

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 December 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	2nd October 2023	Expiry Date	29th December 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	[REDACTED]
Address of Supplier	[REDACTED]
[REDACTED]	

Customer SLA Signature panel

The "Customer"	
Name of Customer	[REDACTED]
Name of Customer Authorised Signatory	
Job Title	
Contact Details email	
Contact Details phone	

Address of Customer	

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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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 **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 This Agreement remains valid until superseded by a revised agreement mutually endorsed by both parties.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: [REDACTED]

Multidisciplinary Consultancy Services Customer Contact: [REDACTED]

4. Periodic Review

This Agreement is valid from the **2nd October 2023** outlined herein and is valid until the **29th December 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:

EY will deliver against the following scope of work:

1. Workstream 1: Deliver Strategic Outline Business Case
 - Work closely with the programme to socialise the Strategic Outline Business Case (SOBC), in advance of key governance meetings
 - Iterate SOBC to reflect feedback received from Red Team and GTP stakeholders
 - Present final iteration of SOBC to GCS Transformation Board and Investment Committee for sign off
2. Workstream 2: Develop and Deliver Outline Business Case
 - Revisit the SOBC and further develop strategic content to meet Outline Business Case (OBC) requirements, such as the case for change
 - Revisit the Economic and Financial Cases to further refine details of the preferred option that optimises balance of public value (cost, benefits & risk) to the UK (NPV)
 - Revisit the Commercial Case to further develop the procurement strategy, potential deal and affordability
 - Revisit the Management Case to further outline resources & management arrangements to ensure successful delivery of the preferred option
 - Work closely with the Programme to socialise the OBC in advance of key governance meetings
 - Iterate OBC to reflect feedback received from Red Team and GTP stakeholders
 - Present final iteration of OBC to GCS Transformation Board and Investment Committee for sign off
3. Workstream 3: Programme Delivery Support
 - Work closely with the programme to engage with stakeholders to ensure the successful sign off at SOBC and OBC stages
 - Support the programme in establishing its own governance and ongoing stakeholder engagement approach, including the relationship with broader transformation programmes, such as Customer and Land
 - Support the programme to commence planning for detailed design and implementation, developing a roadmap of quick wins and change management approach

Deliverables

EY will deliver against the following milestones:

Workstream	Deliverable	Milestone Date
1: SOBC	SOBC cost: benefit model	15/11/2023
	Grants Transformation Strategic Outline Case	15/11/2023
2: OBC	OBC cost: benefit model	15/12/2023
	Grants Transformation Outline Business Case	22/12/2023
3: Programme Delivery Support	Grants Transformation stakeholder map	01/12/2023
	Transformation Roadmap	22/12/2023

B. Business Hours

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

[REDACTED]

C. DBS

The Customer should detail the level of DBS check requirement

BPSS

D. Price/Rates

The total price for completing this piece of work is £236,900.

The following team is proposed to meet this scope of work:



Total Fee	£236,900
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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 [redacted] which is the preferred option or by post to the address below.

[redacted]
[redacted]
[redacted]
[redacted]
[redacted]

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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