

# Audio Visual Solutions and Integrated Operating Agreement (SLA) *Shared Business Services*

## Framework details

Title: Audio Visual Solutions and Integrated Operating Theatres  
 Framework Ref: SBS/18/CR/WCN/9343  
 Framework Start Date: 1<sup>st</sup> March 2019  
 Framework End Date: 28<sup>th</sup> February 2023  
 NHS SBS Contacts: [REDACTED] [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	24 <sup>th</sup> Feb 2021	Expiry Date	30 <sup>th</sup> May 2021
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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	The Saville Group Limited trading as Visavvi
Name of Supplier Authorised Signatory	[REDACTED]
Job Title of Supplier Authorised Signatory	Account Manager
Address of Supplier	[REDACTED]
Signature of Authorised Signatory	[REDACTED]
Date of Signature	[REDACTED]

## Customer SLA Signature panel

The "Customer"	
Name of Customer	National Institute for Health and Care Excellence (NICE)
Name of Customer Authorised Signatory	[REDACTED]
Job Title	Director of Digital Information and Technology
Contact Details email	[REDACTED]
Contact Details phone	[REDACTED]
Address of Customer	Level 1A City Tower, Piccadilly Gardens, Manchester M1 4BT
Signature of Customer Authorised Signatory	[REDACTED]
Date of Signature	[REDACTED]

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.contractenquiries@nhs.net](mailto:NSBS.contractenquiries@nhs.net)

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### 1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between *The Saville Group Ltd* and *National Institute for Health and Care Excellence (NICE)* 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 Order Form.

**Supplier Contact:** As above.

**Customer Contact:**

██████████  
Associate Director – Digital, Information & Technology Directorate  
Finance, Strategy and Transformation Directorate  
National Institute for Health and Care Excellence  
Level 1A, City Tower, Piccadilly Plaza, Manchester. M1 4BT  
Tel: ██████████  
██████████

**Customer Contact:**



Senior Applications Manager – Digital, Information & Technology Directorate  
Finance, Strategy and Transformation Directorate  
National Institute for Health and Care Excellence  
Level 1A, City Tower, Piccadilly Plaza, Manchester. M1 4BT  
Tel: [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 3: TV/AV Products- goods and installation

##### B. Goods Provided

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

As outlined in Appendix 1 and Appendix 2.

##### 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.

As outlined in Appendix 1.

##### 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.

Review meetings will be weekly for progress reporting.

##### E. Invoicing

Please detail any specific invoicing requirements here

Separate invoices to be sent at upon delivery of products and upon completion of installation. Multiple invoices for products can be sent with prior agreement with the Customer Contact.

Invoices to be sent to  
T53 Payables 4545  
Phoenix House  
Topcliffe Lane  
Wakefield  
West Yorkshire  
WF3 1WE

Clearly quoting the contract reference [REDACTED]

All invoices must include:

- An invoice number;
- The contract number;

- The billing address: [REDACTED]  
United Kingdom;
- A claim for Value Added Tax (VAT) (if applicable) at the prevailing rate as applicable, the invoice must give the requisite details of the taxable supply.

Invoices sent to NICE shall be accurate and correct in all respects. NICE reserves the right to return incorrect or inaccurate invoices to the supplier for rectification and reissuance.

NICE reserves the unconditional right to withhold payment of the invoice until the services are successfully concluded to the satisfaction of NICE, and NICE receives a copy of any relevant work created as a result of the services in a form acceptable to NICE.

## 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.

No change

## G. Complaints/Escalation Procedure

Please detail any requirements regarding this

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.

## 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 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

### A. Variation to Standard Specification

Please list any agreed variations to the specification of requirements

No change

### B. Other Specific Requirements

Please list any agreed other agreed requirements

Products must be delivered and invoiced before 31<sup>st</sup> March 2021. If any products cannot be delivered prior to 31<sup>st</sup> March, the Customer should be contacted immediately.

Supplier should contact Customer prior to delivery to agree delivery date, and ensure a Customer Contact is present on site to receive goods.

Installation programme and dates to be agreed with Customer Contact in advance.

## APPENDIX 1 – Outline of products and services to be delivered

Item	Quantity	Cost per unit	Total cost	Comments
<b>4 Person Room (x1)</b>				
Chief LSM1U	1			Flat wall mount for 42" - 86" flat panel display or equal
Commercial CHD Pro2 55-4K AND 1 x Quadra CEQPTRAY Pigo sliding wall mount.	1			Deliver startlingly clear images in a more eco-friendly way with the Pro2 display. High on performance and reliability, yet low on power consumption, it is ideal for projects where no compromise is accepted. Non Android version. Price includes accessories
Quadra CEQPTRAY Pigo sliding wall mount.	1	-	-	Cost included above
Crestron UC-MX50-T	1			Crestron Flex Advanced Tabletop Medium Room Video Conference System for Microsoft Teams® Rooms
Visavvi Cable SCSR	1			Small room site cables, connectors & consumables
		<b>Subtotal</b>		
<b>8 Person Room (x4)</b>				
Chief LSM1U	4			Flat wall mount for 42" - 86" flat panel display or equal
Commercial CHD Pro2 65-4KA	4			Deliver startlingly clear images in a more eco-friendly way with the Pro2 display. High on performance and reliability, yet low on power consumption, it is ideal for projects where no compromise is accepted Price includes accessories
Quadra CEQPTRAY Pigo sliding wall mount.	4	-	-	Cost included above
Crestron UC-MX50-T	4			Crestron Flex Advanced Tabletop Medium Room Video Conference System for Microsoft Teams® Rooms
Visavvi Cable SCSR	4			Small room site cables, connectors & consumables
		<b>Subtotal</b>		
<b>9-14 Person Room (x7)</b>				
Chief LSM1U	7			Flat wall mount for 42" - 86" flat panel display or equal
Commercial CHD Pro2 75-4KA	7			Deliver startlingly clear images in a more eco-friendly way with the Pro2 display. High on performance and reliability, yet low on power consumption, it is ideal for projects where no compromise is accepted Price includes accessories
Quadra CEQPTRAY Pigo sliding wall mount.	7	-	-	Cost included above
Crestron CCS-UCA-MIC	7			Microphone Pod



Item	Quantity	Cost per unit	Total cost	Comments
Crestron HTT-B2EX-BATT-W-T_W/TETHER_ENGRAVED	7			Battery-powered infiNET EX 2-button wireless keypad with tether and custom engraving, white textured
Crestron MC4-I	7			4-Series Media Room Controller, International [Available 4/1/2020]
Crestron UC-MX70-T	7			Crestron Flex Advanced Tabletop Large Room Video Conference System for Microsoft Teams® Rooms
Visavvi Cable SCMR	7			Medium room site cables, connectors & consumables
		Subtotal		
Microsoft 50" Mobile Hub				
Microsoft Surface Hub 2S 50	1			Unlock the Power of Group with the Microsoft Surface Hub. 50.5" Windows collaboration device with inbuilt speakers, beam forming microphone arrays, camera and pen offers the complete solution. Includes 1st year onsite warranty – Optional extended warranties available. Price includes accessories
APC CSH2	1			APC Battery Pack for SteelCase stand Price included in above
Microsoft EHS: Srfc Hub 2S 2YR on 1YR Mfg Wty	1			2 year extended on 1yr warranty Provides software and hardware support. Telephone and onsite engineer support. Must be ordered at the same time as the Surface Hub. (Maximum extended warranty included for 3 years only) Price included above
Steelcase STPM1CART	1			Wheelable trolley for Surface Hub 2s - can have battery module added as an option. Price included above
Visavvi SYSDELVC50	1			Delivery cost for 50" Microsoft Surface Hub - specialist courier from distribution. Price included above
		Subtotal		
Uplift to wall floor stands (x3)				
Quadra QC5585FC	3			Stand for 50" to 90" screens & displays 1.8m max screen height (centre of screen mount) - 100kg maximum weight limit - Satin grey over satin black powder coat - Universal up to 600mm x 600mm - Portrait - Universal up to 800mm x 600mm - Landscape - VESA 200/300/400/600x400/600/800x400 –
		Subtotal		
Services				

Item	Quantity	Cost per unit	Total cost	Comments
Visavvi Delivery	1			
Visavvi SYSLAB	1			Installation Team – Industry accredited Installation Engineering team to integrate the system in line with our companies Quality Management System ISO 9001.
Visavvi SYSPMN	1			Project Management – Including but not limited to project illustrations, HSEQ management, end user/contractor engagement and delivery methodology in line with our companies Quality Management System ISO 9001.
Visavvi SYSTRAIN	1			
		Subtotal		
<b>5Year Site maintenance</b>				
Philips XWRTY3355Q/00	1			Extended warranty 2 years - Q-line 33"-55
Philips XWRTY5675Q/00	11			Extended warranty 2 years - Q-line 56"-75
		Subtotal		
<b>SBS Administration</b>				
SBS Administration Fee	1			Administration for NICE Manchester Equipment & Labour (2% fee)
		Subtotal		
<b>Total Cost</b>		GBP		
Equipment				
Installation & Other Services				
Maintenance				
SBS Administration Fee				
<b>TOTAL ORDER COST (EXC. VAT)</b>		<b>126,515.46</b>		

## **APPENDIX 2 – Scope**

Scope is the provision and installation of audio visual kit as outlined in Appendix 1.

### **Additional notes to this scope are outlined below:**

#### **System Overview**

Meeting rooms of various occupancy sizes based on MTR and BYOD functions

#### **Audio**

No additional audio is provided audio will be supported by on board amplification and microphones

#### **Control**

Via MTR and manufacturers handset, BYOD Camera centring Preset via separate single button press

#### **Source Devices & Locations**

MTR for Native teams calling.

Table connection for Laptop (BYOD) via HDMI & USB

1 x Microsoft 50 2S 50" Mobile interactive Hub

#### **Furniture/Equipment Storage**

Customer supplied Visavvi to provide Single Cable gromet in table

#### **Power & Data**

Customer provision to be discussed with Project manager

#### **Additional clarifications**

Training: training is specifically directed at the Microsoft Hub which includes for up to 3 x 1hour remote sessions, Should on Site training be required then a charge would be made.

Project management includes client discussions and preparation of the correct solutions including the initial visualisations.

Installations to include provision of room drawings including plans and elevations together with Wiring schematics (required for ISO procedures and any service and maintenance provisions). After installation each room/system is to be fully tested to ensure fully functional and then handed over.

Microsoft Hub support is shown separately to maintenance contract as support is direct with Microsoft (this is their support model and limited to 3 years).





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