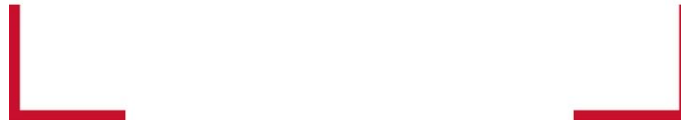




# **SERVICE LEVEL AGREEMENT**

Pension Admin Service (PAS)





## Document Control

Version No.	Date of Issue	Status	Comments
1.0	15/06/2023		Creation of new SLA for Pension Administration Service
1.1	05/08/2025		Update to Pension Year End



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# 1. Data Management

## 1.1 Overview

The purpose of the Company's Data Ownership Policy is to provide guidelines for the Company's Pension Team. This policy describes the roles and responsibilities of the individuals charged with the handling, processing, and maintenance of this information as part of the Managed Service being provided by the Company.

## 1.2 Policy

It is the policy of the Company that data and information will be made available to the Pension Team to perform the necessary pension administration required by their position to provide a Managed Service in line with the Contract between the Company and the Customer. The pension data for the pay period will be available as necessary and relevant as determined by appropriate authorisation of both the employee and the Data Controller. The Data Controller may be the owner of the entire data set or a segment of the data.

- The Customer is the data 'Controller' and the Company is the data 'Processor'.
- Third Party Services, e.g., Pension Funds, is the data 'Sub-Processor'.

## 1.3 Scope

This policy covers data entered by the Customer into the system for the purposes of pension processing by the Company's Pension Team. It is not intended to cover information on individual customer desktops, laptops, or mobile devices nor information held within other Customer applications.

It is the responsibility of the Customer to ensure the data that is in the system is accurate to enable the pension team to report on it.

## 1.4 Revocation of data access

End of Affiliation: All Data Access will end when the Customer's affiliation with the Company ends for any reason.

## 1.5 Data Standards

The Customer must provide information via the system. Information provided through different delivery methods will not be processed.

Data Standard	KPI	Measurement
Format	All data provided to the Company for processing in the agreed data template.	100%



Quality	The quality of data provided to the Company for processing is measured via reporting errors.	100%
Method	Data provided to the Company for processing must be via the payroll system.	100%

## 1.6 Data Management

This section outlines how personal data will be managed by both the Customer (data 'Controller') and the Company (data 'Processor'). All personal data will be processed in line with the Data Protection Act 2018 and the General Data Protection Regulation (GDPR).

Activity	Company	Customer
Provide a secure method (SFTP) of sending pension remittances.	✓	
Provide pension details/ forms for the use of processing in the agreed data templates and via the secure method (SFTP) provided by the Company.		✓

## 2. Service Provision

### 2.1 Introduction

If the standard submission date falls on a non-Working Day, the submission date will be brought forward to the earliest available Working Day.

If the Customer wishes the Company to own the submission of Pension Returns to the appropriate Portal / Website, then the output files must be scoped and built by the Company to ensure the format is fit for purpose.

All returns will be tested prior to the Go-Live of the Pension Administration Format. The Company will only be responsible for any remittance queries from the date of first live run.

Any changes to reporting or administration requirements will follow the Company's Change Control process.

### 2.2 Private Pension Fund Pension Remittance Service

Pension Managed Service	Company	Customer
Review any errors that are highlighted by the Pension Fund	✓	
Send any required data corrections back to the customer with suggestions on how to correct	✓	
Correct data issues that are flagged by the Company		✓



Pension Managed Service	Company	Customer
Populate Pension Returns	✓	
Submission of Pension Returns via the agreed method area in line with agreed schedules	✓	

## 2.3 Private Pension Fund Pension Administration Service

Pension Managed Service	Company	Customer
Notify pension providers of changes to employee's payroll data which could include starters, leavers, hours and basis, position using standard output	✓	
Respond to queries from pension funds.	✓	
Respond to queries from MHR Pension Team		✓
Manage and respond to specific employee queries provided by the Customer or Pension Fund, regarding the pension administration.	✓	
Complete other forms as may be required by a pension fund, e.g., retirement estimate requests, requests to buy back contributions.	✓	
Management of employee opts in and opt outs		✓

## 2.4 LGPS Pension Remittance Service

Pension Managed Service	Company	Customer
Review any errors that are highlighted by the Pension Fund	✓	
Send any required data corrections back to the customer with suggestions on how to correct	✓	
Correct data issues that are flagged by the Company		✓
Populate Pension Returns	✓	
Submission of Pension Returns via the agreed method area in line with agreed schedules	✓	

## 2.5 LGPS Pension Administration Service

Pension Managed Service	Company	Customer
Notify pension providers of changes to employee's payroll data which could include starters, leavers, hours and basis, position using standard output	✓	



Pension Managed Service	Company	Customer
Respond to queries from pension funds.	✓	
Respond to queries from MHR Pension Team		✓
Manage and respond to specific employee queries provided by the Customer or Pension Fund, regarding the pension administration.	✓	
Complete other forms as may be required by a pension fund, e.g., retirement estimate requests, requests to buy back contributions.	✓	
Management of employee opts in and opt outs		✓

## 2.6 LGPS Pension Year End Service

Pension Managed Service	Company	Customer
Provide the templates requiring completion for year end		✓
Generate Annual remittance data where required for the current tax year	✓	
Pre go live year end data to be updated on the template prior to submissions		✓
Respond to queries related to the submission data	✓	✓
Complete any missing forms identified as may be required by a pension fund	✓	

## 2.7 NHS Pension Remittance Service

Pension Managed Service	Company	Customer
Review any errors that are highlighted by the Pension Fund	✓	
Send any required data corrections back to the customer with suggestions on how to correct	✓	
Correct data issues that are flagged by the Company		✓
Populate Pension Returns	✓	
Submission of Pension Returns via the agreed method area in line with agreed schedules	✓	
Complete annual update	✓	



## 2.8 NHS Pension Administration Service

Pension Managed Service	Company	Customer
Manage POL completing all required forms throughout the year	✓	
Respond to employer queries	✓	
Complete all paper forms started by employees and submit to the fund	✓	
Answer any specific employee queries that are raised by the Company		✓
Management of employee opts in and opt outs		✓

## 2.9 NHS Pension Year End Service

Pension Managed Service	Company	Customer
Provide the templates requiring completion for year end		✓
Generate Annual remittance data where required for the current tax year	✓	
Pre-go live year end data to be updated on the template prior to submissions		✓
Respond to queries related to the submission data	✓	✓
Complete any missing forms identified as may be required by a pension fund	✓	

## 2.10 Teachers' Pension Remittance Service

Pension Managed Service	Company	Customer
Generate MCR and create Pension Remittance Template	✓	
Review of data and provide errors and warnings	✓	
Correct any data issues		✓
Submit files to Pension Provider	✓	
Send rejection errors where applicable	✓	
Correct errors identified by rejection report	✓	✓
System to be corrected to ensure errors are resolved for the following month		✓
Missing service extracted and held for following period where updates will be required in the following month's submission template	✓	✓





## 2.11 Teacher's Pension Administration Service

Pension Managed Service	Company	Customer
Tasks in task manager actioned accordingly	✓	
Service queries to be addressed	✓	✓
Non MPO member report to be reviewed and actions applied		✓
Generalised email queries to be responded to	✓	
Pension Portal Employer mailbox to be managed		✓
MCR data mailbox to be managed	✓	✓
Completion of hard copy paper forms for non-portal members	✓	
Missing service extracted and held for following period where updates will be required in the following month's submission template	✓	✓

## 2.12 Teachers Pension Year End Service

Pension Managed Service	Company	Customer
Provide the confirmed annual payment figure to balance the Unaudited EOYC against.		✓
Generate Annual Unaudited EOYC remittance data where required for the current tax year.	✓	
Pre-go live year end data to be updated on the template prior to submissions.		✓
Submission of the Unaudited EOYC	✓	
Respond to queries related to the submission data of the Unaudited EOYC data	✓	✓
Arrangement of Auditing for the EOYC and submission of the audited version		✓

## 2.13 MyCSP Pension Remittance Service

Pension Managed Service	Company	Customer
Generate interface files for current period	✓	
Collate errors from incomplete file and send to customer for review/resolution where required	✓	
Confirm the fixes required have been completed where applicable or confirm to submit file as is		✓
Rerun interface where required and submit through fund to connect	✓	



Pension Managed Service	Company	Customer
Generate interface files for current period	✓	
Collate errors from incomplete file and send to customer for review/resolution where required	✓	
Confirm the fixes required have been completed where applicable or confirm to submit file as is		✓
The DVR report will be reviewed and responded to		✓
Generate and submit the Annual PIP file	✓	

## 2.14 Pension Enquiry Service

Pension Enquiry Service	Company	Customer	N/A
Respond to pension queries from the Customer's authorised representatives. All relevant information must be provided when making an enquiry, including employee name, payroll number, and either date of birth or NI Number.	✓		
Provide a telephone contact between the hours of 09:00 and 17:00	✓		

## 3. Change Control

A formal process used to ensure that changes to a product or system are introduced in a controlled and coordinated manner.

System Configuration	Company	Customer	N/A
Supply definitions of required system configuration changes, this will include but not limited to: <ul style="list-style-type: none"><li>• Elements<ul style="list-style-type: none"><li>○ Payments</li><li>○ Deductions</li><li>○ Benefits</li></ul></li><li>• Calculations</li><li>• Term and Conditions<ul style="list-style-type: none"><li>○ Pensions</li><li>○ Absence</li><li>○ Car Mileage</li></ul></li><li>• Costing Rules</li><li>• Grades and Scale Points</li></ul>		✓	
Investigate and clarify requirements where necessary, and then provide an estimate for the cost, timing, and impact (if any) of the change	✓		



System Configuration	Company	Customer	N/A
Specify changes to application configuration.	✓		
Provide necessary documentation detailing the Cost and timings along with a completed Change Control Request Form	✓		
Approve amendments required prior to work commencing		✓	
Agree implementation plan for any changes	✓	✓	
Incorporate agreed changes to System set-up in Test Environment in accordance with the specification	✓		
Incorporate agreed changes to employee records in Test Environment in accordance with the specification	✓		
Sign off and approval of acceptance testing		✓	
Authorise configuration changes to be applied to Live Environment		✓	
Implement configuration amendment in Live Environment	✓		
Sign off amendments as complete		✓	

## 4. Processing Schedules

Pension Return submission dates and administration submissions will be agreed as part of the onboarding process, a standard schedule with agreed dates will be created and used by both the Company and Customer.

The scheduled submission date will be brought forward by public holidays and peaks of activity such as those associated with pay awards.

If the Customer fails to meet any of the agreed timescales for which they have actions, then the resulting additional pressure on the Service may result in late submissions and/or incomplete submissions on pension returns concerned. This will not constitute a service failure on the part of the Company, providing the Company can demonstrate all reasonable endeavours were made to still make timely payment.



## 4.1 Service Level Objectives

Activity	Achievement Target	Comments
Produce Submission on Schedule	100%	
Achieve Pension Submission deadlines to schedule	100%	
Dispatch of Pension Submission to schedule	100%	
Pension Queries (Current Tax Year)	80%	Within 5 working days of receipt
	20%	Within 10 working days of receipt
Pension Queries (Previous Tax Year)	80%	Within 10 working days of receipt
	20%	Within 15 working days of receipt
Pension Year End Queries	100%	Within 30 working days of receipt

## 4.2 Managed Service Support Hours

The Pension Team will deal with pay enquiries, operational and schedule enquiries. The Payroll Team will be contactable between **09:00 – 17:00 (GMT)**, excluding weekends and English bank and public holidays.

## 5. Exit Management

Exit Management Responsibilities	Company	Customer
Prepare a transition schedule detailing timescales, requirements, and milestones to achieve the transfer of Customer data.		✓
Agree transition schedule.	✓	✓
Provide specification of requirements for the data to be transferred.		✓
Agree specification of requirements.	✓	
Provide Customer data in line with the transition plan and specification of requirements. (Depending on the complexity of the requirement this may be a chargeable activity). As standard data will be provided as an oracle database.	✓	
For requests for other data formats the Company will make a charge for the provision of this data. The charge will be based on the number of day's effort required and the Company prevailing rates at that point in time.		✓



Exit Management Responsibilities	Company	Customer
At all times up to the termination of the relationship the customer will be able to perform their own data extracts to provision and enable the move to a different provider.		

## 6. Escalation Contacts

The following table lists the names, titles, telephone numbers and email addresses of the Company contacts.

Name/ title /email address	Telephone	Responsibilities
Service Team Leader	0115 945 6000	First point of contact of any escalations relating to the service
Head of Service Management	0115 945 6000	Second point of contact for escalations around service issues
Managed Services Director	0115 945 6000	Escalation points for significant Pension service issues.

## 7. Definitions

Expressions within this document shall have the same meaning as in the Agreement or shall have the following meanings unless inconsistent with the context:

Expression	Meaning
Company	MHR International UK Limited as the licensor of the given software products and services. The term Company may be read as “Supplier”, “Licensor”, “Seller”, or any other term defined in an agreement to denote MHR International UK Limited as the software provider.
Customer	The organisation identified on an Order Document or any other contractual document for the provision of software and services between the parties. The term Customer may be read as “Buyer”, “Authority”, “Council”, “Licensee”, or any other term defined in an agreement to denote the organisation as the recipient of any software or services.
DVR	MyCSP error/query report released by the fund based on the interface files received
Portal/ Website	Site where pension remittances and changes are submitted to pension provider



SFTP	Secure site used for transferring processing data and reports between the Company and the Customer
Portal/ Website	Area where pension remittances are submitted to pension provider
POL	Pensions online
MPO	Member pension online account