

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	14/06/2021	Expiry Date	31/12/2021
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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	South Central and West Commissioning Support Unit
NHS SBS Supplier Reference #	SBS/17/SG/ZMC/9266
Name of Supplier Authorised Signatory	[REDACTED]
Job Title of Supplier Authorised Signatory	[REDACTED]
Address of Supplier	ConsultHR Southgate House Pans Lane Devizes SN10 5EQ [REDACTED]
Signature of Authorised Signatory	[REDACTED]
Date of Signature	05/08/2021

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	[REDACTED]
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	
Date of Signature	06 Aug 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:
stuart.brown9@nhs.net

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1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between South Central and West 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 This Agreement remains valid until superseded by a revised agreement mutually endorsed by both parties.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: 

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

HR support for National Institute for Health and Care Excellence (NICE), reprioritisation of the Health and Care Service for a six-month period.

1. Background

As part of the organisation development, work is being undertaken through a formal change process to align current projects, programmes of work, the people and organisational requirements. As part of this change process, additional HR capacity to support development of the work is required. The additional resource will work under the direction of yourself as lead of the National Institute for Health and Care Excellence for this work, or other designated colleague, with support as required from the existing HR team. Engagement of SCW resources is in part being driven by a challenging timetable and the requirement to immediately mobilise experienced and flexible HR resources for a period of six months.

2. Initial Requirements

Following a recent proposal to the Board a number of projects and programmes of work are being discussed as part of a disinvestment strategy [REDACTED].

The proposal relates to proposed changes in reprioritisation of the Health and Care Service Directorate. The resource will also be used flexibly to support implications of the Executive portfolio review.

The work covers an approximate six-month period commencing in June/July 2021 and will involve HR support to work through the proposals, consultation/engagement to conclusion of new structure.

This first stage of the project will involve discussions with the identified directorate leads, development of a broad communications plan and approach and will develop into a plan for the implementation of the programme of change.

This includes discussions with directly affected individuals and potentially affected teams and trade union colleagues both before Board approval and after Board sign off.

To support this phase SCW will provide a range of HR specialists, all appropriately trained, qualified and experienced, to manage the discussions and support. These may include (but are not restricted to):

- Support to directors, line managers during the initial communications
- Support to the Organisation and HR to engage with TU colleagues through the consultation and engagement processes
- Support the development and launch of the consultation process, attendance at staff meetings/briefings as the allocated HR lead, including managing the project plan, timetable, etc
- Attendance at individual staff meetings/briefings
- Production of documentation associated with the process such as consultation proposal, communication and meeting scripts, development of FAQs, development of guidance for, and provide support to, managers holding one-to-ones and any agreed outputs of one-to-one meetings including letters etc
- Lead on the communication including developing appropriate messaging to staff and the organisation and manage the collection of all employee questions and responses with input from NICE internal communications and NICE internal HR where appropriate
- Provide advice and support to managers and staff throughout every stage of the process.
- Ad-hoc specialist HR support to the change programme i.e. in relation to assessment of risks or advice on staff engagement
- Support in the HR elements of the Board paper seeking approval to proceed
- Support in job evaluation, noting various terms and conditions exist which will be factored into the agreed evaluation framework applied.
- Support with engagement events.

Support will be delivered through a blended team model, from senior to junior consultant level. This allows flexibility to meet exact client requirements as they emerge, keeping costs to a minimum by using the most appropriate resource for the task. The work will be overseen in the main Project delivery Director [REDACTED] a senior consultant who, as an established OD senior professional, has supported in delivery of large-scale strategic change projects such as this. They will act as the main point of contact for the client, co-ordinating delivery of support and providing oversight and assurance for the work provided by the team.

3. The Designated HR Programme Team

[REDACTED] Programme Director – Customer contact: Day to day oversight of the programme

[REDACTED] - HR Programme Manager – Customer contact: a senior level individual on a 1.00 WTE basis for the 6-month period to engage with your Executive Team and Director leads to progress the current proposals, develop an overall approach and start to develop the change management plan for the EMT/Governing Bodies to approve. The HR Programme Manager will work with the HR Manager and HR Project Support Manager to support them to oversee and manage the service delivery.

[REDACTED] - HR Manager (1WTE) and HR Project Support Officer (0.5WTE) – Both roles will provide operational support to the HR Programme Manager, these will be named individuals throughout the 6-month period to maintain consistency.

[REDACTED] – Head of HR Business Partnering – Senior oversight of the programme will be provided by Sonia Weavers at no additional cost.

B. Business Hours

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

(NHS SOUTH, CENTRAL AND WEST COMMISSIONING SUPPORT UNIT)

C. DBS

The Customer should detail the level of DBS check requirement

N/A

Not Applicable

D. Price/Rates

4. Work Package Resource Estimate

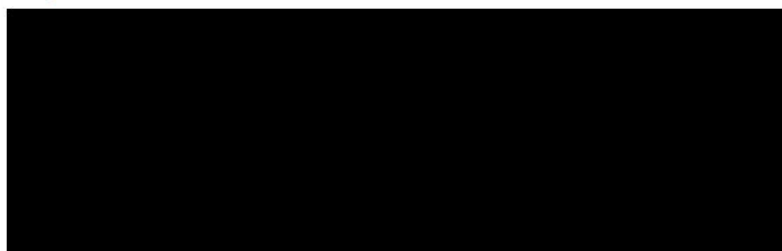
The cost below is a maximum number of anticipated days of delivery over a six-month period. This input may flex with demands and requirements, for example, it may require more resource at peak periods of activity and less at the end of the process, this is due to the variable emergent elements which can be difficult to anticipate.

The costing provided below is the maximum charge for the number of days quoted over the six-month period, SCW will only charge you for the actual time spent on the programme. If at any point, it is anticipated that the programme is likely to exceed the maximum cost below SCW will discuss available options with NICE before proceeding.

5. Price

The maximum price of the HR Programme team to deliver this service is £169,975. This relates to proposed changes in reprioritisation of the Health and Care Service Directorate and in addition the resource can also be used flexibly to support the Executive reprioritisation and portfolio review. There are no other expenses anticipated with the assignment.

Day rates are:



Prices are exclusive of VAT, however VAT will not be chargeable where both parties are within the NHS VAT Divisional Registration.

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.

N/A

G. Invoicing

Please detail any specific invoicing requirements here

Invoicing

Invoices to be sent to

Phoenix House
Topcliffe Lane
Wakefield
West Yorkshire
WF3 1WE

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

A. Variation to Standard Specification

Please list any agreed variations to the specification of requirements

None as of date of agreement

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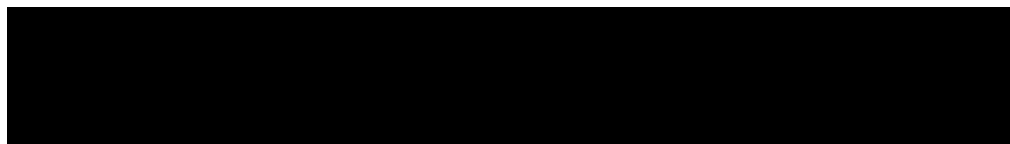
B. Other Specific Requirements

Please list any agreed other agreed requirements

~None

Issuer

National Institute for Health and Care Excellence



Parties involved with this document

