

Audit Committee, 5 September 2017

Review of service level agreements

Executive summary and recommendations

### **Introduction**

At the June meeting, in the context of discussion of the internal audit report on the payroll bureau service, the Audit Committee asked for information on which HCPC contracts included service level agreements (SLAs).

In the appendix, we have listed HCPC's contracts with an expected value over £100k, noting whether the contract includes an SLA and, if so, whether the SLA is being actively managed.

SLAs are in place and are being actively managed on most of HCPC's key contracts. In cases where there is not currently an SLA, we will use the next due retendering or extension of the contract as an opportunity to include an SLA.

### **Decision**

The Committee is asked to discuss the paper.

### **Resource implications**

None

### **Financial implications**

None directly

### **Appendix**

List of contracts with an expected value over £100,000 showing SLA status

### **Date of paper**

22 August 2017

Appendix: List of contracts with an expected value over £100,000 showing SLA status

Supplier	Service	Spend in 2016-17 £000	Dept	SLA?	SLA in use?	Comments
KINGSLEY NAPLEY	Legal services and FTP case preparation and presentation	£4,270	FTP	YES	YES	
CLICK TRAVEL	Travel management services	£1,889	FIN	YES	YES	
BIRCHAM DYSON BELL	Legal services	£1,177	FTP	NO	NO	Monthly teleconference with BDB on cases, plus expenditure. Weekly legal service provider on site for cases.
CLSH MANAGEMENT LIMITED	405 Kennington Road Lease contract	£734	OFS	NO	NO	SLA not relevant for this contract
IBM (OPTEVIA LIMITED)	Registration Project	£510	PRO	NO	NO	Not an ongoing service contract so SLA not relevant
PARAGON GROUP UK LTD	Printing services	£309	FTP	NO	NO	There is a current tender to replace this service provider. It is wider than FTP.
UBIQUS	Recording and transcription services	£252	FTP	YES	YES	
BYTES SOFTWARE SERVICES LTD	Software licensing and third-party provider MS licensing Adobe licensing Barracuda licensing Flex - Intranet platform, inclusive of helpdesk access	£233	ITD	YES	NO	Software licensing and third-party provider. Bytes only act as reseller; they do not directly provide any support and thus have no SLAs. Support contracts that we do procure through them will have SLAs on a contract-by-contract basis, as follows.
EUROPA PRINT & MAILING SOLUTIONS LTD	Printing & Mailing solutions	£276	REG	YES	YES	
RACKSPACE LTD	Virtual infrastructure	£260	ITD	YES	NO	
PITNEY BOWES - PURCHASE POWER	Franking machine services and supplies	£243	OFS	YES	NO	
DTI GLOBAL	Recording and transcription services	£224	FTP	YES	YES	

Supplier	Service	Spend in 2016-17 £000	Dept	SLA?	SLA in use?	Comments
BUXTON BUILDING CONTRACTORS LIMITED	186 KPR refurbishment project	£0	PRO	NO	NO	SLA not relevant for this contract
GORDON YATES	Organisational Training services	£173	HUM	NO	NO	
EUROPA PRINT & MAILING SOLUTIONS LTD (POSTAGE)	Printing & Mailing solutions	£120	REG	NO	NO	SLA not relevant for this contract
ENERGYSYS LIMITED (previously DIGITAL STEPS LIMITED)	Support for Netregulate	£179	ITD	YES	NO	No; only from an internal perspective, as IT log downtime
LAW ABSOLUTE	Temporary Staff recruitment services	£215	HUM	NO	NO	
COREHR	HR and Partner System	£167	HUM	YES	YES	
APOLLO CLEANING SERVICES LTD	Offices Cleaning Services	£150	OFS	NO	NO	SLA being agreed.
SPRING TECHNOLOGY	IT Recruitment agency services	£175	HUM	NO	NO	
COVENT GARDEN BUREAU	Temporary Staff recruitment services	£130	HUM	NO	NO	
WHITELAW & CHRISTOPHIDES JOINT VENTURE	Lease contract for Unit 1, 3, 7 & 8 33 Stannary Street	£107	OFS	NO	NO	SLA not relevant for this contract
HIRE GROUND LTD ( TEMPORARY)	Temporary Staff recruitment services	£154	HUM	NO	NO	
ROYAL MAIL	Postal Services - Delivery & Collection	£101	OFS	NO	NO	SLA not relevant for this contract
POSTURE PEOPLE LIMITED	Office Furniture	£28	OFS	NO	no	SLA not relevant for this contract
CHARTER UK LTD	Support for Case Management System	£86	ITD	YES	NO	No; only from an internal perspective, as IT log downtime
INSIGHT DIRECT (UK) LIMITED	Software licensing and third-party provider CCE are subcontractors for printing service	£42	ITD	YES	NO	Software licensing and third-party provider. Insight only act as reseller; they do not directly provide any support and thus have no SLAs. Support contracts that we do

Supplier	Service	Spend in 2016-17 £000	Dept	SLA?	SLA in use?	Comments
	Various HP servers get maintenance through Insight					procure through them will have SLAs on a contract-by-contract basis, as follows.
WORLDPAY (UK) LTD (GATESHEAD)	Merchant Services	£89	FIN	NO	NO	SLA not relevant for this contract
ALTERNATIVE NETWORKS LTD (DAISY)	Telephony providers	£109	ITD	YES	NO	
SOFTCAT LIMITED	Software licensing and third-party provider	£62	ITD	YES	NO	Software licensing and third-party provider. Softcat only act as reseller; they do not directly provide any support and thus have no SLAs. Support contracts that we do procure through them will have SLAs on a contract-by-contract basis, as follows.
IKHOFI LTD	Provision of Coffee machines, and maintenance services on all the 4 buildings	£71	OFS	YES	NO	
PURBROOKS LTD	Design and printing Services	£71	COM	NO	NO	
ETC VENUES LIMITED	Venue services for meetings	£42	FTP	NO	NO	Usage is declining due to 405 building being available.
EXPONENTIAL-E LTD	Internet providers; TAs (target availability). Functionally identical.	£70	ITD	YES	NO	No; only from an internal perspective, as IT log downtime
LOCKTON COMPANIES	Insurance services	£64	FIN	NO	NO	SLA not relevant for this contract
STUDIO CALLAGHAN	Architectural services	£116	PRO	NO	NO	SLA not relevant for this contract
ADARE INTERNATIONAL LIMITED	Web site design and support	£62	PRO	NO	NO	
GRANT THORNTON	Internal audit	£64	SEC	NO	NO	SLA not relevant for this contract
ORACLE CORPORATION UK LTD	Support for Netregulate infrastructure	£93	ITD	YES	NO	
XEROX UK LTD (PRINTING)	Printing & Mailing solutions	£2	REG	YES	YES	

