

## 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: 3<sup>rd</sup> July 2018  
Framework End Date: 2<sup>nd</sup> July 2022, extended until 29<sup>th</sup> September 2023  
NHS SBS Contacts: [REDACTED]

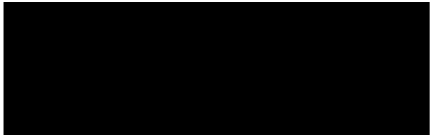

### Service Level Agreement details

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	14 August 2023	Expiry Date	13 November 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	Ipsos (market research) Limited t/a Ipsos
NHS SBS Supplier Reference #	SBS/17/SG/ZMC/9266/46
Address of Supplier	3 Thomas More Square, St Katherine's & Wapping, London, E1W 1YW
<b>Ipsos Signature:</b>    Full Name:  Job Title/Role: Research Director Date Signed: 18/08/2023	

**Customer SLA Signature panel**

The "Customer"	
Name of Customer	NHS England
Address of Customer	Wellington House, 133-155 Waterloo Road, London, SE1 8UG
<b>NHS England Signature:</b>    Full Name:  Job Title/Role: Director of Financial Control Date Signed: 21 August 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.

**PLEASE RETURN THE FINAL SIGNED COPY OF THIS DOCUMENT TO:**  
[nsbs.nhsbusinessservices@nhs.net](mailto:nsbs.nhsbusinessservices@nhs.net)

## 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 Ipsos (market research) Limited and NHS England 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 **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

Lot: 3 Healthcare Innovation & Research

REDACTED

### 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

Not Applicable.

### D. Price/Rates

REDACTED

### 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.

Additional management information will be agreed by both parties on an ongoing basis as required.

### G. Invoicing

Please detail any specific invoicing requirements here

NHS England will raise the purchase order at the Contract value. The Supplier will send NHS England an invoice at the purchase order value which will be paid in full upon completion of the Contract. The invoice must contain the purchase order reference and must be addressed to:

NHS ENGLAND,  
X24 PAYABLES K005,  
PO Box 312,  
LEEDS,  
LS11 1HP

### 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.

## **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

Not Applicable.

## **B. Other Specific Requirements**

Please list any agreed other agreed requirements

Not Applicable.

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