

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

Framework details

Title: Consult 18: Multidisciplinary Consultancy Services
Reference: **SBS/17/SG/ZMC/9266**
Framework Duration: 3rd July 2018
Framework End Date: 29th September 2023
NHS SBS Contacts: Stuart Brown (07562 209572) stuart.brown9@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	1 March 2023	Expiry Date	1 January 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.

Supplier SLA Signature panel

The "Supplier"	
Name of Supplier	NHS Midlands and Lancashire Commissioning Support Unit (the "CSU")
NHS SBS Supplier Reference #	PIMS-202302-8827
Name of Supplier Authorised Signatory	[REDACTED]
Job Title of Supplier Authorised Signatory	Director of Strategy Unit
Address of Supplier	Heron House, 120 Grove Rd, Stoke-on-Trent ST4 4LX
Signature of Authorised Signatory	[REDACTED]
Date of Signature	15/03/2023

Customer SLA Signature panel

The "Customer"	
Name of Customer	NHS Birmingham and Solihull Integrated Care Board (the "ICB")
Name of Customer Authorised Signatory	[REDACTED]
Job Title	Head of Strategy
Contact Details email	[REDACTED]
Contact Details phone	[REDACTED]
Address of Customer	Wesleyan, Colmore Circus, Birmingham
Signature of Customer Authorised Signatory	[REDACTED]
Date of Signature	15/03/23

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.

Table of Contents

1. Agreement Overview
2. Goals & Objectives
3. Stakeholders
4. Periodic Review
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**
6. Other Requirements
 - a. Variation to Standard Specification
 - b. Other Specific Requirements

1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between *NHS Midlands and Lancashire Commissioning Support Unit* and *NHS Birmingham and Solihull* 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: MLCSU (The Strategy Unit) *Paul Mason*

Multidisciplinary Consultancy Services Customer Contact:

4. Periodic Review

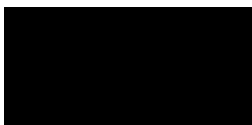
This Agreement is valid from the **Effective Date** outlined herein and is valid until the **Expiry Date** as agreed.

5. Service Requirements

A. Services Provided

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

Service to be delivered in accordance with the Service specification (subject to Variation)



B. Business Hours

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

Usual Business Hours: 9am – 5pm Monday to Friday (excl. Bank Holidays)

C. DBS

The Customer should detail the level of DBS check requirement

Not Applicable

D. Price/Rates

Agreement Price: £97,763 for the Term

Invoicing arrangements recorded under Section G of this Order Form.

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.

Not Applicable

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.

The supplier will be expected to provide regular (monthly) progress reports providing clear status updates on the key elements of the agreed deliverables.

The supplier will be required to provide final evaluation reports detailing the findings from qualitative and quantitative evaluation written up in an agreed format.

Supplier write up of evaluation with a set of recommendations Within month 6-8 of Contract Award

Supplier presentation of findings and recommendations to relevant boards within BSol ICS Within month 10 of Contract Award

G. Invoicing

Please detail any specific invoicing requirements here

Total budget for procurement of Evaluation will be £100,000 following Contract Award by 31 March 2023.

Payment can only be made following satisfactory delivery of pre-agreed certified deliverables.

Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

The following payment schedule will be in place:

Stage	Milestone	Payment
1	Contract Award	£50,000
2	TBC following the development of the evaluation plan.	Up to £50,000

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 Used

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

Variations to this agreement to be completed in-year, as and when required, and in accordance with the Terms and Conditions of this Framework.

B. Other Specific Requirements

Please list any agreed other agreed requirements

Not Used