

# **SERVICE AGREEMENT**

**between**

**<< Insert name of service provider  
unit>>**

**and**

**<< Insert name of customer>>**

**Governing SLA Agreement  
Reference:**

**[Identification of governing Service  
Level Agreement]**

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## 1. Objectives of this document.

The objective of this Service Agreement is to document the operational provisions required for the effective delivery of services provided by << Insert name of service provider unit>> to the customer-specific business needs of << Insert name of customer>>, as agreed between both parties.

This Service Agreement document will:

- a) Identify the services acquired by the customer.
- b) Describe or include reference to specific operational procedures and commitments agreed upon between the service provider and the customer for effective service delivery.
- c) Identify relevant contact data of each party.

## 2. In-scope services and offerings.

The objective of this section is to provide a clear delineation of the specific services and service offerings that are in the scope of the Service Agreement.

This section will include a list of the services acquired by the customer from the service provider portfolio, as well as an identification of the specific packages/ offerings/ options that the customer has acquired from all the options and offerings available within each service.

The applicable Service Sheets from the service provider Service Catalog will be added as appendixes at the end of this Service Agreement document.

## 3. (Customer-specific) Operational procedures & responsibilities.

The purpose of this section is **not to duplicate content already captured in the program SLA document.**

Hence, this section is **not meant to capture the service-specific customer and provider responsibilities** outlined on the Service Sheets of the service provider SLA Service Catalog, or to include the content of the **general customer and service provider responsibilities** outlined in the SLE section of the program SLA.

This section will include a description of **any applicable customer-specific procedures and operational responsibilities / commitments**, agreed upon between service provider and customer, associated with the delivery of the services selected by the customer.

If applicable, mechanisms for issue resolution must be developed and agreed upon by the Provider and Customer with regard to their particular organizational structures and identified service management roles.

### **EXAMPLE FROM A SERVICE AGREEMENT BETWEEN P&D AND CUSTOMER X**

The parties agree as follows:

1. Work Orders P&D shall provide printing and mailing services for CUSTOMER X, pursuant to individual work orders in the form attached to this Agreement **as Exhibit A** (see below). Each work order must specify the nature of the work, the range of services provided (e.g., printing, inserting, sorting, metering, delivery to US Postal Service, etc.), the estimated cost of the work (to the extent known), the scheduling of the work, and whether the work is a single job or a recurring service. ]
2. Individual work orders must be signed by an authorized representative of P&D and CUSTOMER X, as shown **on Exhibit A (see below)**.

**Exhibit A**  
**Form of Work Order**  
**Work Order No. \_\_\_\_**  
**Intergovernmental Agreement for Printing and Mailing Services**

This work order is made pursuant to an intergovernmental agreement (the "Agreement" between the State of Oregon, acting by and through its Department of Administrative Services (DAS), Publishing and Distribution Office ("P&D"), and the CUSTOMER X, an Oregon independent public corporation, dated as of \_\_\_\_\_). This work order is effective as of the last date signed below.

**1. Work to be Performed** (*insert a description of the work to be performed*)

**2. Special Conditions:**

**A) Submission of Printing/Mailing Requests.** CUSTOMER X shall post on P&D's secure FTP site the data required to allow P&D to print the checks and EOBs described in this work order.

**B) Proofs; Test Runs.** P&D shall conduct a test run prior to beginning work under this work order to confirm that the job can be run without difficulties. Thereafter, no proof documents or test runs are required prior to performing the work.

**C). Print Stock.** P&D shall use Treasury check stock held in P&D's inventory for checks printed under this work order. P&D shall print EOBs using P&D's preexisting inventory of white 24# stock paper. P&D shall draw from envelope stock provided by CUSTOMER X.

**D). Envelopes.** CUSTOMER X shall deliver to P&D from time to time a supply of envelopes sufficient for the work described in this work order. CUSTOMER X shall supply standard A10 window envelopes (for use with checks and EOBs of seven pages or less) and 6" x 9" flat security envelopes (for use with checks and EOBs of

more than seven pages). P&D shall provide a secure storage area for CUSTOMER X envelopes.

### 3. Delivery Schedule (provide details of the delivery schedule)

**A) FTP Post.** CUSTOMER X shall post a data file for each provider check run on P&D's secure FTP site not later than 11:59 pm of the night before the day on which the checks are to be printed and mailed. Except when CUSTOMER X or P&D will be closed the following day, shall post a file even if no checks are to be run.

**B) P&D's Printing.** P&D shall print, insert, meter and presort, and deliver the printed checks and EOBs to the US Postal Service main Salem, Oregon, distribution facility not later than 6:00 pm of the day immediately following the night on which the check run has been posted.

**C) EMAIL NOTIFICATION.** P&D shall notify CUSTOMER X by email to the following email address: [CUSTOMERX@CUSTOMERX.COM](mailto:CUSTOMERX@CUSTOMERX.COM) when checks and EOBs have been inserted and are ready for delivery to the US Postal Service.

**4. Rates and Payment Terms.** P&D's standard pricing & payment terms apply to this work order. Standard pricing and payment terms can be found in P&D's Service Level Agreement (SLA), published and accessible at the following webaddress: [http://cms.oregon.egov.com/DAS/EGS/PD/docs/price\\_agree/pd\\_sla\\_11-13.pdf](http://cms.oregon.egov.com/DAS/EGS/PD/docs/price_agree/pd_sla_11-13.pdf)

**5. Term** (insert duration of work order, or statement that it remains in effect until the earlier of its termination by either party or the expiration or termination of the intergovernmental agreement pursuant to which the work order has been created.

**6. Signatures.** Work orders must be signed by an authorized representative of P&D and CUSTOMER X, as shown below

Agreed to by the parties as of the last date signed below:

**P&D: The State of Oregon, acting by and through the Oregon Department of Administrative Services**

By: <<Insert name of signatory for Service Provider>>

As: <<Insert position of signatory for Service Provider>>

Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

**CUSTOMER X**

By: <<Insert name of signatory for Provider>>

As : <<Insert position of signatory for Provider>>

Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

#### 4. Service Level Expectations.

Include a reference to the father / umbrella program or Service Enterprise Service Level Agreement.

Specifically, cite services captured in this Service agreement are to be delivered in accordance with the service level expectations / performance targets outlined in the SLA document developed by each program / Service Enterprise of DAS.

Explain customer can find information about (common-to-all-customers) service level expectations in the governing Service Level Agreement developed by each program/ service Enterprise.

#### **EXAMPLE**

Except to the operational extent modified by any work order, the services to be delivered under this Agreement are subject to P&D's Service Level Agreement (SLA), published and accessible at [http://cms.oregon.egov.com/DAS/EGS/PD/docs/price\\_agree/pd\\_sla\\_11-13.pdf](http://cms.oregon.egov.com/DAS/EGS/PD/docs/price_agree/pd_sla_11-13.pdf), and will be delivered in accordance with the performance targets set therein.

#### 5. Service Agreement review & amendment.

This Agreement is a living document, capable of being updated and amended over time with the agreement of both parties.

Two types of updates to the content of the agreement can occur:

- a) **Ongoing review**– through discussion and agreement between the service provider management team and customer representatives, changes can be made to this Service Agreement at any time in order to reflect the changing requirements and constraints of both organizations. In particular, changes can be made as a result of any of the following:
  - a. When changes to the choice of services/ service offerings purchased by the customer take place.
  - b. When relevant changes to the organizations or the operational procedures described in this document occur.

The **ongoing Service Agreement amendment process** will be as follows:

1. The request to review and modify the content of this Service Agreement document can be initiated by the service provider or the customer.
2. Based on the nature or scope of the Service Agreement modification request, the customer and the service provider may undertake the modification and approval of the

amended document via email or choose to create a Service Agreement review team for this purpose.

- a. If amended by email, the party requesting the modification will draft the amended Service Agreement document, highlighting the changes, and will submit it to the persons designated as signatories or delegates by both parties for review and approval of changes.
  - b. If a Service Agreement review team is created, the workgroup will review and draft the recommended changes/updates to the content of the Service Agreement document. The draft amended Service Agreement will be submitted to the persons designated as signatories or delegates by both parties for review and approval of changes.
- b) **Periodic review** – in addition to changes outlined above, the content of this Service Agreement document will be reviewed **at least once per biennium**, to ensure that the particular organizational & operational procedures and identified service management roles agreed upon by both parties for the services selected by the customer are properly updated.

The **biennial Service Agreement review** will be as follows:

1. Each party side will designate the member or members that will represent the customer and service provider in the Service Agreement review team.
2. The Service Agreement review team will meet to review the content of this Agreement and identify potential updates/ amendments to the information herein contained (new services or offerings acquired by the customer in the last two years, changes to the operational procedures documented in the Agreement, obsolete contact data as a result of organizational changes, etc.)
3. The Service Agreement will make recommended changes/updates to the content of the SLA document.
4. The draft amended Service Agreement document will be submitted to the persons designated as signatories or delegates by both parties for review, approval and signature.

## 6. Contact Data.

This section will include contact data for the key stakeholders identified by each party for the effective delivery of the services provided by the service provider.

It will also identify key contact data for the effective execution of the customer specific procedures described in this Service Agreement document.

### **EXAMPLE FOR ETS**

The table below outlines the escalation contacts on the service provider side

	<b>Stakeholder</b>	<b>Title/ Role</b>	<b>Contact Information</b>
1	ETS Support Center	1st level support	ETS Support Center 503-XXX-XXXX Email: support@sdc.com

2	Shawn Wagoner	Manager, ETS	Phone: 424-9999 Email: <a href="mailto:smithb@gov.ns.ca">smithb@gov.ns.ca</a>
3	Julie Bozzi	Administrator, ETS	Phone: 424-8888 Email: <a href="mailto:smithb@gov.ns.ca">smithb@gov.ns.ca</a>

The table below outlines the escalation contacts on the customer side

	Stakeholder	Title/ Role	Contact Information
1	Jane Smith	Manager CITO SAP Portal	Phone: 424-4567 Email: <a href="mailto:smithja@gov.ns.ca">smithja@gov.ns.ca</a>
2	Jane Doe	Manager, CITO Infrastructure Support	Phone: 424-3456 Email: <a href="mailto:doeja@gov.ns.ca">doeja@gov.ns.ca</a>
3	John Smith	Manager, CITO CIO Officer	Desk phone: 424-3235 Email: <a href="mailto:smithj@gov.ns.ca">smithj@gov.ns.ca</a>
4	John Doe	CITO Agency Director	Phone: 424-1234 Email: <a href="mailto:doej@gov.ns.ca">doej@gov.ns.ca</a>

## 7. Glossary: Acronyms & Definitions.

Include any applicable acronyms & definitions **relevant to the customer-specific content** of this document.

The content of this section does not need to duplicate general SLA, program-specific or service specific acronyms & definitions already described in the father/ umbrella SLA document developed by the service provider.

## 8. Signatures of parties.

Include signatories of the Service Agreement document, position of signatories within each organization and date the document is signed.

### EXAMPLE

<<Insert name of Provider>>

By : <<Insert name of signatory for Provider>>

As: <<Insert position of signatory for Provider>>

Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

<<Insert name of Customer>>



Name: <<Insert name of signatory for Customer>>

Position: <<Insert position of signatory for Customer>>

Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

## 9. Appendixes.

Insert the applicable service sheets to describe the services acquired by the customer from the service portfolio of the service provider.

The content of the Service Sheets should be the same as the content of the Service Sheets in the governing Service Level Agreement developed by each program/ service Enterprise.