

Patient/Citizen Communication & Engagement Solutions Order Form (Service Level Agreement)

Framework details

Title: Patient/Citizen Communication & Engagement Solutions
 Reference: SBS10175
 Contract Duration: 1st November 2021
 Max End Date: 31st October 2023
 NHS SBS Contacts: Digital & IT Team mailbox nsbs.digital@nhs.net
 Aidan Woodward (07395 253735) aidan.woodward2@nhs.net
 Alison Pickup (07594 517789) alison.pickup1@nhs.net



Order Form details

This Order Form is between the following parties and in accordance with the Terms and Conditions of the Framework Agreement.





Period of the Agreement	Effective Date	23 rd October 2023	Expiry Date	22 nd October 2026 (no option to extend)
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Unless otherwise agreed by both parties, this Order Form 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.

Supplier Order Form Signature panel

The "Supplier"	
Name of Supplier	CFH Docmail Ltd
Name of Supplier Authorised Signatory	
Job Title of Supplier Authorised Signatory	Group Commercial Director
Address of Supplier	St Peter's Park, Wells Road, Radstock, Bath, BA3 3UP
Signature of Authorised Signatory	
Date of Signature	25/10/2023

Customer Order Form Signature panel

The "Customer"	
Name of Customer	NHS England on behalf of NHS Arden & Greater East Midlands Commissioning Support Unit
Name of Customer Authorised Signatory	
Job Title	Deputy Director for Clinical Services
Contact Details email	
Contact Details phone	
Address of Customer	Fen Lane, North Hykeham, Lincoln LN6 8UZ
Signature of Customer Authorised Signatory	
Date of Signature	(25/10/2023)

Authority Order Form Signature panel

The "Authority"	
Name of Authority	NHS England on behalf of NHS Arden & Greater East Midlands Commissioning Support Unit
Name of Authority Authorised Signatory	[REDACTED]
Job Title	Deputy Director for Clinical Services
Contact Details email	[REDACTED]
Contact Details phone	[REDACTED]
Address of Authority	Fen Lane, North Hykeham, Lincoln LN6 8UZ
Signature of Authority Authorised Signatory	[REDACTED]
Date of Signature	(25/10/2023)

This order form shall remain in force regardless of any change of organisational structure to the above named authority and shall be applicable to any successor organisations as agreed by both parties.

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1. Agreement Overview

This Agreement represents an Order Form between CFH Docmail Ltd and NHS Arden & GEM CSU for the provision of **Patient/Citizen Communication & Engagement Solutions**. This Agreement remains valid until superseded by a revised agreement mutually endorsed by both parties. This Agreement outlines the parameters for all **Patient/Citizen Communication & Engagement Solutions** 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 Agreement is to ensure that the proper elements and commitments are in place to provide consistent **Patient/Citizen Communication & Engagement Solutions** to the Customer by the Supplier. The **goal** of this Agreement is to obtain mutual agreement for **Patient/Citizen Communication & Engagement Solutions** provision between the Supplier and Customer.

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise, and measurable description of service provision to the customer.

3. Stakeholders

The primary stakeholders from the Supplier and the Customer will be responsible for the day-to-date management of the Agreement and the delivery of the service. If different from the Authorised Signatory details listed on page 1 of this Agreement, please provide the names of the **primary stakeholders** associated with this Order Form.

Supplier Contact: [REDACTED]

Customer Contact: NHS Arden & Greater East Midlands Commissioning Support Unit

4. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until the **Expiry Date** as agreed. This Agreement should be reviewed as a minimum once per financial year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

5. Service Requirements

A. Services Provided

Please detail the Lot(s) and Services that will be provided by the Supplier to the Customer

Lot 6: Hybrid Mail

PURPOSE

NHS Arden and Greater East Midlands Commissioning Support Unit (AGCSU) intend to procure a Hybrid Mail Solution for the Gender Dysphoria National Referral Support Service.

BACKGROUND TO THE AUTHORITY

AGCSU is one of the largest Commissioning Support Units in the country. We currently serve ICBs, ICSs, NHS England (NHSE), Provider trusts, STPs and local authorities. Our services are built on a strong foundation of experienced people who build great relationships, a commitment to NHS values and a thorough understanding of our commissioners and the challenges they face.

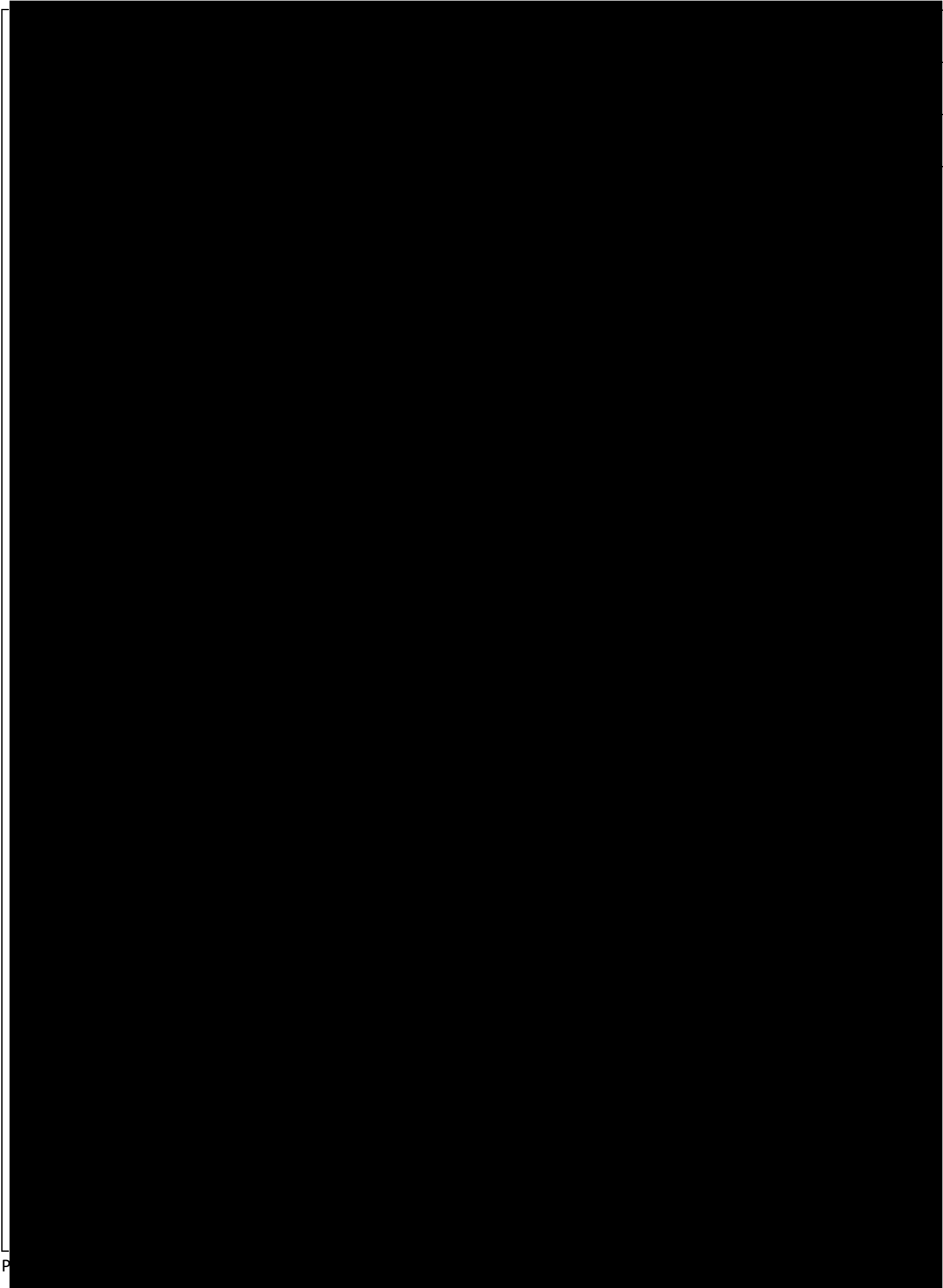
We provide real value to our customers by working at scale, creating the synergies and innovation that ultimately drives improved patient outcomes and makes commissioning resources work harder. Our cornerstones are quality, value, innovation and complete customer focus. Drawing from our extensive experience, our services bring local knowledge and relationships whilst offering the benefits of operating at scale and sharing best practice.

We offer a comprehensive commissioning support service covering the full scope of healthcare provision. Our structure and dynamic mode of operation allows us to bring together expertise from across the organisation to create multidisciplinary teams and develop tailored integrated solutions that meet the exact needs of our clients. The Gender Dysphoria National Referral Support Service (GDNRSS) is commissioned by NHS England (NHSE) established in April 2020 to process the referrals for patients who have decided to have gender affirming surgery. The service is made up of four elements of delivery, Adult Surgical Referral Management, Hair Epilation Referral Management (HE-RM), Gender Dysphoria Children and Young Peoples Referral Management (GD-CYP) and Gender Service Activity Data Collation and Analysis. The service has been the single point of access for gender clinics to send referrals for surgical intervention for specialist gender surgery in England, Wales, Scotland and Northern Ireland.

Background to requirement/OVERVIEW of requirement

GDNRSS prints and mails around 7000 letters on an annual basis which are handled through a hybrid mail solution provider. It is expected that the service will grow in the near to mid-term future and therefore mail volumes are also expected to increase with the growth in the number of patients. The contract with the current hybrid mail solution provider needs to increase in terms of activity and value due to increase in service activity.

The requirement is to be able to send letters to patients that engage with our service. GDNRSS are looking to reduce administration and costs by implementing a solution which will also support the remote working arrangements now in place at AGCSU. This is also part of the digital transformation of the service.



B. Goods Provided

Please detail the goods to be provided or include an attachment with full details.

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C. Price/Rates

Standard supplier pricing and rates are included within the pricing schedule. Please detail any discounts, volume arrangements or variations from the standard rates.

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D. Management Information (MI)

Suppliers should provide Management Information as standard on a monthly basis. Customers should detail any additional management information required and the frequency of provision here.

Weekly reporting indicating number of letters sent and spend and remaining budget.
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E. Invoicing

Please detail any specific invoicing requirements here

Invoices will be raised by the provider and invoices paid in arrears, no later than 30 days from the date of invoice.

Payment made by BACS.

NHS Arden and GEM CSU
ODE Payables M405
Shared Business Service
PO Box 312
LEEDS
LS11 1HP

Invoices: sbs.apinvoicing@nhs.net

F. Cancellations

Any variations to the standard cancellation terms detailed within the service specification should be captured here. Standard requirements from the specification are included for reference but may be amended to reflect local requirements.

N/A

G. Complaints/Escalation Procedure

Please detail any requirements regarding this

N/A

H. Termination

Standard requirements are provided below as an example but may be amended to reflect local requirements.

e.g. Persistent failure by the Contractor to meet the agreed service levels as specified within the Order Form may lead to the Contract being terminated or alternative Contractor(s) being appointed by the Customer to maintain levels of service-to-service users.

Prior to termination the complaints and escalation procedure should be followed to attempt to resolve any issue. Should suitable resolution not be achieved, the Customer will be allowed to terminate the Agreement immediately.

6. Other Requirements

A. Variation to Standard Specification

Please list any agreed variations to the specification of requirements

N/A

B. Other Specific Requirements

Please list any agreed other agreed requirements