

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 | 20 th October 2022 | Expiry Date | For a 12-week period |
|---|----------------|-------------------------------|-------------|----------------------|

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 | Carnall Farrar Limited |
| NHS SBS Supplier Reference # | |
| Name of Supplier Authorised Signatory | |
| Job Title of Supplier Authorised Signatory | |
| Address of Supplier | 1 Lyric Square, Hammersmith, London, W6 0NB |
| Signature of Authorised Signatory | |
| Date of Signature | 20/10/22 |

Customer SLA Signature panel

| The "Customer" | |
|--|--|
| Name of Customer | NHS Arden & Greater East Midlands Commissioning Support Unit |
| Name of Customer Authorised Signatory | |
| Job Title | |
| Contact Details email | |
| Contact Details phone | |
| Address of Customer | St Johns House, 30 East Street, Leicester, LE1 6NB |
| Signature of Customer Authorised Signatory | |
| Date of Signature | 07/11/2022 |

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:
carolyn.lawton1@nhs.net

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1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between SUPPLIER and NHS Arden & Greater East Midlands Commissioning Support Unit for the provision of Multidisciplinary Consultancy Services Lot-2 Healthcare Service, Business & Transformation. 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: 

Multidisciplinary Consultancy Services Customer Contact: NHS Arden & Greater East Midlands Commissioning Support Unit

4. Periodic Review

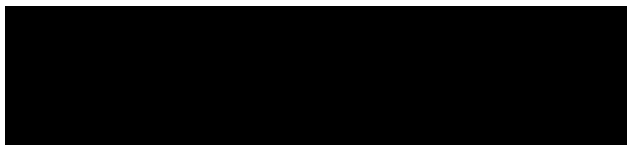
This Agreement is valid from the **Effective Date** outlined herein and is valid until the **Expiry Date** as agreed.

5. Service Requirements

A. Services Provided

Please detail the service(s) that will be provided by the Supplier to the Customer

Exact services as per embedded proposal



B. Business Hours

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

C. DBS

The Customer should detail the level of DBS check requirement

Not applicable

D. Price/Rates

Total Price for the Analytics Stocktake and Development Workstream Programme Support for NHS Arden & GEM CSU (excluding VAT)
Total price including all expenses and excluding VAT £50,000.00

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.

N/A

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.

N/A

G. Invoicing

Please detail any specific invoicing requirements here

NHS Arden and GEM CSU
ODE Payables M405
Shared Business Service
Phoenix House
Topcliffe Lane
Wakefield
WF3 1WE

Invoices: sbs.apinvoicing@nhs.net
Invoices must have a purchase order number quoted.

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

Not applicable

J. Termination

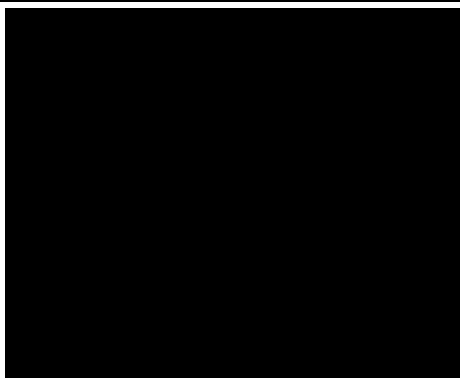
The standard procedure is detailed below

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 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

Contract terms is for 12 weeks.

B. Other Specific Requirements

Please list any agreed other agreed requirements