



Shared Business Services

# Healthcare Planning, Construction consultancy and Ancillary Services

Service Level Agreement



Shared vision. Better together

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

**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			
<b>Effective Date:</b>	2 <sup>nd</sup> January 2024	<b>Expiry Date:</b>	31 <sup>st</sup> October 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**

<b>Name of Supplier</b>	CPC Project Services
<b>Framework Reference</b>	SBS10190
<b>Name of Supplier Authorised Signatory</b>	FOIA Section 40 Personal Information
<b>Job Title of Supplier Authorised Signatory</b>	Partner
<b>Address of Supplier</b>	100 Wood Street,London , EC2V 7AN
<b>Signature of Authorised Signatory</b>	FOIA Section 40 Personal Information
<b>Date of Signature</b>	23 January 2024

**Customer Details and Signature Panel**

<b>Name of Customer</b>	UK Research and Innovation
<b>Name of Customer Authorised Signatory</b>	FOIA Section 40 Personal Information
<b>Job Title</b>	Procurement Manager
<b>Contact Details email</b>	FOIA Section 40 Personal Information
<b>Contact Details phone</b>	FOIA Section 40 Personal Information
<b>Address of Customer</b>	Polaris House North Star Avenue Swindon SN2 1FL
<b>Signature of Customer Authorised Signatory</b>	FOIA Section 40 Personal Information
<b>Date of Signature</b>	23rd Janaury 2024

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## 1. Agreement Overview

This SLA is made between *CPC Project Services* 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:

Client-side Project Management services from January 2024 to March 2024. Then provision to cover the 12 month defects period to October 2024

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

Call-off contract under the NHS Shared Business Services Healthcare Planning and Construction Consultancy and Ancillary Services Framework

**C. Supplier Contact Information and Operating Hours**

Monday to Friday 08:30 to 17:00

**FOIA Section 40 Personal Information**

**D. DBS**

N/A

**E. Pricing**

**FOIA Section 43 Commercial**



The total value of the contract is £23,776 excluding VAT

**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**

Suppliers should provide Management Information to the Customer as standard on a monthly basis.

**H. Invoicing**

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.

**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](http://www.sbs.nhs.uk)**

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**COPY**



<b>Order</b>	<b>4070367754</b>
Order Date	23-JAN-2024
Revision	0
Revision Date	
Payment Terms	As per terms and conditions

Supplier: **CPC Project Services LLP**  
**Ground Floor**  
**Walton Well Road**  
**Oxford**  
**OX2 6ED**  
**United Kingdom**  
**01865 616528**

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:**  
Contract ref: UKRI-3714

Line	Part Number/Description	Delivery Date	Quantity	UOM	Unit Price (GBP)	Tax	Net Amount (GBP)
1	Supplier Item: NSTF - CPC - PM services extension - CAT1 and 12 months defects against PO 4070351641	31-OCT-2024		Each			23,776.00

Total 4,755.20 23,776.00  
Grand Total 28,531.20

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