



Shared Business Services

Healthcare Planning, Construction consultancy and Ancillary Services

Service Level Agreement



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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]
	FOIA Section 40 Personal Information [Redacted]
Please return the final signed copy of this SLA to:	FOIA Section 40 Personal Information [Redacted]

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 October 2023	Expiry Date:	30 th April 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	Couch Perry & Wilkes LLP
Framework Reference	SBS10190
Name of Supplier Authorised Signatory	FOIA Section 40 Personal Information
Job Title of Supplier Authorised Signatory	Member
Address of Supplier	Interface 100, Arleston Way, Solihull, B90 4LH
Signature of Authorised Signatory	FOIA Section 40 Personal Information
Date of Signature	12 February 2024

Customer Details and Signature Panel

Name of Customer	UK Research and Innovation
Name of Customer Authorised Signatory	FOIA Section 40 Personal Information
Job Title	
Contact Details email	
Contact Details phone	
Address of Customer	Polaris House North Star Avenue Swindon SN2 1FL
Signature of Customer Authorised Signatory	FOIA Section 40 Personal Information
Date of Signature	12th February 2024

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1. Agreement Overview

This SLA is made between *Couch Perry & Wilkes LLP* 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:

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 5 Mechanical, Electrical and Public Health (MEP) Services to provide the following Services:

Mechanical and Electrical Construction Monitoring and end of project witnessing and snagging for the R4 Redevelopment.

B. Form of Call-Off Contract

Call-off contract under the NHS SBS Healthcare Planning, Construction Consultancy and Ancillary Services Framework

C. Supplier Contact Information and Operating Hours

FOIA Section 40 Personal Information



D. DBS

N/A

E. Pricing

The total value of the contract is £20,000.00 excluding VAT. The breakdown of this total fee is:

FOIA Section 43 Commercial



This fee is based on the hours and maximum hourly rates that are, for an average month:

FOIA Section 43 Commercial



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

Submitted on a Monthly basis.

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:

Framework SLA terms;

Framework Agreement terms



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

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COPY



Order	4070370931
Order Date	20-FEB-2024
Revision	0
Revision Date	
Payment Terms	As per terms and conditions

Supplier: **Couch Perry & Wilkes LLP (CPW LLP)**
Interface 100
Arleston Way
Solihull
B90 4LH
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 - Rutherford Appleton Laboratory**
Chilton
Didcot
Oxfordshire
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-3748
 Framework ref: NHS SBS HPCCAS

Line	Part Number/Description	Delivery Date	Quantity	UOM	Unit Price (GBP)	Tax	Net Amount (GBP)
1	Supplier Item: R4 Refurbishment- Extension of Contract	31-MAY-2024		Each			20,000.00

Total 4,000.00 20,000.00
 Grand Total 24,000.00

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