

# Construction Consultancy Services 2

## Service Level Agreement (SLA)

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Ref - PS21221

## Shared Business Services

## Framework Details

Title: **Construction Consultancy Services 2**  
 Reference: **SBS/17/NH/PZR/9256**  
 Framework Duration: **4 years**  
 Framework End Date: **31 March 2022**  
 NHS SBS Contact: [REDACTED]

## Service Level Agreement Details

This Service Level Agreement (SLA) is between the following parties

Period of the Service Level Agreement (SLA)	Effective Date	12.04.2022	Expiry Date	30.04.2022
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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	Turner & Townsend Project Management Limited
NHS SBS Supplier Reference #	SBS/17/NH/PZR/9256
Name of Supplier Authorised Signatory	<span style="background-color: black; color: black;">[REDACTED]</span>
Job Title of Supplier Authorised Signatory	Director, Project Management
Address of Supplier	Turner & Townsend Project Management Limited Low Hall, Calverley Lane, Horsforth, Leeds LS18 4GH Registration No. 2165592
Signature of Authorised Signatory	<span style="background-color: black; color: black;">[REDACTED]</span>
Date of Signature	03 May 2022

## Customer SLA Signature panel

The "Customer"	
Name of Customer	UK Research and Innovation
Name of Customer Authorised Signatory	<span style="background-color: black; color: black;">[REDACTED]</span>
Job Title	Estates and Safety Manager
Contact Details email	<span style="background-color: black; color: black;">[REDACTED]</span>
Contact Details phone	0131 668 8273
Address of Customer	UK Research and Innovation Polaris House North Star Avenue Swindon Wiltshire SN2 1UH
Signature of Customer Authorised Signatory	<span style="background-color: black; color: black;">[REDACTED]</span>
Date of Signature	09/05/2022

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:

[nsbs.construction@nhs.net](mailto:nsbs.construction@nhs.net)

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### 1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between **Turner & Townsend** and **UK Research and Innovation (UKRI)** for the provision of Construction Consultancy Services. This Agreement remains valid until superseded by a revised agreement mutually endorsed by both parties. This Agreement outlines the parameters for all Construction Consultancy Services covered as they are mutually understood by the primary stakeholders.

The Call off 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 Construction Consultancy Services to the Customer by the Supplier. The **goal** of this Agreement is to obtain mutual agreement for Construction 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.

Construction    Consultancy    Supplier    Contact:    Shared Business Services

Construction Consultancy Customer Contact:

#### 4. Estimated Duration of Contract

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 2 Project Management

Project management of feasibility study looking at listed building window upgrades and free cooling options for datasuite, plus production of a site conservation management plan.

##### B. Business Hours

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

Not Applicable

##### C. DBS

The Customer should detail the level of DBS check requirement

Not Applicable

##### D. Price/Rates inc. estimated total value

The call-off contract total value shall not exceed £19,400.00 excluding VAT

Breakdown costs are as follows :

- [Redacted]
- [Redacted]
- [Redacted]
- [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 liability and ensuring standards are maintained in line with the framework and this SLA.

Cost Management – Turner & Townsend Cost Management  
Architect & Conservation Management Plan – LDN Architects

##### 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.

## Shared Business Services

- Flash report to be provided monthly

### G. Invoicing

Please detail any specific invoicing requirements here

All invoices should be sent to should be sent to [finance@services.uksbs.co.uk](mailto:finance@services.uksbs.co.uk) or Billingham (UKSBS, Queensway House, West Precinct, Billingham, TS23 2NF)

### 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 in accordance with the terms of the framework.

### I. Audit Process

Please detail any Customer audit requirements

Not Applicable

### 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 this approach not result in a satisfactory outcome, the Customer may decide to terminate the Service Level Agreement in accordance with the terms of the framework.

### K. KPIs and Other Requirements

Please list and agree the key requirements of the service

Not Applicable

### L. Variation to Standard Specification

Please list any agreed variations to the specification of requirements

Not Applicable

### M. Other Specific Requirements

Please list any agreed other agreed requirements

### N. Supplementary Conditions of Contract



The terms of the NHS SBS Construction Consultancy Services Framework

Agreement will supplement and complement the terms of any

Supplementary Conditions of Contract. However, in the event of any conflict or discrepancy between the terms of a Supplementary Conditions of Contract and the terms of the Call off Agreement the terms of the relevant Supplementary Conditions of Contract will prevail, in the order it is listed below:

## Shared Business Services

**Call-off contract terms amended and agreed with supplier and customer.**



Shared Business Services

## NHS Shared Business Services Limited

Registered in England, No. 5280446

Registered address:

Three Cherry Trees Lane, Hemel Hempstead, Hertfordshire, HP2 7AH

[www.sbs.nhs.uk](http://www.sbs.nhs.uk)

Shared vision. **Better together**