

Shared Business Services

Modular BuildingsService Level Agreement (SLA)





Framework Details

Title: Modular Buildings

Reference: SBS10091
Framework Duration: 4 years
Framework End Date: 17 July 2023

NHS SBS Contact:

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 he Service Level Agreement (SLA)	Effective Date	09.10.2021	Expiry Date	08.04.2022

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.

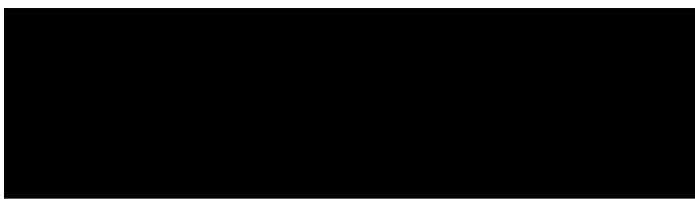
Supplier SLA Signature panel

The "Supplier"			
Name of Supplier	Portakabin Ltd		
NHS SBS Supplier Reference #	SBS10091		
Name of Supplier Authorised Signatory			
Job Title of Supplier Authorised Signatory	Chief Executive Officer		
Address of Supplier	Birmingham Hire & Service Centre Potterton Way, Smethwick, Birmingham, B66 1AT		

Customer SLA Signature panel

The "Customer"		
Name of Customer	The NHS Commissioning Board operating as NHS England & Improvement	
Name of Customer Authorised Signatory	improvement	
Job Title		
Contact Details email		
Contact Details phone		
Address of Customer	Quarry House, Quarry Hill, Leeds, LS2 7UE	





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:

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1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between *Portakabin Ltd* and *NHS England & ImprovementEd* for the provision of Modular Buildings. This Agreement remains valid until superseded by a revisedagreement mutuallyendorsed bybothparties. This Agreement outlines the parameters for all Modular Buildingscoveredas they are mutuallyunderstoodby 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 Modular Buildings to the Customer by the Supplier. The **goal** of this Agreement is to obtain mutual agreement for Modular Buildings 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.

Modular Building Supplier Contact: Ed Perkins, Portakabin Ltd, Birmingham Hire & Service Centre, Potterton Way, Smethwick, Birmingham, B66 1AT

Modular Building Customer Contact: Barbara Rimmington

4. Estimated Duration of Contract

This Agreement is valid from the Effective Date outlined hereinand 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 2 - Bespoke Modular Buildings for Hire

- 1) Hire of Units as set out in 5.D. below
- 2) Mobilisation of units
- 3) All units shall conform to the (relevant) Specification as supplemented in 5.L. below

B. Business Hours

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

Hours of contact 09:00 - 17:00

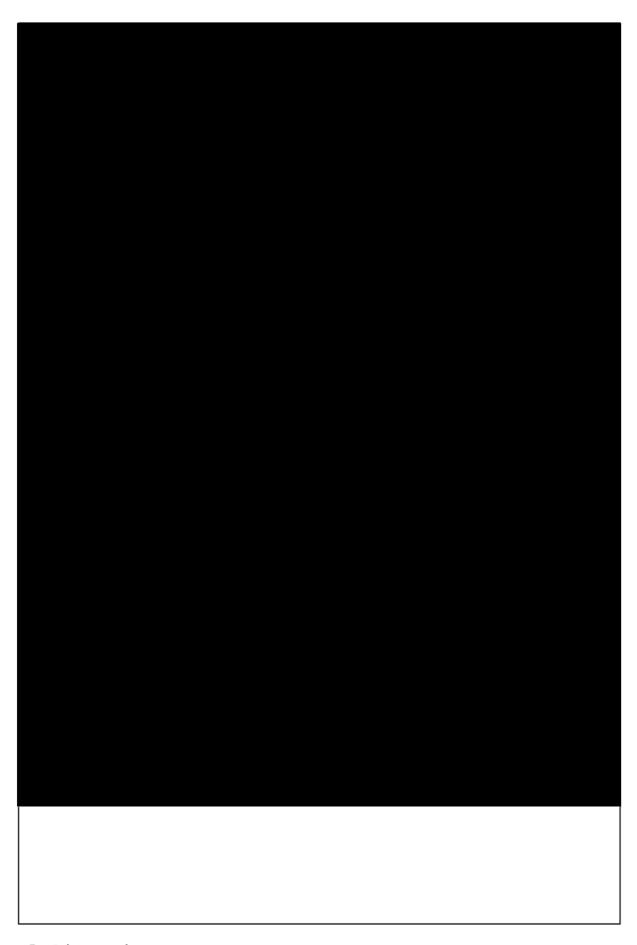
C. DBS

The Customer should detail the level of DBS check requirement

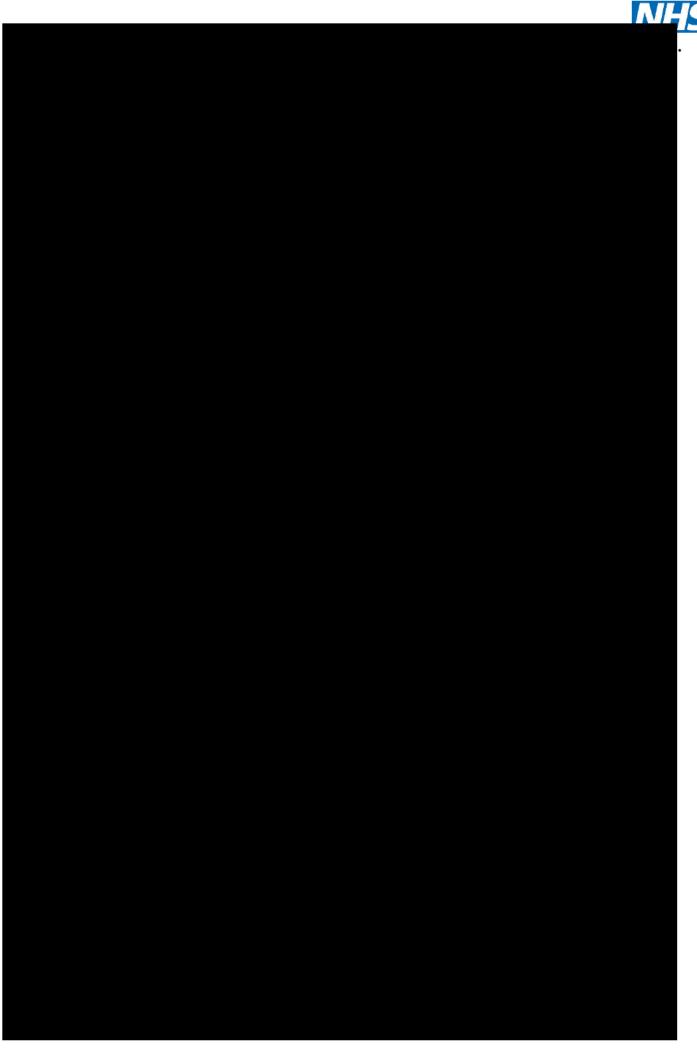
N/A

D. Price/Rates inc. estimated total value



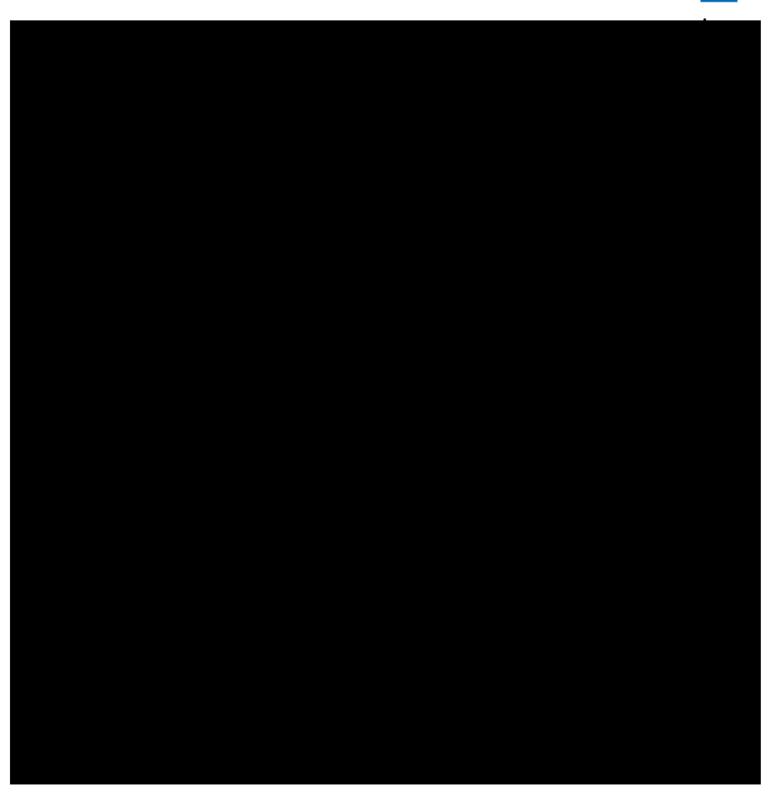


E. Sub-contracting











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