

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: 2nd July 2022
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	5 th July 2021	Expiry Date	20 th August 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	NHS North of England Commissioning Support Unit (hosted by NHS Commissioning Board known as NHS England) (NECS)
NHS SBS Supplier Reference #	SBS/17/SG/ZMC/9266/68
Name of Supplier Authorised Signatory	[REDACTED]
Job Title of Supplier Authorised Signatory	Head of Consultancy
Address of Supplier	John Snow House Durham University Science Park Durham DH1 3YG
Signature of Authorised Signatory	[REDACTED]
Date of Signature	24 Jun 2021

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	Acting Director – Health and Social Care
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	05 Jul 2021

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 *NECS* and *NICE* 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 This Agreement remains valid until superseded by a revised agreement mutually endorsed by both parties.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:



London Regional Lead - Consultancy
NECS
John Snow House
Durham University Science Park

Multidisciplinary Consultancy Services Customer Contact:

[REDACTED]
Acting Programme Director – Leadership and Engagement
Health and Social Care Directorate
National Institute for Health and Care Excellence
Level 1A, City Tower, Piccadilly Plaza, Manchester. M1 4BT
[REDACTED]

Multidisciplinary Consultancy Services Customer Contact:

[REDACTED]
Senior Manager – Leadership and Engagement
Health and Social Care Directorate
National Institute for Health and Care Excellence
Level 1A, City Tower, Piccadilly Plaza, Manchester. M1 4BT
[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

- A review of the impact of NICE's current implementation activities through the analysis and synthesis of internal data, and interviews with key internal stakeholders. This will include:
 - synthesis of current data with primary research to fully understand the impact of NICE's current implementation activities
 - internal stakeholder engagement, comprising pre-planned interviews and electronic questionnaires to develop a rich understanding of the impacts of the implementation approach to-date
 - developing a robust view of the short- and long-term impacts of NICE's approach, the benefits, dependencies, implications and any risks and issues
 - full inclusion of all appropriate examples of best practice in relevant areas.
- Identification of other organisations either within the UK or internationally who have a remit for quality improvement in healthcare or other sectors, and alternative strategic approaches. This will include:
 - a review of other organisations, both domestic and international, that have a remit to deliver quality improvement in healthcare and beyond with input from clinical and analytic Subject Matter Experts (SMEs)
 - engagement with NECS' domestic and international network of contacts and peers, to develop a map of comparable best-practice and quality-assurance health and care bodies
 - combining this engagement with desktop research to develop a comprehensive picture of other organisations' implementation strategies and the relative impact of those
 - development, in conjunction with NICE project team, of evaluation criteria for the impact and efficacy of implementation strategies to be applied to findings
- A mapping exercise of the current health and care landscape, and development of a visual map that illustrates other organisations' national, regional, and local quality improvement work, and the relationship, dependencies, and alignment of those with NICE's implementation programme This will include:
 - consideration of multiple health systems from system to place level including voluntary and local authorities to inform the development of a comprehensive map of relevant agencies, their work, and how it aligns to that of NICE
 - check and challenge of map internally and externally, including validation of mapping by NECS' extensive network of peer organisations

- Production of an options paper with asset of high-level recommendations for the future delivery of implementation activities to maximise uptake and impact of our guidance. This will include:
 - incorporation of the findings of the internal workstreams and any other relevant internal work previously undertaken by NICE
 - inclusion of an assessment of potential future delivery models for NICE's implementation activities, using NECS' findings from NICE's data, NECS' stakeholder research and from other comparable organisations' findings to assess their likely impact and uptake
 - development of paper using the National Audit Office's development framework to ensure full stakeholder engagement and ownership of the outputs and the findings therein.
- Quality assurance of all outputs

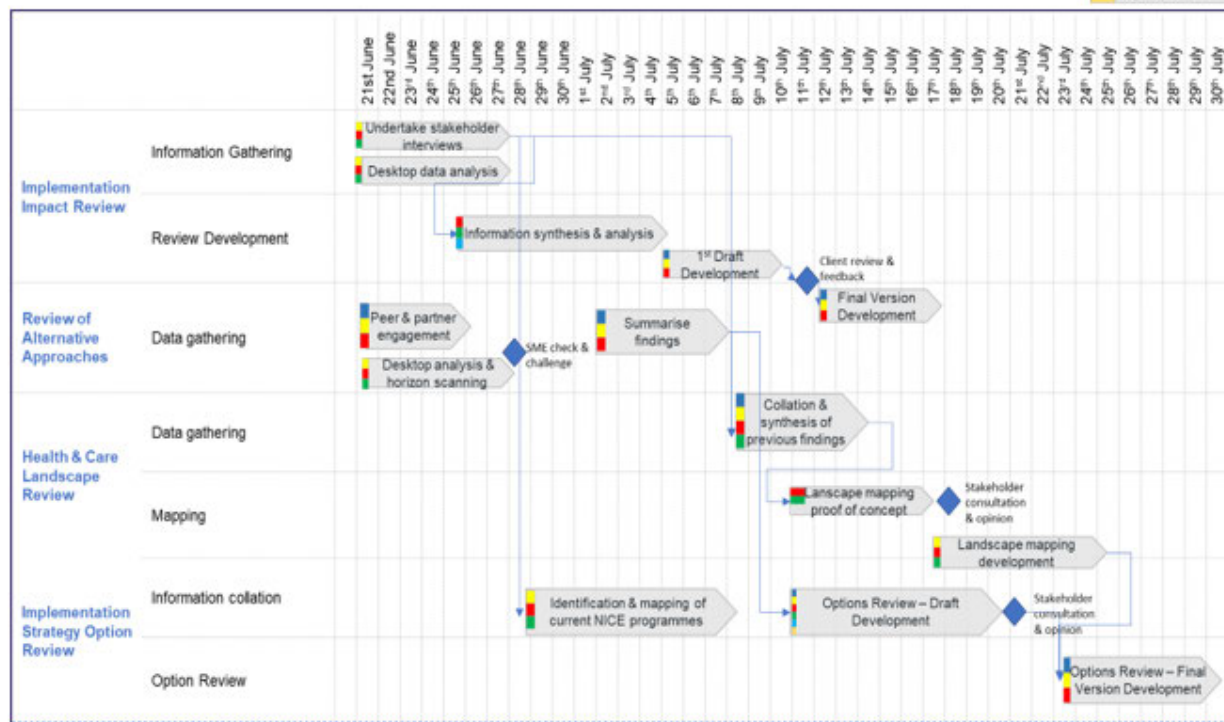


A care system support organisation



Adam Thwaites
Jason Ramchurn
Megan Stewart
Dagmara Blaszczyk
Chiara Bo
Stephen Haselden

Project Plan/Management



B. Business Hours

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

8:30am – 5pm Monday to Friday

C. DBS

The Customer should detail the level of DBS check requirement

Not Applicable

D. Price/Rates

Pricing

Implementation Strategy Review

Grade of Consultant	Time proposed (days)	Rate*	Total
Managing Consultant/Associate Director (Adam Thwaites)			
Principal Consultant (Jason Ramchurn, Chiara Bo, Stephen Haselden)			
Subject Matter Expert (Stephen Haselden)			
Senior Consultant (Megan Stewart)			
Consultant (Dagmara Blaszczyk)			
Total	90		
		Price to NICE	£25,080

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.

Please provide details of who you will be subcontracting to
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.

Project reporting will comprise:

- Weekly highlight reports on progress
- Project plan - daily maintenance
- Project risk log - daily maintenance
- Weekly project meetings with the client
- Exception reporting to project SRO
- Informal progress updates (frequency to be agreed)

G. Invoicing

Please detail any specific invoicing requirements here

Invoicing upon acceptance of Final report

Invoices to be sent to



Clearly quoting the contract reference



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

None

A. Variation to Standard Specification

Please list any agreed variations to the specification of requirements

None as of date of agreement

B. Other Specific Requirements

Please list any agreed other agreed requirements

None



Issuer National Institute for Health and Care Excellence

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Document fingerprint [REDACTED]

Parties involved with this document

Document processed	Party + Fingerprint
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Audit history log

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