

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

Framework details

Title: Consult 18: Multidisciplinary Consultancy Services
Reference: **SBS/17/SG/ZMC/9266**
Framework Duration: 3rd July 2018
Framework End Date: 2nd July 2022 (Extended until 29th September 2023)
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	3 rd March 2023	Expiry Date	14 th April 2023
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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	Ernst & Young
NHS SBS Supplier Reference #	SBS/17/SG/ZMC/9266
Name of Supplier Authorised Signatory	[REDACTED]
Job Title of Supplier Authorised Signatory	Partner
Address of Supplier	[REDACTED]
Signature of Authorised Signatory	[REDACTED]
Date of Signature	03/03/2023

Customer SLA Signature panel

The "Customer"	
Name of Customer	Defra
Name of Customer Authorised Signatory	[REDACTED]
Job Title	Senior Commercial Officer
Contact Details email	[REDACTED]
Contact Details phone	[REDACTED]
Address of Customer	[REDACTED]
Signature of Customer Authorised Signatory	[REDACTED]
Date of Signature	6th 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.

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[REDACTED]

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1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between **Ernst & Young** and **Defra Group** 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 This Agreement remains valid until superseded by a revised agreement mutually endorsed by both parties.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 C 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-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.

Multidisciplinary Consultancy Services Supplier Contact: Matt Wilson

[Redacted]

Multidisciplinary Consultancy Services Customer Contact: Michael Cooper

[Redacted]

4. Periodic Review

This Agreement is valid from the **3rd March 2023** outlined herein and is valid until the **14th April 2023** as agreed.

5. Service Requirements

A. Services Provided

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

Lot: 1

Services Provided:

1. Requirements Gathering and Definition

- Gather customer requirements and business process requirements for grant schemes in scope (agricultural and land based schemes).
- Assess commonalities and differences across grants in scope.
- Conduct high-level assessment of commonalities and differences in requirements with grants schemes out of scope (e.g. ODA).

2. Gap Analysis

- Document current state infrastructure (people, process, technology).
- Conduct gap analysis between future state requirements and current state infrastructure (people, process, technology).

3. Benchmarking

- Gather data on the current state administration costs and FTE involved in delivering the grant schemes in scope of analysis.
- Gather data on the IT systems currently used to deliver the grant schemes in scope of analysis.
- Conduct detailed analysis on the requirement-by-requirement (i.e. individual activity) breakdown of cost and FTE for grant schemes in scope.

4. Outline Operating Model Workshops

- Run workshops to commence development of a vision statement and set of strategic objectives for the Future Operating Model.
- Determine a key set of variables against which Operating Model options can be formed.

Deliverables

EY will deliver against the following milestones:

Assumed start date 30/01/23

Workstream	Deliverable	Milestone Date
Requirements Gathering	Customer and business requirements gathered for grant schemes in scope	03/03/2023
	Analysis of commonalities and exceptions for grant schemes in scope	10/03/2023
	High level assessment of commonalities and differences against grant schemes out of scope	17/03/2023
Gap Analysis	Documentation of current state infrastructure within target delivery area	17/03/2023
	Gap analysis across the operating model	14/03/2023
Benchmarking	Benchmark cost and FTE data on baseline scope of grant schemes	31/03/2023
	Analysis on requirement-by-requirement cost and FTE breakdown in current state	14/03/2023
Outline Operating Model	Workshop Session on strategic cascade and key variables	14/03/2023

B. Business Hours

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

C. DBS

The Customer should detail the level of DBS check requirement

BPSS

D. Price/Rates

The following team is proposed to meet this scope of work across each sprint. The total fee for the engagement is £431,904

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.

None

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.

At the end of each week

G. Invoicing

Please detail any specific invoicing requirements here

Invoices can be submitted upon confirmation of satisfactory completion of the above phases, by the contract manager.

The invoices must include the purchase order number (to be supplied). These will need to be submitted direct to SSCL. This can be via email () which is the preferred option or by post to the

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

Customer does not wish to conduct an onsite audit due to the short sprint of this work, however the work and process may be audited by the NAO at any given time.

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

A. Variation to Standard Specification

Please list any agreed variations to the specification of requirements

B. Other Specific Requirements

Please list any agreed other agreed requirements

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