



Shared Business Services

Healthcare Planning, Construction consultancy and Ancillary Services

Service Level Agreement



Shared vision. Better together

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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] |
| | 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: | 17/04/2024 | Expiry Date: | 17/04/2025 |

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.

Work SLA

Supplier Details and Signature Panel

| | |
|---|---|
| Name of Supplier | AECOM Limited |
| Framework Reference | SBS10190 |
| Name of Supplier Authorised Signatory | FOIA Section 40 Personal Information |
| Job Title of Supplier Authorised Signatory | Commercial Director |
| Address of Supplier | Aldgate Tower 2 Leman Street London E1 8FA United Kingdom |
| Signature of Authorised Signatory | FOIA Section 40 Personal Information |
| Date of Signature | 17/06/24 |

Customer Details and Signature Panel

| | |
|---|--|
| Name of Customer | UK Research and Innovation |
| Name of Customer Authorised Signatory | Declan Ward |
| Job Title | Commercial Business Partner |
| Contact Details email | FOIA Section 40 Personal Information |
| Contact Details phone | FOIA Section 40 Personal Information |
| Address of Customer | Rutherford Appleton Laboratory Harwell Campus Didcot OX11 0QX United Kingdom |
| Signature of Customer Authorised Signatory | |
| Date of Signature | |

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1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between *AECOM Ltd* 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 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 12 Ancillary Services to provide the following Services:

Building R4 Redevelopment Project

Supervisor Services Fee Estimate for the Extension of the Construction Phase (from 1st April 2024 to 17th April 2025) Stages 5, 6 and 7. Further to the details provided from FOIA Section 40 Personal Information () on 30th January 2024 and your email 20th February 2024 in relation to the

project extension to 17th April 2024, completion of construction is 17th April 2024 and the 4 week defects rectification period ends 17th May 2024. Following the issuing of EWN 571.

We have also been asked to include the following:

- Stage 5 NEC Supervisor attendance at the current level for commissioning witnessing and defects from 1st April up to 17th April 2024
- Stage 6 NEC Supervisor attendance for a 4-week defects period
- Review of defects for the 48-week defect period. We have allowed 1 day per month for 11 months.
- Attendance at the 3No. lessons learned events to be held.
- Monitoring of the defects raised by the STFC RAL Helpdesk. We have allowed 2 hours per week for 48.

All as per AECOM fee estimate ref 12D dated 11th April 2024



240411 - R4
Supervisor Fee Propo:

B. Form of Call-Off Contract

NEC4 Engineering and Construction Contract Option A (NEC3 ECC)
Call-off contract under HPCCAS Framework

C. Supplier Contact Information and Operating Hours

Monday to Friday 0830-1700
FOIA Section 40 Personal Information
[Redacted]

D. DBS

N/A

E. Pricing

This fee estimate is for the additional costs only which amount to £ 39,540.00 exclusive of VAT

| | | | |
|----------------|---|------------|-------------|
| NEC Supervisor | <small>FOIA Section 40 Commercial</small> | [Redacted] | [Redacted] |
| [Redacted] | [Redacted] | [Redacted] | [Redacted] |
| Total | | | £ 39,540.00 |

F. Sub-Contracting

N/A

G. Management Information

Provide a timesheet to be filled in and approved by STFC Project manager prior to each relevant invoice being submitted.

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

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|-----|
| N/A |
|-----|

N. Other Specific Requirements

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|-----|
| N/A |
|-----|

O. Supplementary Conditions of Contract

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|--|
| <p>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:</p> |
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| |
|----------------------------|
| <p>Framework Agreement</p> |
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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**