

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: [REDACTED] [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]


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	01 April 2023	Expiry Date	31 March 2024
-------------------------	----------------	---------------	-------------	---------------

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	[REDACTED]
Job Title of Supplier Authorised Signatory	[REDACTED]
Address of Supplier	Wells Road, St Peters Park, Radstock, Bath, BA3 3UP
Signature of Authorised Signatory	
Date of Signature	[REDACTED]

Customer Order Form Signature panel

The "Customer"	
Name of Customer	NHS Arden & Greater East Midlands Commissioning Support Unit
Name of Customer Authorised Signatory	[REDACTED]
Job Title	Deputy Director for Clinical Services
Contact Details email	[REDACTED]
Contact Details phone	[REDACTED]
Address of Customer	Fen Lane, North Hykeham, Lincoln LN6 8UZ
Signature of Customer Authorised Signatory	
Date of Signature	(15/05/2023)

Authority Order Form Signature panel

The "Authority"	
Name of Authority	NHS Arden & Greater East Midlands Commissioning Support Unit
Name of Authority Authorised Signatory	[REDACTED]
Job Title	[REDACTED]
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	(15/05/2023)

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.

Table of Contents

1. Agreement Overview
2. Goals & Objectives
3. Stakeholders
4. Periodic Review
5. Service Requirements
 - a. Services Provided
 - b. Goods Provided
 - c. Price / Rates
 - d. Sub-contracting
 - e. Management Information
 - f. Invoicing
 - g. Cancellation
 - h. Complaints/Escalation Procedure
 - i. Termination
6. Other Requirements
 - a. Variation to Standard Specification
 - b. Other Specific Requirements

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 & GEM CSU

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

[Redacted]

B. Goods Provided

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

[Redacted]

C. Price/Rates

Standard supplier pricing and rates are included within the pricing schedule. Please detail any discounts, volume

[Redacted]

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.

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
Phoenix House
Topcliffe Lane
Wakefield
WF3 1WE

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