



Shared Business Services

Healthcare Planning, Construction consultancy and Ancillary Services

Service Level Agreement



Shared vision. Better together

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 [Redacted]
	FOIA Section 40 Personal Information [Redacted]
	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:	1 st September 2023	Expiry Date:	31st December 2023

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	Aecom Ltd
Framework Reference	SBS10190
Name of Supplier Authorised Signatory	FOIA Section 40 Personal Information
Job Title of Supplier Authorised Signatory	
Address of Supplier	John Eccles House Robert Robinson Avenue Oxford OX4 4GP
Signature of Authorised Signatory	FOIA Section 40 Personal Information
Date of Signature	

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	07562170349
Address of Customer	Polaris House North Star Avenue Swindon SN2 1FL
Signature of Customer Authorised Signatory	FOIA Section 40 Personal Information
Date of Signature	24th November 2023

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1. Agreement Overview

This SLA is made between *Aecom Ltd* 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 This SLA remains valid until superseded by a revised agreement mutually endorsed by both parties.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:

EMC Commissioning Witnessing as per the Fee Proposal dated 9^h August 2023.

From April 2023 to December 2023 allowance for 2 hours per week for defects review and email responses = 40 weeks @ 2hours = 80 hours

NSTF Commissioning Meetings via Teams 1 hour every two weeks (from 11/07/2023 to 26/12/2023) = 12 weeks @ 1 hour = 12 hours
 Clean Room & Vibration Equipment Rooms Defect Inspections carried out by Sean Betteridge on 28/06/2023 = 8 hours
 Commissioning close-out Programme Rev 03 (CcoP) – Emergency Lighting Re-test = 8 hours
 CcoP – Thermal Imaging of LV Panels on final day to witness 10% = 8 hours
 CcoP – Fire Alarm Systems Final C&E on final day to witness 100% = 8 hours
 CcoP – BMS Last 10% of system 1 day on final day of testing to witness 10% = 8 hours
 CcoP – Interface with STFC Campus Fire Alarm / Disabled Refuge / Disabled WC = 8 hours
 CcoP – Hypoxic plant/control commissioning = 8 hours
 CcoP – FFU Commissioning witnessing 10% only = 8hours
 CcoP – Pharmagraph commissioning witnessing 1 day on final day of testing to witness = 8hours
 CcoP – EMC chamber door commissioning on final day only = 8 hours
 CcoP – EMC controls on final day only = 8 hours
 CcoP – RF Shield Test witnessing Attendance by James Hammond on 01/06/2023, 3 days of witnessing = 24 hours
 CcoP – EMC Earth Shielding witness all 3 days of testing to witness = 24 hours
 CcoP – Shaker Tables Internal Horizontal SAT attended by Sean Betteridge 31/05/2023 = 8 hours
 CcoP – Horizontal Shaker Handover = 8 hours
 CcoP – Shaker Tables Internal Vertical SAT 5 days = 40 hours
 CcoP – Final full chlorination, review of PPM count and final test results only = 8 hours
 CcoP – Environmental / soak test witness final day results only = 8hours
 CcoP – IST 2 days = 16 hours
 CcoP – Water leak detection 10% witness only = 4 hours

B. Form of Call-Off Contract

Call-off contract under HPCCAS Framework

C. Supplier Contact Information and Operating Hours

FOIA Section 40 Personal Information

Monday – Friday
 8am – 5pm

D. DBS

N/A

E. Pricing

Total number of hours = 320 hours @ £ 94.46 = £ 30,227.20

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

Monthly

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.

J. Audit Process

N/A

K. Termination

Persistent failure by the Supplier 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 SLA in accordance with the terms of the Framework.

L. KPIs and Other Requirements

N/A

M. Variation to Specification

N/A

N. Other Specific Requirements

N/A

O. Supplementary Conditions of Contract

The terms of the NHS SBS Healthcare Planning, Construction Consultancy and Ancillary 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:

Supplementary Conditions of Contract
Framework Agreement



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	4070363288
Order Date	24-NOV-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-3554
 Framework Ref: NHS SBS HPCAS

Line	Part Number/Description	Delivery Date	Quantity	UOM	Unit Price (GBP)	Tax	Net Amount (GBP)
1	Supplier Item: NSTF - Aecom - NSTF NEC 4 Supervisor - April 23 - Dec 23	31-MAR-2024		Each			30,227.20

Total 6,045.44 30,227.20
 Grand Total 36,272.64

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