

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

Framework details

Title: Patient/Citizen Communication & Engagement Solutions
 Reference: SBS10175
 Contract Duration: 15th June 2023
 Max End Date: 14th June 2028
 NHS SBS Contacts: 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	15 th June 2023	Expiry Date	14 th June 2026
Estimated Contract Value - £3,933,863.79 (Ex VAT)			Extension Options	Two (2) extension option of twelve (12) months

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 Customer will revert onto the Suppliers standard Terms & Conditions.

Supplier Order Form Signature panel

The "Supplier"	
Name of Supplier	Synertec Limited
Name of Supplier Authorised Signatory	Lee Dickinson
Job Title of Supplier Authorised Signatory	Compliance & Commercial Support Manager
Address of Supplier	2 Chelston Business Park, Castle Road, Wellington, TA21 9JQ
Signature of Authorised Signatory	<i>Lee Dickinson</i>
Date of Signature	15th June 2023

Customer Order Form Signature panel

The "Customer"	
Name of Customer	Manchester University NHS Foundation Trust
Name of Customer Authorised Signatory	Jenny Ehrhardt
Job Title	Group Chief Finance Officer
Contact Details email	Jenny.ehrhardt@mft.nhs.uk
Contact Details phone	0333 3309444
Address of Customer	Manchester Royal Infirmary, Oxford Road, Manchester, M13 9WL
Signature of Customer Authorised Signatory	<i>J. Ehrhardt</i>
Date of Signature	15/06/2023

Authority Order Form Signature panel

The “Authority”	
Name of Authority	Same as Customer above
Name of Authority Authorised Signatory	Same as Customer above
Job Title	Same as Customer above
Contact Details email	Same as Customer above
Contact Details phone	Same as Customer above
Address of Authority	Same as Customer above
Signature of Authority Authorised Signatory	Same as Customer above
Date of Signature	Same as Customer above

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 *the Supplier* and the *Customer* 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. Estimated Contract Value

This contract is estimated to have a value of circa 4.5million over the 3-year contracted period

3. 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.

4. 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:

Cathy Potts
Regional Account Manager
Cathy.potts@syneretc.co.uk
07881 614295

Customer Contact:

Stakeholder name:	Karen Flintoft
Stakeholder Job Title	Deputy Director of Informatics Services
Stakeholder email	karen.flintoft@mft.nhs.uk
Stakeholder phone number	

5. 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.

6. Service Requirements

A. Services Provided

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

Framework Lots

The Supplier will be providing services under Lot 9 of the **Patient/Citizen Communication & Engagement Solutions (SBS10175) Framework**, with a particular focus on those services that are also represented under Lots 1, 2, 3, 6 & 7

Services and Products

Hybrid Mail and related communication services

The Customer agrees to purchase all of its requirements for the Goods/Services/Products or equivalent from the Supplier. The Customer reserves the right to use any and all Goods/Services/Products that the Supplier can provide in future should it see the need to do so.

Service Profile

Providing Printing and Mail and/or Digital patient communications from multiple Trust departments. Or any other service that the Supplier can provide that the Customer wishes to implement and utilise.

The Supplier will be providing the Customer with a hybrid mail and digital communications solution. The Supplier will be dealing with communications that are produced through the Trust's multiple administration systems and will print, collate, insert, and post correspondence on the resident's behalf, or communicate digitally depending on the Customers and individuals known preferences.

This will remove current costs associated with the printing of letter heads, letter printing, envelopes and franking.

Letter Dispatch

The Supplier will despatch same day as receipt from the Customer, and these will be sent out for delivery within 2 working days. Dispatch means that the letters have been printed at one of the Suppliers production sites and taken to Royal Mail via Whistl. The Supplier can only dispatch the same day if the letters are printed before 5pm. Delivery

is then made by Royal mail within 2 working days as per our business class arrangement. The Customer can also use a first-class service which is a 1 working day turnaround for delivery

For documents being despatched on a 1st Class service

Documents received at a Supplier's Data Centre up to 17:00 would be expected to be printed, inserted and despatched the same day and handed over to Royal Mail for delivery to the recipient,

- It is expected that Royal Mail will deliver to the recipient on their next working day, e.g.:
 - Documents received and despatched on Monday should be delivered, by Royal Mail, to the recipient on Tuesday
 - Documents received and despatched on Friday should be delivered, by Royal Mail, to the recipient on Saturday

For documents being despatched on a Business Class service

Documents received at a Supplier's Data Centre up to 17:00 would be expected to be printed, inserted and despatched the same day to a Downstream Access provider and handed over to Royal Mail for delivery to the recipient,

- It is expected that Royal Mail will deliver to the recipient on their 2nd working day, e.g.:
 - Documents received and despatched on Monday should be delivered, by Royal Mail, to the recipient on Wednesday
 - Documents received and despatched on Friday should be delivered, by Royal Mail, to the recipient on Monday

B. Goods Provided

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

The Supplier will provide services to the Customer, and as such there are no Goods related to this contract

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.

Contract Price payable by the Customer in accordance with the commercial schedule set out in the framework agreement (including applicable discount but excluding VAT), payment profile and method of payment (e.g., Government Procurement Card (GPC) or BACS))

As per the Supplier's Price List (see Schedule 1).

The monthly document volumes will be combined for the whole Trust and any increase/decrease in price, associated with volume related pricing, will be communicated before they are implemented. The price will increase/decrease as per the price bandings contained within Schedule 1.

Access to Synertecs volume related pricing is dependent on Customers meeting their obligations contained within this agreement, in particular those under section '**F. Invoicing**' below

Synertec shall undertake an annual component price review, and where market conditions warrant, Synertec shall amend the Price List accordingly. Such price increases shall not exceed the CPI rate of inflation.

For the avoidance of doubt the cost of processing and dispatching an average physical (PAYM) document shall be used in determining the price increase comparison to CPI, and this consist of:

- 1 x C5 envelope
- 1 x white 80gsm paper
- 1 x duplex mono impression
- 1 x insertion charge
- 1 x postage charge
- 1 x postage discount

Postage shall always be priced at Royal Mail Standard Account tariff as existing from time-to-time and is not subject to the above CPI restriction.

D. Sub-contracting

Subcontracting of services by Suppliers is allowed, both to Framework suppliers and to non-Framework suppliers. Any Supplier sub-contracting will be fully responsible for ensuring standards are maintained in line with the framework and this Order Form.

The Supplier does no sub-contract other than the use of Royal Mail and other postal carriers for items mailed from its production centres.

E. 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.

Audit and Traceability

A full audit trail must be provided to replicate and enhance the information from the Customer's internal systems and provide full traceability and assurance that all documents have been processed as expected.

The Supplier will provide a comprehensive set of audit reports to ensure the Customer:

- Can confirm all of their documents have successfully reached Prism
- Have visibility of the document process, with each stage of this being transparent and easy to reconcile

Once the Customer's documents have reached Prism, the Supplier will ensure that the documents are processed as anticipated and despatched in expected timescales. However, the Supplier must stress that it is the Customer's responsibility to ensure that the correct number of documents have reached Prism, to help isolate any issues as soon as possible.

It is therefore essential that the Customer arranges for these reports to be viewed when received and any discrepancies highlighted as soon as possible to the Supplier, so they can be investigated and addressed accordingly. It is highly recommended that more than one person receives the reports, and that each report is received by an appropriate set of recipients to ensure document numbers are easily reconciled.

The Supplier must aim to meet their individual requirements with regards to audit and management information. Through control procedures the Supplier is able to track and trace each sheet of paper, each document, and each envelope all the way through production up to handover to the Royal Mail for final mile delivery. Final mile delivery refers to the final element of the delivery process – the postal staff physically delivering the letter to the recipient. Customer users have access to audit report information through the Prism Client desktop solution.

Typical information available includes:

- Quantity documents received
- Quantity documents printed and despatched
- Date documents received
- Date documents printed
- Date documents mailed
- Department where documents originated
- Number of enclosures
- Size of envelope i.e., C5, C4

The Supplier will manage the process of returned (undelivered) mail providing a service where returned mail is barcode scanned for identification. This allows the relevant packet details, along with the reason for the returned mail, to be sent to the Customer immediately in an electronic report. This allows the Customer to correct and resend documents to the intended recipients as quickly and efficiently as possible and improve the overall quality of their records. Once scanned, items are securely shredded on site.

The Supplier must provide a monthly management information report to detail total document and postal volumes for the Trust.

The Supplier must provide the facility for checking the Royal Mail PAF accuracy of a customer's database of recipients to enable corrective measures to be taken, thereby maximising savings and minimising delivery delays for poorly constructed address records.

A report must be created and sent to the Customer to inform them which addresses failed to match the Royal Mail Postal Address File database.

F. Invoicing

Please detail any specific invoicing requirements here

For Printing, enclosing, envelope, postal and electronic charges, the Supplier shall issue invoices twice a month in arrears.

For monthly rental charges, the Supplier shall invoice a month in advance.

The Customer shall pay the Supplier within thirty (30) days of the date of a Valid Invoice, submitted in accordance with this paragraph, the payment profile set out above and the provisions of the Contract.

The Supplier will invoice the Customer based on the Trust's usage during the billing period

In the event of any Party breaching a payment obligation, the other Party shall be entitled to charge interest on the outstanding amount in accordance with the Late Payment of Commercial Debts (Interest) Act 1998

G. 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.

No variations to the standard cancellation terms

H. Complaints/Escalation Procedure

Please detail any requirements regarding this

Customer Support

Customers are assigned an office-based contact at all times. During implementation, this is the Project Support Advisor who will manage the process to successful completion. Once the service has been implemented, this is the Customer Services Advisor, who will be fully apprised of the customer's requirements.

The Customer Services Advisor is the day-to-day contact and will be the dedicated contact point available to answer any questions or queries a customer may have following implementation. They are responsible for:

- 'Logging' any issues reported, queries raised, or changes requested by the customer on our internal support management system
- Ensuring that all 'logged' items are dealt with in a timely manner to SLA standards
- Ensuring appropriate customer contacts are kept informed as required
- Pro-actively managing customer production schedule requirements
- Escalating documents not received as expected
- Escalation Tree:
 - Customer Services Advisor
 - Customer Services and Support Manager – Public Sector
 - Customer Services and Sales Support Manager
 - Sales Director
 - Managing Director

The Customer Services Advisor will contact the Customer to introduce themselves and confirm their details. Each Advisor has a dedicated email address and direct dial phone number. In the event of absence, the Advisor's mailbox is monitored, and their phone number will divert to another member of the team.

Account Manager

Each customer will be assigned a field-based Account Manager who is responsible for the overall customer relationship. Account Managers are responsible for:

- Ensuring customers utilise our services to the maximum effect
- Ensuring service quality is of a consistently high standard
- Ensuring SLAs and KPIs are met
- Conducting regular review meetings to discuss any areas of improvement /development of the service
- Conducting regular review meetings to discuss any service issues including remedial actions
- Conducting regular review meetings to discuss performance against SLAs and KPIs
- Gathering detailed requirements for any new requests or significant changes to ensure that the customers' requirements are met
- Escalation Tree:
 - Account Manager
 - Regional Sales Manager – Public Sector
 - Public Sector National Sales Manager
 - Sales Director
 - Managing Director

I. Termination

Termination notices to be providing in writing and giving at least three (3) months' notice.

Termination rights as per those listed within the Framework Call-Off Terms & Conditions contained within the Framework (SBS10175) agreement

7. Other Requirements**A. Variation to Standard Specification**

Please list any agreed variations to the specification of requirements

The KPIs/SLAs contained within Schedule 2 below shall be incorporated into this agreement.

No other variations apply

B. Other Specific Requirements

Please list any agreed other agreed requirements

Valid Data Processing Agreement is in place between the Supplier and Customer

The Supplier shall maintain Cyber Essentials Plus certification

Schedule 1 – Price List

Printing and Enclosing Charges

Band	Base Price	Band 1	Band 2	Band 3	Band 4	Band 5	Band 6
Min Document Volume (pa)	-	250k	500k	750k	1m	1.5m	2m
Common Specifications							
Simplex Colour Sheet	£ 0.07809	£ 0.07641	£ 0.07473	£ 0.07249	£ 0.07024	£ 0.06743	£ 0.06463
Duplex Colour Sheet	£ 0.10943	£ 0.10698	£ 0.10454	£ 0.10127	£ 0.09800	£ 0.09391	£ 0.08983
Simplex Mono Sheet	£ 0.06169	£ 0.06041	£ 0.05913	£ 0.05743	£ 0.05571	£ 0.05357	£ 0.05144
Duplex Mono Sheet	£ 0.07662	£ 0.07497	£ 0.07333	£ 0.07114	£ 0.06893	£ 0.06618	£ 0.06344
Duplex Colour/Mono Sheet	£ 0.09303	£ 0.09098	£ 0.08894	£ 0.08621	£ 0.08347	£ 0.08005	£ 0.07664
The above sheet rates are for illustration purposes only and include white 80gsm paper, printing (within the maximum toner coverage limits -							
Braille Sheet	£ 0.13008	£ 0.12718	£ 0.12429	£ 0.12042	£ 0.11656	£ 0.11172	£ 0.10689
The above sheet rate is for illustration purposes only and includes braille paper, simplex braille printing and enclosing.							

Band	Base Price	Band 1	Band 2	Band 3	Band 4	Band 5	Band 6
Min Document Volume (pa)	-	250k	500k	750k	1m	1.5m	2m
Components							
Colour Impression*	£ 0.03134	£ 0.03057	£ 0.02981	£ 0.02878	£ 0.02776	£ 0.02648	£ 0.02520
Monochrome Impression**	£ 0.01494	£ 0.01457	£ 0.01421	£ 0.01372	£ 0.01323	£ 0.01262	£ 0.01201
Excess Colour coverage (1%)	£ 0.00070	£ 0.00068	£ 0.00067	£ 0.00064	£ 0.00062	£ 0.00059	£ 0.00056
Excess Mono Coverage (1%)	£ 0.00058	£ 0.00057	£ 0.00055	£ 0.00053	£ 0.00051	£ 0.00049	£ 0.00047
Braille Impression	£ 0.06268	£ 0.06114	£ 0.05962	£ 0.05756	£ 0.05552	£ 0.05296	£ 0.05040
White 80gsm Paper	£ 0.01364	£ 0.01336	£ 0.01308	£ 0.01271	£ 0.01233	£ 0.01186	£ 0.01139
Pastel 80gsm Paper	£ 0.02118	£ 0.02073	£ 0.02028	£ 0.01968	£ 0.01908	£ 0.01833	£ 0.01757
Braille Paper	£ 0.03429	£ 0.03356	£ 0.03283	£ 0.03186	£ 0.03089	£ 0.02967	£ 0.02845
White 100gsm Paper	£ 0.01928	£ 0.01900	£ 0.01872	£ 0.01835	£ 0.01797	£ 0.01750	£ 0.01703
Sheet Insertion	£ 0.03312	£ 0.03249	£ 0.03185	£ 0.03101	£ 0.03016	£ 0.02910	£ 0.02805
Braille Sheet Insertion	£ 0.03312	£ 0.03249	£ 0.03185	£ 0.03101	£ 0.03016	£ 0.02910	£ 0.02805
Additional Insert	£ 0.01958	£ 0.01921	£ 0.01883	£ 0.01833	£ 0.01783	£ 0.01721	£ 0.01658
*A colour impression allows for maximum toner coverage of 5% black and 10% colour							
**A monochrome impression allows for maximum toner coverage of 5% black							

Envelope Charges

Band	Base Price	Band 1	Band 2	Band 3	Band 4	Band 5	Band 6
Min Document Volume (pa)	-	250k	500k	750k	1m	1.5m	2m
C5 Envelope	£ 0.03402	£ 0.03341	£ 0.03280	£ 0.03198	£ 0.03117	£ 0.03015	£ 0.02913
C4 Envelope	£ 0.09662	£ 0.09469	£ 0.09273	£ 0.09014	£ 0.08754	£ 0.08431	£ 0.08107
C4 Envelope (Braille)	£ 0.09662	£ 0.09469	£ 0.09273	£ 0.09014	£ 0.08754	£ 0.08431	£ 0.08107

Postal Discounts

Band	Base Price	Band 1	Band 2	Band 3	Band 4	Band 5	Band 6	Band 7
Min Packet Volume (pa)	-	250k	500k	750k	1m	1.5m	2m	3m
Business Class (ea.)	£0.15448	£0.15548	£0.15748	£0.15948	£0.16148	£0.16498	£0.16898	£0.17048
1st Class (ea.)	£0.17250	£0.17250	£0.17250	£0.17250	£0.17250	£0.17250	£0.17250	£0.17250

Electronic Delivery Charges

Band	Base Price	Band 1	Band 2	Band 3	Band 4	Band 5	Band 6	Band 7
Min Document Volume (pa)	-	250k	500k	750k	1m	1.5m	2m	3m
Patient Communications Hub*	£0.26730	£0.26430	£0.25150	£0.24470	£0.23960	£0.21110	£0.19690	£0.18680
eFile**	£0.06176	£0.05991	£0.05805	£0.05558	£0.05311	£0.05003	£0.04694	N/A
SMS	£0.03439	£0.03336	£0.03233	£0.03095	£0.02958	£0.02786	£0.02614	N/A

* Including uploads to Third Party portal providers

** Includes electronic delivery such as Email, Local Print, Network, Suppression, SFTP

SMS Messages (only applicable if not using Gov.Notify)

SMS Fragment (each - UK only)	£ 0.02634
SMS Dedicated Reply Number (per month) - indicative pricing; charge from supplier to be passed directly to customer	£ 10.00

Monthly Charges

Prism System (per month)	£ 100.00
Document Templates (ea. per month)	£ -

Other Charges

Graphic Redraw (per item)	£ 50.00
Synertec can reproduce graphics where an electronic version is not available	

Print batch of test documents to mail as 1 batch to customer admin charge	£ 30.00
Additional charges for the appropriate Printing and Enclosing charges, Envelope charges and postage costs will apply	

Additional Items Available on Request

Pre Printed Material:	POA
- Business Reply Envelopes	
- Leaflets / Booklets	
Ad Hoc Mail Merge	POA

Terms and Conditions

Pricing:

1. All prices quoted are exclusive of VAT.
 - a. Synertec understands that the services it provides are compliant with the description of 'Contracted Out Services' under heading 61 of the HMRC VAT Guide Issued For NHS Bodies and are accepted and used as such by Trusts throughout the NHS to reclaim VAT.
2. All prices are fixed for 30 days from the date of this document.
3. Printing and enclosing charges are calculated strictly based on the components used in the production of the document.
 - a. See Appendix 1 for a list of these components
 - b. Volume related discounts are applied to the component prices to calculate the total price charged
4. When sent through a commercial SMS supplier, SMS message charges are calculated strictly based on the components used
5. Any pre-printed material will be subject to an individual 'Additional Insert' charge.
6. Postage is priced at Royal Mail Standard Account tariff, as existing from time-to-time.
7. The Business Class Postal Discount will be given against the Royal Mail 2nd Class Standard Account tariff
8. The 1st Class Postal Discount will be given against the Royal Mail 1st Class Standard Account tariff
9. The following conditions apply to all postal discounts:
 - a. Envelope Size: C5
 - b. Envelope Weight: Less than 100 grams
 - c. Address Quality: Full and accurate address; matching the Royal Mail PAF database
 - d. Items which do not conform to the above requirements will not attract a discount and will be charged at Royal Mail Standard Account tariff.
10. Synertec shall undertake an annual component price review, and where market conditions warrant, Synertec shall amend the Price List accordingly. Such price increases shall not exceed the CPI rate of inflation.
 - a. For the avoidance of doubt the cost of processing and dispatching an average physical (PAYM) document shall be used in determining the price increase comparison to CPI, and this consist of:
 - i. 1 x C5 envelope
 - ii. 1 x white 80gsm paper
 - iii. 1 x duplex mono impression
 - iv. 1 x insertion charge
 - v. 1 x postage charge
 - vi. 1 x postage discount
 - b. Postage shall always be priced at Royal Mail Standard Account tariff, as existing from time-to-time and is not subject to the above CPI restriction.

Schedule 2

Key Performance Indicator (KPIs) and Service Level Agreement (SLA)

- 1.1 Where SLAs/KPIs have been agreed, it is requisite on the Customer to support the achievement of the SLAs/KPIs and for Synertec to deliver them. Where SLAs/KPIs are not realised, it is incumbent of the Customer and Synertec to work through and restore amicably any issues.
- 1.2 The Customer will immediately raise to Synertec any SLA/KPI that it believes is not being met, in order to allow Synertec to rectify the issue as quickly as possible
- 1.3 These SLAs/KPIs will be reviewed at least annually as part of the contract management process, and shall be amended accordingly to ensure they both support the Customer's aims and goals, but are also realistic and deliverable for Synertec

Letter dispatch					
No	Indicator	Standard	Monthly Target	Exclusions	Evidence
1	Letters dispatched on a 1 st Class service	<p>Documents received at a Synertec Data Centre up to 17:00 on a Working Day (any day that isn't a Saturday, Sunday or Bank Holiday in England) would be expected to be printed, inserted and despatched the same day and handed over to Royal Mail for delivery to the recipient.</p> <p>It is expected that Royal Mail will deliver to the recipient on their next working day, e.g.</p> <ul style="list-style-type: none"> Documents received and despatched on Monday should be delivered, by 3Royal Mail, to the recipient on Tuesday Documents received and despatched on Friday should be delivered, by Royal Mail, to the recipient on Saturday 	<p>98% for dispatch to Royal Mail</p> <p>No target for final mile delivery</p>	Any period where Synertec has provided advanced notification of a delay to despatch or where the delay is outside of Synertec's control	Synertec will inform the MFT on any occasion where documents are not despatched on the same day
2	Letters Dispatched on a Business Class Service	<p>Documents received at a Synertec Data Centre up to 17:00 on a working day would be expected to be printed, inserted and despatched the same day to a Downstream Access provider who will then handed over to Royal Mail for delivery to the recipient.</p> <ul style="list-style-type: none"> It is expected that Royal Mail will deliver to the recipient on their 2nd working day, e.g.: <ul style="list-style-type: none"> Documents received and despatched on Monday should be delivered, by Royal Mail, to the recipient on Wednesday Documents received and despatched on Friday should be delivered, by Royal Mail, to the recipient on Monday 	<p>98% for dispatch to the Downstream Access provider</p> <p>No target for final mile delivery</p>	Any period where Synertec has provided advanced notification of a delay to despatch or where the delay is outside of Synertec's control	Synertec will inform the MFT on any occasion where documents are not despatched on the same day
3	Audit and Traceability	A full audit trail must be provided to replicate and enhance the information from the customer's internal systems and provide full traceability and assurance that all documents have been processed as expected.	95% of reports provided on-time	Any reports where Synertec has provided	

		<p>The Supplier will provide a comprehensive set of audit reports to ensure the Customer:</p> <ul style="list-style-type: none"> • Can confirm all of their documents have successfully reached Prism • Have visibility of the document process, with each stage of this being transparent and easy to reconcile • That all attachments/enclosures have been correctly included with the correct letter types <p>Through control procedures the Supplier are able to track and trace each sheet of paper, each document, and each envelope all the way through production up to handover to the Royal Mail for final mile delivery</p> <p>Typical information available includes:</p> <ul style="list-style-type: none"> • Quantity documents received • Quantity documents printed and despatched • Date documents received • Date documents printed • Date documents mailed • Department where documents originated • Number of enclosures • Size of envelope i.e., C5, C4 <p>(MFT TO PROVIDE DISTRIBUTION LIST)</p>		<p>advanced notification of a delay or where the delay is outside of Synertec's control</p> <p>Any reporting where Synertec require MFT to add, amend, remove information, and MFT have not taken the appropriate action. E.g., barcodes on attachments and enclosures</p>	<p>Audit reports are already sent to the MFT.</p> <p>The MFT will need to raise any issues, such as lack of a report, to Synertec.</p> <p>Synertec will then have 3 working days to provide the report before it will be considered as being not delivered</p>
4	Customer specific reporting	<p>The Supplier will continue to provide monthly reporting around quantity and value of activity to the customer.</p> <p>The customer may require adjustments of the reports from time to time but will request any changes in a timely manner to allow Synertec adequate time to make the required adjustments.</p> <p>The current format as below in Microsoft Excel:</p> <p><u>Report 1 – Monthly Usage</u> <u>Tab 1 - Data</u> Current reporting includes the following parameters as data:</p> <ul style="list-style-type: none"> • Order ID • Co ID • Customer • St • Cat 	95% of reports provided	<p>Any reports where Synertec has provided advanced notification of a delay or where the delay is outside of Synertec's control</p>	<p>These reports are already sent to the MFT.</p> <p>The MFT will need to raise any issues, such as lack of a report, to Synertec.</p> <p>Synertec will have 3 working days to provide the report before it will be considered as being not delivered</p>

		<ul style="list-style-type: none"> • Product • PO Ref • Invoice No • Invoice Date • Order Date • Qty • Revenue • Billing Group • Billing Contact • Notes <p>Tab 2 – Post Consumables split Current reporting includes the following parameters as a Pivot table:</p> <ul style="list-style-type: none"> • Rows of Billing Group and Cat, filtered for PAYM and POST • Values of Sum of Revenue and Sum of Qty <p>Tab 3 – Monthly Usage Current reporting includes the following parameters</p> <ul style="list-style-type: none"> • Pivot table: <ul style="list-style-type: none"> ○ Rows of Billing Group and Product ○ Values of Sum of Revenue and Sum of Qty • List of relevant CODE • List of Relevant Bill groups <p><u>Report 2 – Year to Date Report</u> This report is currently done September to September due to when Hive went live, however in future we may require this as a YTD based on the financial year.</p> <p>Tab 1 – Data Year to Data Current reporting includes the following parameters as data:</p> <ul style="list-style-type: none"> • Order ID • Co ID • Customer • St • Cat • Product • PO Ref • Invoice No • Invoice Date 			
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		<ul style="list-style-type: none"> • Order Date • Qty • Revenue • Billing Group • Billing Contact • Notes <p>Tab 2 – Post Consumables split Year to Data Current reporting includes the following parameters as a Pivot table:</p> <ul style="list-style-type: none"> • Rows of Billing Group and Cat, filtered for PAYM and POST • Values of Sum of Revenue and Sum of Qty <p>Tab 3 – Year to Date Usage Current reporting includes the following parameters</p> <ul style="list-style-type: none"> • Pivot table: <ul style="list-style-type: none"> ○ Rows of Billing Group and Product ○ Values of Sum of Revenue and Sum of Qty • List of relevant CODE • List of Relevant Bill groups 			
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<i>Service Level Agreement – Best Practice Standards</i>				
No	Item	Agreement	MFT responsibility	Evidence
1	Incident/Issue Response	<p>The Supplier must acknowledge receipt of an error being logged and provide a reference number</p> <p>Acknowledgement of errors categorised by MFT as: Critical or High-Risk shall be immediate All other categories shall be within 1 working day</p>	<p>MFT must provide details of:</p> <ul style="list-style-type: none"> • The letter/document/etc • The error occurring • Examples that demonstrate the error • Appropriate point of contact <ul style="list-style-type: none"> ○ Who owns the issue within MFT • Full description of the issue • Category rating 	<p>Incident/request log</p> <p>MFT can escalate immediately if acknowledgement is not within the expected timeframe</p>

Service Level Agreement – Best Practice Standards

No	Item	Agreement	MFT responsibility	Evidence
		<p>Initial first update shall be provided to the customer as follows: Critical or High-Risk within 4 working hours Medium Risk within 2 working day Low Risk within 5 working days</p> <p>Further update timeline, frequency and contact points to be agreed between the customer and Synertec during the initial first update.</p>	<p>MFT to include reasoning for category, as this will help Synertec to assign the correct resource</p> <p>For any incident categorised as Critical or High-Risk, MFT must in the first instance attempt to contact Synertec by phone to raise the issue/incident</p>	
2	Incident/Issue Prevention	<p>If the issue/incident is something that Synertec can assist or directly prevent, then they must implement, effect or propose to MFT to implement or effect a preventative action ensuring that the incident/issue is no longer occurring</p> <p>Errors categorised by MFT as: 80% of Critical issues shall have a preventative action within 1 working day 80% of High-risk issues shall have a preventative action within 2 working days 80% of Moderate issues shall have a preventative action within 5 working days 80% of Low issues shall have a preventative action within 10 working days</p>	Same as SLA #1 above	By exception where Synertec have not managed to achieve the target preventative action timeline

Service Level Agreement – Best Practice Standards

No	Item	Agreement	MFT responsibility	Evidence
		Any incident/issue deemed insufficient enough to not have a category, shall not be considered within this SLA. MFT can escalate an incident/issue and amend the category rating if appropriate.		
3	Incident/Issue Resolution	<p>Synertec will always endeavour to resolve calls as quickly and as efficiently as possible. Due to the complexity of some of the issues we will not always be able to give you an exact prediction of the timeframes required to fully resolve a call, until after an investigation has occurred, and potentially after discussions with MFT. There may be many different actions required in order to provide a call resolution, including a number of actions for MFT to complete.</p> <p>Due to the above, the focus on this KPI will be on communication between the parties to ensure that MFT are fully aware of progress, expected timelines, and what is expected from them to aid this process.</p> <p>Communication frequency for errors categorised by MFT as:</p>	<p>Same as SLA #1 above</p> <p>MFT to provide an escalation tree</p>	By exception where Synertec have not managed to achieve the target communication frequency

Service Level Agreement – Best Practice Standards

No	Item	Agreement	MFT responsibility	Evidence
		<p>Critical shall be at least once every working day High risk shall be at least once every 2 working days Moderate shall be at least once every 5 working days Low shall be at least once every 10 working days</p> <p>Any incident/issue deemed insufficient enough to not have a category, shall not be considered within this SLA, and the frequency of communication shall be agreed between Synertec and MFT at the time.</p> <p>Updates to be provided to the contact points identified by MFT during the first initial update referenced in SLA #1</p>		
4	New letters	Synertec will always endeavour to implement new letters as quickly and as efficiently as possible. Due to the complexity of some of the requirements we will not always be able to give you an exact prediction of the timeframes required to implement new letters until after an assessment of the request has occurred.	<p>Providing a category to the requirement of either standard or critical. Plus, details of critical requirements to help Synertec correctly understand the requirement and priority.</p> <p>Complete the appropriate letter template, providing at least the following information:</p>	

Service Level Agreement – Best Practice Standards

No	Item	Agreement	MFT responsibility	Evidence
		<p>If the new letter template has the following criteria:</p> <ul style="list-style-type: none"> • Is generated by existing known host systems for MFT the customer • Has no new AIS requirement • Is from an existing billing group <p>Then the following timescales shall be applicable for implementation for each category type</p> <p>(For clarity, the following timelines will not start until all information has been provided, is correct and a Change Request Form has been completed and signed by the customer. Any subsequent time where Synertec is waiting on a response from the customer shall not be included within the timescales)</p> <p>Category type – standard</p> <ul style="list-style-type: none"> • If there are 0 attachments, then 80% of letters shall be implemented within 15 working days • Between 1-3 attachments, then 80% of letters shall be implemented within 25 working days 	<ul style="list-style-type: none"> • Name of the Document Type (i.e., OTPTNT_Letter) • Visual copy of the new template(s) • Confirmation of what they should be called. • Annual volume • Sample data • Any ATTs or ENCs that should also apply (including the criteria for each one) • A visual copy of each attachment • Name of the Prism printer they will use. • That it can be added to existing bill group & • That it can be added to existing audit group <p>Providing at least the following information for new leaflets (attachments):</p> <ul style="list-style-type: none"> • Name of the Document Type (i.e., OTPTNT_Letter) • PDF visual of the attachment • Criteria of the instances in which it should apply. • Sample data to match each instance. 	

Service Level Agreement – Best Practice Standards

No	Item	Agreement	MFT responsibility	Evidence
		<ul style="list-style-type: none"> Between 4-6 attachments, then 80% of letters shall be implemented within 40 working days For 7 or more attachments, the request will need to be assessed and a timeframe communicated to the customer <p>Category type – Critical</p> <ul style="list-style-type: none"> If there are 0 attachments, then 80% of letters shall be implemented within 5 working days Between 1-3 attachments, then 80% of letters shall be implemented within 15 working days Between 4-6 attachments, then 80% of letters shall be implemented within 25 working days For 7 or more attachments, the request will need to be assessed and a timeframe communicated to the customer <p>If the new letter required does not meet the criteria listed above e.g., being from the existing host system, then the request will need to be assessed by Synertec and the</p>		

Service Level Agreement – Best Practice Standards

No	Item	Agreement	MFT responsibility	Evidence
		expected timeline for implementation communicated to the customer.		
5	Queries	The supplier should respond to general queries within 2 working days	Appropriate point of contact, full description of the query and a priority rating to allow Synertec to correctly assign the query	
6	System uptime	<p>The supplier-side system should be able to receive documents between the hours of 08:30 and 17:30 on a working day</p> <p>Any planned upgrade or maintenance shall be completed outside of the core hours listed above.</p> <p>Unplanned upgrades or maintenance may be done within core hours, but this need will be communicated to MFT and will likely be in relation to an incident/issue</p>	Ensuring that all MFT-side systems are correctly maintained and functioning, and therefore able to send documents	Synertec shall inform the MFT if they are unable to receive documents during these times
8	Escalation of documents not received as expected	<p>The supplier will provide details of documents not received as expected within one day of the expected receipt date</p> <p>The supplier will monitor customer volumes, and any significant deviation from expected historical values will be highlighted and Synertec will contact MFT to confirm if the</p>	<p>Audit reports to be reviewed and any concerns highlighted to Synertec within a reasonable timeframe</p> <p>Appropriate point of contact for deviations to be escalated to</p>	Audit reports will contain information on documents routed to NULL due to issues

Service Level Agreement – Best Practice Standards

No	Item	Agreement	MFT responsibility	Evidence
		deviation is known and correct, or if an issue has occurred		
9	Relationship management	<p>The provider will supply details of the key contact for contract and relationship management; with regular Scheduled meetings, including at least a quarterly review.</p> <p>Such meetings should have defined</p> <ul style="list-style-type: none"> • Terms of reference • Agenda • Attendees <p>The supplier will also provide a monthly report performance detailing the performance/service delivered against the best practice standards, which can be reviewed as part of the quarterly review</p>	<p>MFT will supply named contacts for the supplier, and ensure MFT representation is available to attend the regular review meetings</p> <p>MFT shall engage with the creation of an agreement to the Terms of reference, agenda and list of required attendees</p>	Notes from meetings to include attendees, what was discussed, etc