**Draft Emergency Mailing SLA requirements**

This is a draft SLA and consultation will be expected in order to ascertain the most cost effective and efficient solution and specification will be kept under periodic review.

**Request for proposals**

Please detail how you would work within this SLA and any adjustments or recommendations you feel would be beneficial or required to inform a standard operating procedure to meet this SLA and the purpose.

**Purpose**

The main purpose of the SLA is to ensure that when we call for an emergency mailing appeal to be launched our outsourcing partner is there for us, able to move with speed and agility to deliver against an agreed framework like this one. It is vitally important for response and results that we get to market as fast as possible in the event of an emergency.

ActionAid is a member of the Disasters Emergency Committee (DEC) and appeals can be called jointly as part of the DEC or as ActionAid solely.

**Frequency**

On demand. Typical volume c.80,000. All print materials base stock to be print ready and held in stock.

**Service Level Agreement**

100% of mail piece to be dispatched by end of second day on receipt of the following from ActionAid:

* Request for emergency mailing
* Data made available in standard format (as agreed)
* Content i.e. copy and images to be made available in agreed standard format.

Some out of core hours working is expected in order to be able to meet this SLA but we understand that mail collection times and time of receipt of assets will play a role.

**Current specification**

|  |  |
| --- | --- |
| C5 outer | C5 outers standard window 90gsm uncoated FSC 2/1 (red & black/red) |
| 510x720mm (letter) | A4 2pp 2/2, 100gsm uncoated FSC |
| DL BRE | BRE’s DL full face printed 1/1 80gsm uncoated FSC |

**Data specification**

* Receipt of data in a standardised .CSV format via secure digital transmission.