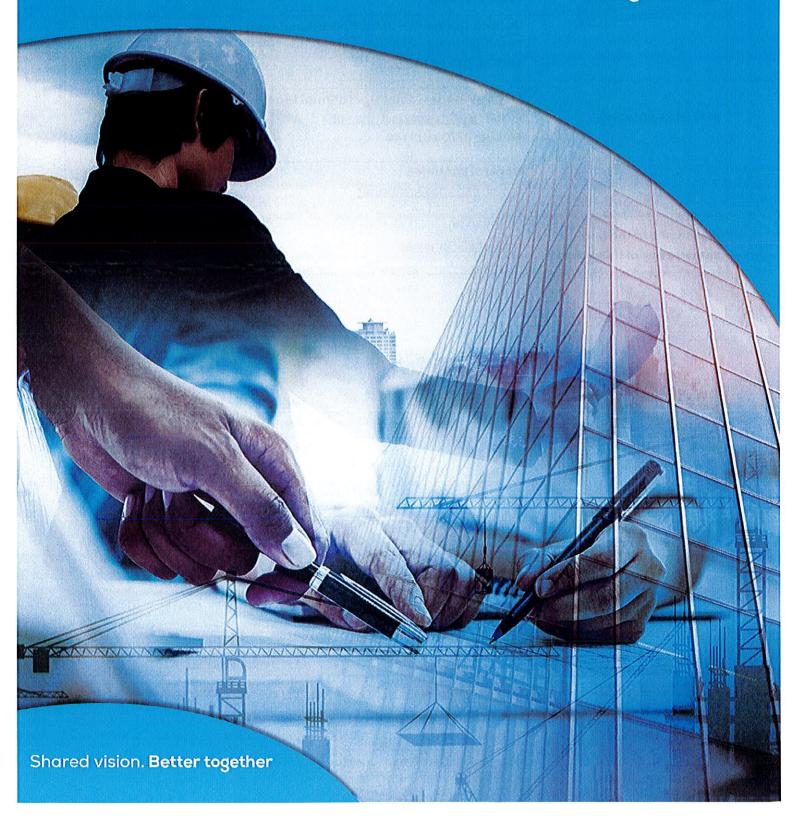


**Shared Business Services** 

# Healthcare Planning, Construction consultancy and Ancillary Services

Service Level Agreement





Title:	Healthcare Planning, Construction Consultancy and Ancillary Services (HPCCAS)
Framework Reference:	SBS10190
Framework Duration:	4 years
Framework Commencement Date:	14 August 2023
Framework End Date:	13 August 2027
NHS SBS Contacts:	FOIA Section 40 Personal Information  FOIA Section 40 Personal Information
	General Enquiries Email: nsbs.ccs3@nhs.net
Please return the final signed copy of this SLA to:	nsbs.ccs3@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.

Term of the Service Level Agreement								
Effective Date:	8 <sup>th</sup> September 2023	Expiry Date:	8 <sup>th</sup> May 2024					

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.

This SLA shall remain in force regardless of any change of organisational structure to the named Customer and shall be applicable to any successor organisations as agreed by both parties.

# **Supplier Details and Signature Panel**

Name of Supplier	Turner & Townsend Project Management			
Framework Reference	SBS10190			
Name of Supplier Authorised Signatory	FOIA Section 40 Personal Information			
Job Title of Supplier Authorised Signatory	Project Director			
Address of Supplier	Turner and Townsend Project Management Ltd Low Hall Calverley Lane Horsforth Leeds West Yorkshire LS18 4GH			
Signature of Authorised Signatory	FOIA Section 40 Personal Information			
Date of Signature	28/9/23 28/9/23			

# **Customer Details and Signature Panel**

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				
	UK Research and Innovation				
	Polaris House				
Address of Customer	North Star Avenue				
	Swindon				
	SN2 1FL				



#### Shared Business Services

Signature of Customer Authorised Signatory	FOIA Section 40 Personal Information	Sharea Business Services
Date of Signature	28/09/2023	

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#### 1. Agreement Overview

This SLA is made between Turner and Townsend and UK Research and Innovation for the provision of Construction Consultancy Services. This SLA remains valid until superseded by a revised agreement mutually endorsed by both parties. This SLA 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) will apply in all instances, unless specifically agreed otherwise by both parties within this document.

# 2. Goals & Objectives

The **purpose** of this SLA 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 SLA is to obtain mutual agreement for the provision of Construction Consultancy Services between the Supplier and Customer.

The **objectives** of this SLA are to:

- provide clear reference to service ownership, accountability, roles and/or responsibilities; and
- present a clear, concise and measurable description of service provision to the customer.

#### 3. Stakeholders

The primary contact from the Supplier and the Customer will be responsible for the day-to-date management of the SLA and the delivery of the Services. If different from the Authorised Signatory details listed on page 1 of this SLA, please provide the names of the **primary contact** associated with this SLA below:

Supplier Contact: FOIA Section 40 Personal Information

Customer Contact: FOIA Section 40 Personal Information

#### 4. Estimated Duration of Contract

This SLA is valid from the Effective Date outlined herein until the Expiry Date as agreed.

#### 5. Service Requirements

#### A. Services Provided

The Supplier has been appointed under Lot 2 Project Management to provide the following Services:

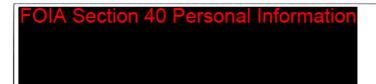
Please refer to "UKRI-3155 Appendix A Specification" for the scope of services.



#### B. Form of Call-Off Contract

NHS Terms and Conditions as standard

# C. Supplier Contact Information and Operating Hours



#### D. DBS

N/A

### E. Pricing

Total value of the contract is £128,275.00 excluding VAT.

Section A	Project Costs		
1	RIBA Stage 3 design for the window replacement in Villas, Lodge and Copeland house buildings and the datasuite free-cooling system	1	£ 32,275.00
2	RIBA Stage 4 design for the windows (Villas, Lodge and Copeland) and the statsuite cooling system	1	£ 63,600.00
3	RIBA Stage 5 - Project Management of the Villas and The Lodge window replacement works	1	£ 30,900.0
4	RIBA Stage 6 - Practical completion, handover and defects liability for Villas and Lodge windows	1	£ 1,500.00

# F. Sub-Contracting

If the Supplier sub-contracts any aspect of this SLA, the Supplier will remain fully responsible for liability and ensuring standards are maintained in line with the Framework Agreement and this SLA.

# G. Management Information

Management Information provided to the Customer as standard on a monthly basis.

# H. Invoicing

Invoicing made as per "UKRI-3155 Appendix B Price Schedule"



# I. Complaints and Escalation Procedure

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 this SLA in accordance with the terms of the Framework.

N/A	
Termination	
Persistent failure by the Supplier	to meet the agreed service levels as specified within the
may lead to the Contract being to	erminated or alternative Contractor(s) being appointed
Customer to maintain levels of se	ervice.
Prior to termination the complain	nts and escalation procedure should be followed to atter
resolve any issue. Should this app	proach not result in a satisfactory outcome, the Custome
decide to terminate the SLA in ac	ccordance with the terms of the Framework.
KPIs and Other Requirements	
N/A	
N/A	
N/A  Variation to Specification  N/A	
Variation to Specification	
N/A  Variation to Specification  N/A  Other Specific Requirements	ntract



# **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



#### COPY

Order	4070358035
Order Date	28-SEP-2023
Revision	0
Revision Date	
Payment Terms	As per terms and conditions

Supplier: Turner & Townsend Project Management Ltd

Low Hall Calverley Lane Horsforth Leeds

West Yorkshire LS18 4GH United Kingdom 0113 2584400

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 - UK Astronomy Technology Centre

STFC - UK Astronomy Technology Centre

Royal Observatory Blackford Hill Edinburgh United Kingdom EH9 3HJ

NOTES TO SUPPLIER: Contract ref: UKRI-3155 Framework: NHS SBS 10190 Invoice to: UKRI

C/O UK Shared Business Services Ltd

Polaris House North Star Avenue Swindon United Kingdom SN2 1UH

Line	Part Number/Description	Delivery Date	Quantity	UOM	Unit Price (GBP)	Tax	Net Amount (GBP)
1	Supplier Item: ROE energy efficiency project fees (RIBA stages 3-6)	31-MAR-2024		Each			128,275.00

Total 25,655.00 128,275.00 Grand Total 153,930.00

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

#### Commercial In Confidence

VAT Registration Number GB 287 461 957

STFC - Science & Technology Facilities Council

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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 <a href="https://www.ukri.org">www.ukri.org</a>