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
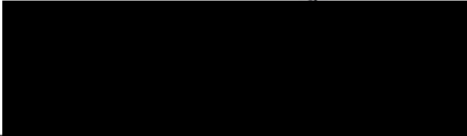NHS SBS Contacts: Carolyn Lawton (07713079141) carolyn.lawton1@nhs.net

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.
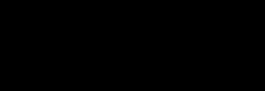
Period of the Service Level Agreement (SLA)	Effective Date	1st June 2022	Expiry Date	31st May 2023 Option to extend for a further 12 months

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 Midlands and Lancashire Commissioning Support Unit
NHS SBS Supplier Reference #	AGEMCSU/TRANS/22/1227 v2
Name of Supplier Authorised Signatory	▮
Job Title of Supplier Authorised Signatory	Managing Director
Address of Supplier	NHS Midlands and Lancashire Commissioning Support Unit Heron House, 120 Grove Rd, Stoke-on-Trent ST4 4LX
Signature of Authorised Signatory	▮
Date of Signature	*22 June 2022*

Customer SLA Signature panel

The "Customer"	
Name of Customer	NHS Black Country and West Birmingham Clinical Commissioning Group
Name of Customer Authorised Signatory	Manoj Behal
Job Title	Senior Manager – Programme for Digital and Technical Delivery
Contact Details email	manojbehal@nhs.net
Contact Details phone	07525 301728
Address of Customer	*Wolverhampton Civic Centre* St. Peter's Square *Wolverhampton* WV1 1SH.
Signature of Customer Authorised Signatory	▮
Date of Signature	*27th May 2022*

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:

██████████████████

Table of Contents

1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between *The Supplier* and *The Customer* 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: *Catherine Smith, Head of IT Central Services*

Multidisciplinary Consultancy Services Customer Contact: *NHS Black Country & West Birmingham CCG*

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

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Functional:

i.   Provide a training service to the Authority's IT Training requirements for its salaried, agency and contractor staff.

Core Application, MOS, Agile Working/Device Management Training, Cyber Security

ii. Ensure that the Authority is able to determine compliance levels within Staff against the Learning Outcomes associated with:
   a. *Core N365 Applications* and
   b. *Microsoft Office Specialist: Associate* and *Expert*
   c. *Agile Working and Device Management*
   d. *Cyber Security*

iii. Ensure that the Authority is able to confirm a % of **Staff** (to be confirmed by the Authority) to be compliant with Learning Outcomes in 5.ii *through the provision of appropriate training* using a range of styles/formats/media to provide:
   a. training in
      i.   *Core N365 Applications*
      ii. *Microsoft Office Specialist: Associate* and *Expert*
      iii. *Agile Working and Device Management training*
      iv. *Cyber Security*
   b. post-training demonstration of competency
   where staff are not compliant with 5.ii

iv. Beyond the provision of training in 5.iii, to ensure that training can be provided to support **Staff** turnover and/or refresher requests:
   a. New Starters (approx. 20% Staff per annum)
   b. Refreshers (approx. 20% of Staff per annum)

Non-Core N365 Applications

v.   Ensure that the Authority is able to offer introductory training to staff in relation to all Non-Core N365 Apps on the N365 Roadmap.

   https://comms-mat.s3.eu-west-1.amazonaws.com/Comms-Archive/NHSmail+roadmap+2020-21.pdf

   This will include the agreement of Learning Outcomes between the Authority and the Training Provider on a per Application basis, as these are requested.

MS Teams Owner Training

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vi.   Ensure that the Authority is able to determine what level of compliance there is within the **N365 Owner** groups in the performance of Learning Outcomes associated with **N365 Team/SharePoint Owner roles**

vii.   Ensure that the Authority is able to confirm a % of **N365 Owners** (to be confirmed by the Authority) compliant with Learning Outcomes in 5.v through the provision of appropriate training using a range of styles/formats/media.

viii.   Beyond the provision of training in 5.vii, to ensure that training can be provided to support Owner turnover and/or refresher requests:
        a. New Owners (approx. 20% Owners per annum)
        b. Refreshers (approx. 20% of Owners per annum)

Product Immersion Experience

ix.   Enable the Authority to recognise potential business process changes /improvements, through:
        a. the exploration of known business process issues alongside BCWB CCG
        b. the identification of potential solutions available through the use of available N365 functionality/mobile technologies available on the NHSMail N365 Roadmap

        https://comms-mat.s3.eu-west-1.amazonaws.com/Comms-Archive/NHSmail+roadmap+2020-21.pdf

x.   Enable the Authority to deliver business process changes/improvements identified in 5.ix **through the provision of training packages around the relevant elements of functionality**.

Flexible Training Resources

xi.   Enable the Authority to access training through a variety of media and forums as best suits the Learner, including but not limited to:
        a. a volume of planned training sessions at a time/duration/frequency in agreement with the Authority
        b. online support materials to support self-learning relating to the Learning Products
        c. On-Demand training support to service Ad Hoc training requirements (linked to the agreed Training Products) via remote support (MS Teams or telephone) between the hours of 9am and 5pm Monday-Friday

        80% of requests for Ad Hoc training should be dealt with within 2 hours of a call being logged.

User Tracking and Assessment

xii.   Enable the Authority to record and review service performance requests, to enable an overview of the position of the Service, including but not limited to:
        a. training request submissions
        b. training request outcomes
        c. training sessions delivered
        d. records of post-training proficiency with Core (Starter, Intermediate, Higher)/Non-Core Applications vs Learning Outcomes
        e. records of post-training proficiency of Owner Training vs Learning Outcomes
        f. records of post-training proficiency of Agile Working and Device Management Learning Outcomes
        g. records of Accreditation

Support Offering

xiii.   Enable the Authority to request support through various formats, including but not limited to:
        a. peer support/engagement channels (User Forums, etc)

     b. logging requests with the Provider for access to core training products/services
     c. logging requests with the Provider for access to ad-hoc training
     d. logging User feedback with the Provider to evaluate effectiveness of Learning Products
     e. logging User requests with the Provider for additional Learning Products

xiv.   Service Desk and Training Services should be operative Mon-Fri – 09:00-17:00

Service Wrap

xv.   Enable the Authority to evaluate the Service (alongside the Provider) through the availability of key service metrics, volumes, specifications and issues, including but not limited
     a. Reviewing and agreeing the Learning Outcomes for all Training Products
     b. Reviewing and agreeing changes to Training Products based on feedback/updates to Use Cases/preferred Learning Outcomes
     c. Reviewing and agreeing additional Training Products that may be needed to deliver preferred Learning Outcomes
     d. Reviewing volumes and trends

Performance:
xvi.   Ensure compliance 5.iii within 3 months of the Service starting.
xvii.   Ensure compliance 5.vi within 3 months of the Service starting.
xviii.   To track and report data and summary of the **IT Training Service KPIs** (see Appendices)

Standards:
xix.   Learning Outcomes for the Core N365 App competencies are included in the **Appendices**.

Learning Outcomes for the Microsoft OS Associate competencies are included in the **Appendices.**

Learning Outcomes for the **Non-Core N365 Products**, **Agile Working and Device Management and Cyber Security** training will be confirmed with the Provider.

Bidders should advise whether there are already recognised training standards/awards that could substitute for the Learning Outcomes specified; if such standards/awards exist, bids can be made referencing these standards/awards instead.

Bidders should include details of any accredited qualifications they offer which may provide equivalent skills, including details of the accrediting body.
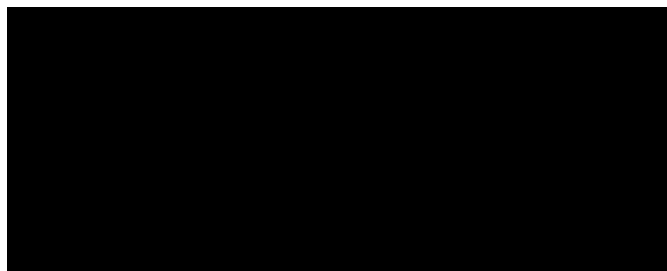
Security:

xx.   All training must be relative to the security settings of the NHSMail N365 Tenant, including constraints on Allowed List Guest domains and 'Anyone with the link' shares.

Training:

Training materials for use of systems/Service Desks should be shared as part of the bid.

Appendices

B. Business Hours

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

Standard operating hours cover the CCG core hours of 9am – 5pm Monday to Friday. Additional hours can be provided on request.

C. DBS

The Customer should detail the level of DBS check requirement

Not Applicable

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.

Training identified Training delivered Attendee's Non-attendee's Learning outcomes achieved Survey results Calls logged (with resolution) Workshops delivered Post workshop survey

G. Invoicing

Please detail any specific invoicing requirements here

Monthly payment

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

In accordance with the terms of the Consult-18 Framework

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 Used

A. Variation to Standard Specification
Please list any agreed variations to the specification of requirements

In accordance with the terms of the Consult-18 Framework

B. Other Specific Requirements
Please list any agreed other agreed requirements

Not Used