



Shared Business Services

Construction Consultancy Services 2

Service Level Agreement (SLA)



Shared vision. Better together

Framework Details

Title: **Construction Consultancy Services 2**
 Reference: **SBS/17/NH/PZR/9256**
 Framework Duration: **4 years**
 Framework End Date: **31st July 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	30th April 2023	Expiry Date	14th December 2023
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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 Ltd
NHS SBS Supplier Reference #	SBS/17/NH/PZR/9256
Name of Supplier Authorised Signatory	FOIA Section 40 Personal Information
Job Title of Supplier Authorised Signatory	Regional Director
Address of Supplier	AECOM Limited Unit 2, Avalon House Marcham Road Oxford OX14 1TZ
Signature of Authorised Signatory	FOIA Section 40 Personal Information
Date of Signature	12/07/2023

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	07562 170349
Address of Customer	Polaris House North Star Avenue Swindon SN2 1FL
Signature of Customer Authorised Signatory	FOIA Section 40 Personal Information
Date of Signature	13th July 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:

nsbs.construction@nhs.net

Table of Contents

1. Agreement Overview
 2. Goals & Objectives
 3. Stakeholders
 4. Estimated Duration of Contract
 5. Service Requirements
-
- A Services Provided
 - B Business Hours
 - C DBS Check
 - D Price/Rates
 - E Sub-Contracting
 - F Management Information
 - G Invoicing
 - H Complaints/Escalation Procedure
 - I Audit Process
 - J Termination
 - K KPIs and Other Requirements
 - L Variation to Standard Specification

1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between CPC Project Services LLP and UK Research and Innovation 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.

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 and Lot 4 Cost Management Services extended from 30th April to 31st December 2023. Agreed scope of services is :

1. Cost Report and cashflow updates – Only to be issued bi-monthly.
2. Commercial meetings - Reduced to occur bi-monthly
3. PM Report – To be omitted (no PM report to be issued)
4. Board slides – Financial slide updates only required.
5. Board meetings – Only PM to attend.
6. Progress meetings – Monthly progress meetings as arranged
7. Weekly NSI MI Meetings – Only PM to attend
8. Weekly Team Corp meetings - Only PM to attend
9. EWN meetings – Reduced to occur monthly
10. RDD/Conject action meetings – Reduced to occur monthly
11. Main works and equipment PMI's/ CEQ's – prep / review / response. There are still a number of PMI's being requested therefore specific resource may be required subject to the level of change.
12. Valuations – to remain the same
13. Payment certificates – to remain the same
14. Programme assessments – as required
15. Ad-hoc meetings for takeovers/CDM areas/LN2 meetings etc to be reviewed.
16. NSI MI and Team Corp Principals meetings – PM **FOIA Section 40 Personal Information**
17. Mace Principals meetings - PM **FOIA Section 40 Personal Information**

B. Business Hours

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

Monday – Friday
08:00 – 17 :00

FOIA Section 40 Personal Information

C. DBS

The Customer should detail the level of DBS check requirement

N/A

D. Price/Rates inc. estimated total value**Shared Business Services**

As per the supplier's fee proposal titled "NSTF Phase 1C (R114) Fee Proposal – PM / CM Programme Prolongation 30th April 2023 to the 14th December 2023 (Planned Completion Date - CAT 1 Equipment Contract)."

Total value of the contract : £90,187.50

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

30 days, ensuring the PO number is quoted on all invoicing. Invoices to be submitted to UKRI C/O UK Shared Business Services Ltd, Polaris House, Swindon, Wiltshire, SN2 1UH.
Please quote the purchase order number on all correspondence.

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

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
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

Shared Business Services

N/A

L. Variation to Standard Specification

Please list any agreed variations to the specification of requirements

N/A

M. Other Specific Requirements

Please list any agreed other agreed requirements

N/A

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 Framework Agreement the terms of the relevant Supplementary Conditions of Contract will prevail, in the order it is listed below:

N/A



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

Shared vision. **Better together**



Order	4070351840
Order Date	13-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-3204
Framework: NHS SBS Construction Consultancy Services 2

Line	Part Number/Description	Delivery Date	Quantity	UOM	Unit Price (GBP)	Tax	Net Amount (GBP)
1	Supplier Item: NSTF - AECOM Fees - PM & CM until Dec 23	31-MAR-2024		Each			24,050.00
2	Supplier Item: NSTF - AECOM - PM & CM services for programme prolongation - 30th April to the 10th of Oct against PO 4070324962	29-MAR-2024		Each			66,137.50

Total 18,037.50 90,187.50
Grand Total 108,225.00

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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VAT Registration Number GB 287 461 957

STFC - Science & Technology Facilities Council

STFC is part of UK Research and Innovation, a non-departmental public body funded by a grant-in aid from the UK Government. More Information can be found at www.ukri.org

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