltd* and *UK Health Security Agency* for the provision of Audio-Visual Solutions and Integrated Operating Theatres. This Agreement remains valid until superseded by a revised agreement mutually endorsed by both parties. This Agreement outlines the parameters for all Audio-Visual Solutions and Integrated Operating Theatres 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 Audio-Visual Solutions and Integrated Operating Theatres to the Customer by the Supplier. The **goal** of this Agreement is to obtain mutual agreement for Audio Visual Solutions and Integrated Operating Theatres 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.

UKHSA Commercial Lead Contact: [REDACTED]

UKHSA Operational Lead Contact: [REDACTED]

Supplier Operational Lead 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

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 Order Form.

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. This Agreement should be reviewed as a minimum once per financial year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

5. Service Requirements

A. Services Provided

Please detail the Lot(s) and Services that will be provided by the Supplier to the Customer

- Lot 2 – Completion of the National Response Centre (NRC) Audio Visual system on the 5th floor of 10 South Colonnade, to include procurement and installation of:
- the Cyviz system, which allows for content from multiple sources to be shown and manipulated on the existing panoramic display, similar to the 10SC Boardroom system video wall.
 - a UKHSA standard Poly Large Teams Room system which will allow for full screen Teams conferencing with a 'Front Row' Teams experience
 - a ceiling microphone array and speakers with a compact amplifier to provide enhanced audio coverage
 - 2 x 55" displays with Digital Signage and IPTV players included

B. Goods Provided

Please detail the goods to be provided or include an attachment with full details

See Appendix A

C. Price/Rates

Standard supplier pricing and rates are included within the pricing schedule. Please detail any discounts, volume arrangements or variations from the standard rates.

See Appendix A

D. 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.

This is not an ongoing service, rather a provision of equipment and the professional services to move existing equipment and install at a new location, so MI is not deemed necessary

E. Invoicing

Please detail any specific invoicing requirements here

Invoicing shall be made in line with the payment schedule set out in section 6.B. below

F. Cancellations

Any variations to the standard cancellation terms detailed within the service specification should be captured here. Standard requirements from the specification are included for reference but may be amended to reflect local requirements.

N/A

G. Complaints/Escalation Procedure

Please detail any requirements regarding this

UKHSA/Cinos standard resolution procedures will be followed in the event of any complaints/escalations.

H. Termination

Standard requirements are provided below as an example but may be amended to reflect local requirements.

Persistent failure by the Contractor to meet the agreed service levels as specified within the Order Form may lead to the Contract being terminated or alternative Contractor(s) being appointed by the Customer to maintain operational stability

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 Agreement immediately.

6. Other Requirements**A. Variation to Standard Specification**

Please list any agreed variations to the specification of requirements

Please see Appendix A for specification.

B. Other Specific Requirements

Please list any agreed other agreed requirements

Payment shall be made in accordance with the milestones and deliverables set out below:

| Phase | Payment |
|-----------------------|----------------------------------|
| Equipment | 100% Upon Delivery |
| Professional Services | 50% Upfront, 50% Upon Completion |

| | | | |
|------------|------------|------------|------------|
| [REDACTED] | | | |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | | | [REDACTED] |
| [REDACTED] | | | |
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| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
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| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
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| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| [REDACTED] | | | [REDACTED] |

Quote Summary

| | |
|------------------|--------------------|
| [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] |
| [REDACTED] | [REDACTED] |
| Subtotal: | £99,997.15 |
| VAT: | £19,999.44 |
| Total: | £119,996.59 |

