

Location:

Draft Service Level Agreement  
between  
EMEA and [The Company]

## Preamble

[The Company] provides the consultancy services to EMEA in accordance with profile specifications that form part of Specific Contracts implementing framework contract EMEA/2008/71/PM-IT. This service level agreement is supplemental to and applies to all Specific Contracts under EMEA/2008/71/PM-IT, and in particular is agreed by the parties to apply, inter alia, to services provided by [The Company] under Specific Contracts.

## Specific Terms

1.

In general, [The Company] personnel providing services at the premises of EMEA shall, unless otherwise agreed in writing between the parties, provide such services for eight hours per day. [The Company] personnel will be present at the premises of EMEA between 09:00a.m and 05:30p.m, and may take a lunch break between the hours of 12:00 and 2:00p.m. Hours of service necessary to make up the full 8 hours may be supplied before 9:00a.m, or after 5:30p.m., as chosen by the contractor.

2.

Where [The Company] wishes to suspend the provision of services to EMEA because it has no services available for reasons of annual leave, the gap in service provision must be agreed in writing by the EMEA (project) manager responsible for the project or area in which the services are being provided. Such agreement must be sought in writing by [The Company] at least ten working days before the first day of planned absence.

3.

Any variation to the general terms must be agreed in writing between the Consultant and the EMEA (project) manager responsible for the project or area in which the services are being provided.

4.

If so instructed by the (project) manager responsible for the project or area in which the services are being provided, [The Company] personnel must record the hours worked in the Agency's time tracking system, ActiTrak and EMEA's implementation of Microsoft Project Server, Enterprise Edition.

5.

[The Company] personnel are required to maintain the electronic calendar in Microsoft Exchange made available to them so that it is up to date. In particular, planned meetings and leave of absence should be introduced. [The Company] personnel must give access to their electronic calendars to all EMEA Project Management Sector staff.

6.

[The Company] personnel are required to submit requests for reimbursement of travel expenses to [The Company] as soon as possible after the travel has taken place, in order that [The Company] can comply with the deadline for submission of invoices to EMEA within two months of the date when travel took place. [The Company] personnel are required to submit the originals of travel tickets and hotel invoices with their request for reimbursement. If tickets are lost and the [The Company] personnel paid personally for them, a receipt for payment or a copy of a credit card or bank statement showing the purchase can, exceptionally, be submitted in place of the ticket.

7.

If a member of [The Company] personnel designated by them to undertake the performance of services is taken ill and is unable to come to the office, [The Company] shall notify the Project Office before 9.30 am of the first day of suspension of the provision of services and say when services will resume. On expiry of this period, [The Company] should telephone the Project Office again to say when suspension will be lifted. The Project Office will inform the EMEA Head of Sector and the relevant EMEA Project Manager. The EMEA Project Manager will inform colleagues in the IT Sector as required. If there is no reply from telephone extensions in the Project Office, [The Company] should contact the secretary to the Head of Sector, Project Management.

Telephone numbers for the Project Office are as follows:-

|                |               |
|----------------|---------------|
| Sherryl Eady   | 020 7418 8683 |
| Anita Zambrini | 020 7523 7247 |

Telephone number for the secretary to the Head of Sector is as follows:-

|                  |               |
|------------------|---------------|
| Marcela Sramkova | 020 7418 8667 |
|------------------|---------------|