

Construction Consultancy Services 2 Service Level Agreement (SLA)

Framework Details

Title: **Construction Consultancy Services 2**
 Reference: **SBS/17/NH/PZR/9256**
 Framework Duration: **4 years + extension**
 Framework End Date: **31 March 2023**
 NHS SBS Contact: **FOIA Section 40 Personal Information**

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	10/07/23	Expiry Date	20/10/23
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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	AECOM Limited
NHS SBS Supplier Reference #	SBS/17/NH/P2R/9256
Name of Supplier Authorised Signatory	FOIA Section 40 Personal Information
Job Title of Supplier Authorised Signatory	Regional Director
Address of Supplier	Avalon House Marcham Road Abingdon, Oxon OX14 1TZ
Signature of Authorised Signatory	FOIA Section 40 Personal Information
Date of Signature	16/06/2023

Customer SLA Signature panel

The "Customer"	
Name of Customer	UK Research and Innovation
Name of Customer Authorised Signatory	FOIA Section 40 Personal Information
Job Title	Procurement Manager
Contact Details email	FOIA Section 40 Personal Information
Contact Details phone	FOIA Section 40 Personal Information
Address of Customer	Polaris House North Star Avenue Swindon SN2 1FL
Signature of Customer Authorised Signatory	FOIA Section 40 Personal Information
Date of Signature	21/07/2023

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:

FOIA Section 40 Personal Information

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1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between *AECOM* and *Science and Technology Facilities Council* 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 This Agreement remains valid until superseded by a revised agreement mutually endorsed by both parties.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 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 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: FOIA Section 40 Personal Information

Construction Consultancy Customer Contact: FOIA Section 40 Personal Information

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

Scope of Works – Project Management services

Employer's representative for the administration of R4 project during construction phase. Specific services for this appointment are limited to:

- Visit site and take brief from client
- Coordinate Project Progress meetings throughout the construction stage. Progress of the design and seeking design and planning approvals will be coordinated and managed by the lead designers. (Oxford Architects)
- Be the Employer's representative and administer the NEC ECC contract
- Liaise with Contractor and Client representatives throughout construction and at completion for Hand over
- Review the contractors programme and liaise with the client team to advise them of status of Key Dates, Completion Date, Milestones etc
- Arrange for contractor to provide monthly progress reports
- Prepare a monthly progress summary highlighting the current status of the project, programme, progress, key risks, commercial position
- Prepare suitable briefing materials and attend monthly Project Board and Finance meetings
- Attend a post project evaluation workshop (up to ½ day)

B. Business Hours

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

Standard office hours 8am – 5pm

Main contact: FOIA Section 40 Personal Information

E: FOIA Section 40 Personal Information

Supplier out of hours contact details: As above

Out of hours arrangement and process: N/A

C. DBS

The Customer should detail the level of DBS check requirement

N/A

D. Price/Rates inc. estimated total value

Price as per fee proposal, £37,880

Any additional works are proposed to be built up using the below rates:

Position	Rate
Director	£ 125.95
Associate	£ 94.46
Senior	£ 78.72
Project	£ 60.35
Assistant	£ 39.36

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.

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

Monthly invoice (excluding VAT) based on monthly drawdown (to be agreed) uploaded iSupplier.

Science and Technology Facilities Council
ATTN: Accounts Payable Dept
c/o UK Shared Business Services Limited
Polaris House,
North Star Avenue,
Swindon,
Wiltshire,
SN2 1EU.

No hard copy invoice required.

Final invoice to be submitted according to the actual last day of services provided and on STFC Project Manager's approval on a pro-rata basis.

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 SLA in line with the terms of the framework agreement.

I. Audit Process

Please detail any Customer audit requirements

N/A

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 in line with the terms of the framework agreement.

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

Scope as per section 5A.

B. Other Specific Requirements

Please list any agreed other agreed requirements

None



Order	4070352472
Order Date	24-JUL-2023
Revision	0
Revision Date	
Payment Terms	As per terms and conditions

Supplier: **Aecom Ltd**
Avalon House
Marcham Road
Abingdon
Oxon
OX14 1TZ
United Kingdom

Tel: ..
Fax: ..

Invoices not quoting the PO number and the ship to details will be returned unpaid.

For all purchase order queries, please contact
P2PAdmin@uksbs.co.uk
For all invoicing queries, please contact finance@uksbs.co.uk

Ship to: **STFC - RAL RAL**
STFC - RAL RAL
Rutherford Appleton Laboratory
Harwell Oxford
Didcot
United Kingdom
OX11 0QX

Invoice to: **UKRI**
C/O UK Shared Business Services Ltd
Polaris House
North Star Avenue
Swindon
United Kingdom
SN2 1UH

NOTES TO SUPPLIER:
UKRI-3249 Framework ref: NHS SBS Construction Consultancy Services 2

Line	Part Number/Description	Delivery Date	Quantity	UOM	Unit Price (GBP)	Tax	Net Amount (GBP)
1	Supplier Item: Project Management Services for R4	20-OCT-2023		Each			37,880.00

Total 7,576.00 37,880.00
Grand Total 45,456.00

The term and conditions relating to this purchase are provided in the Contract, which matches the Contract number cited in the narrative to this Purchase Order and are specific to this Contract. Where the Contract number is not so cited, then our standard terms and conditions will apply which are available at :- <https://www.uksbs.co.uk/services/procure/Documents/UKRIPOTCs.pdf>

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