



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
	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:	29/03/2024	Expiry Date:	30/12/2028

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	Arcadis Consulting (UK) Limited
Framework Reference	SBS10190
Name of Supplier Authorised Signatory	FOIA Section 40 Personal Information
Job Title of Supplier Authorised Signatory	
Address of Supplier	80 Fenchurch Street
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	
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	

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B. Form of Call-Off Contract

NEC4 Professional Services Contract

C. Supplier Contact Information and Operating Hours

Please see UKRI-3649 Contract Terms and Conditions for details

D. DBS

Baseline Personal Security Standard (BPSS) carried out by UK Research and Innovation

E. Pricing

The Supplier shall complete the following pricing document:

Pricing Schedule PM

Bidders are required to complete all highlighted cells. The provision of RIBA Stages 4 to 7 Services are subject to further funding. The Customer reserves the right to conclude the Contract at any RIBA Stage and shall not be bound to carry the Contract through to ultimate completion.

For the avoidance of doubt the total compiled within cell J24 will be used for the evaluation of this procurement.

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.

Supply chain partners are listed as follows:

[Where applicable, the Supplier must detail the name and contact details of the supply chain partners you will be subcontracting any work to.]

G. Management Information

The provision of monthly management information is presented in the following documents:

NHS SBS HPCAS SBS10190 Specification 09/2022

Supplementary Specification/Scope V0.1

NEC4 Professional Services Contract

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H. Invoicing

The Supplier shall submit monthly invoicing via UKSBS iSupplier. The Supplier will need register with iSupplier following appointment.

www.uksbs.co.uk/services/isupplier/

I. Complaints and Escalation Procedure

In the first instance, the Customer and Supplier should work together and attempt to resolve any issues in accordance with the NEC4 Professional Services Contract. Should this approach fail to result in a satisfactory outcome for the Customer and/or Supplier, the issue can be escalated to NHS SBS. NHS SBS will attempt to resolve the issue to the satisfaction of the Customer and/or Supplier. 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

Suppliers may be audited by UK Research and Innovation in accordance with Public Sector Internal Audit Standards.

Suppliers may be audited by UK Research and Innovation to confirm compliance with the Regulations 2015.

K. Termination

Failure by the Supplier to meet the agreed service levels as specified within the SLA will lead to the Contract being terminated or alternative Contractor(s) being appointed by the Customer to maintain the levels of service.

L. KPIs and Other Requirements

Refer to the NEC4 Professional Services Contract

M. Variation to Specification

The lot specific Specification of the NHS SBS Healthcare Planning, Construction Consultancy and Ancillary Services Framework Agreement shall supplement and complement the Supplementary Specification/Scope.

In the event of a conflict or discrepancy between the terms of the Supplementary Specification/Scope and the Specification of the Framework Agreement, the terms of the relevant Supplementary Specification/Scope shall take precedence.

N. Other Specific Requirements

None

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:

First - NEC4 Professional Services Contract

Second - NHS SBS Healthcare Planning, Construction Consultancy and Ancillary Services 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

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