



Service Definition Document

Avco Systems Payroll Transfer Bureau

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Service Overview

Service Summary

Avco Systems offers its customers a bureau service to help with file conversion and transfers, whether for year-end returns (P11D, P46CAR) or for file exchanges with HM Revenue & Customs (HMRC) throughout the year.

There are many ways to get the files to Avco Systems - via e-mail (using agreed encryption), Avco Systems' web-based secure file upload service or SFTP/FTPS. Once the files reach our server, we handle any data conversion and transfers to and from HMRC, you can be notified by email that our automated systems have noticed and started processing the file. You will be notified by email of the result of HMRC's processing of your data. Notifications can be supplied via email of any data HMRC has made available to you, as well as delivery of this data.

If your payroll software does not currently accept or produce HMRC data in the specified XML formats, we offer a conversion service to ensure that your files can be put into a format acceptable to HMRC. This comprises custom-built interfacing and conversion software based on a range of "near-the-shelf" modules, tailored to meet your specific requirements. We can even take the original GFF format and convert this to XML, automatically calculating the newly required student loan plan type.

Format conversion allows you to retain your existing payroll system but still comply with HMRC's requirements. Avco Systems practises continuous development and improvement of its service and maintains compatibility with any new HMRC format that may be required.

Although by default we only keep your data until it is accepted by the HMRC, or delivered to you, longer data retention is possible (up to 18 months). Data is always encrypted at rest.

Construction industry files are also supported, under the Construction Industry Scheme (CIS).

Technical Requirements

The Payroll Transfer Bureau service runs on Avco Systems' infrastructure resulting in very few technical requirements for customers. Depending on the chosen transfer method, customers will require either a SFTP/FTPS client, email client or a supported browser.

Quality and Information Security Management System

Quality is central to Avco Systems' philosophy and permeates all areas of the company's business, including its internal and external aspects and its dealings with interested parties. The company endeavours to satisfy or exceed expectations and is committed to a policy of continual improvement of its systems and working practices. In particular, it aims to ensure that its service quality satisfies the specific contractual obligations of its customers, together with the standards of quality in ISO 9001:2015, including the adherence to statutory and regulatory requirements.

Critical to the quality of the company's services is information security - protection of information from a wide range of threats to ensure business continuity, minimise business risk and maximise business opportunities and return on investment. Such security is essential in today's business environment because secure information sharing depends upon valuable assets in terms of data, equipment and personnel. The company is dedicated to safeguarding its information and that of its interested parties, to fulfil both its contractual obligations and the requirements of ISO 27001:2013.

The company has combined its quality and information security management systems in an Integrated Management System (IMS), which is subject to internal and external audits. The IMS aims to protect the company's reputation, the efficiency and effectiveness of its business operations, and the confidentiality, integrity and availability of all company and third-party information.

The framework for setting objectives and establishing an overall sense of direction and principles of action with regard to the IMS is provided by Management Review meetings at planned intervals. In addition, there is an ISMS Forum, which meets to initiate and co-ordinate the implementation of information security within the organisation.

The company has a strategy to mitigate information security risks as far as is practicable. This is supported by a formal methodology whereby risks are identified and either accepted according to documented criteria or reduced using control measures. Action taken will be adequate and proportionate to the expected impact that the loss of confidentiality, integrity or availability may have on systems and their data.

The company is committed to staying up to date with information security best practices and will maintain contact with appropriate special interest groups for that purpose. All personnel share responsibility for the quality of the company's services and for information security.

Additional Service Options

Avco Systems has a strong reputation for providing high-quality, efficient and effective solutions for organisations for over 30 years. Avco Systems believes in building productive relationships with customers and can adapt to suit specific customer requirements. Please contact Avco Systems should additional services be required.

Data Backup and Disaster Recovery

Business Continuity

All services hosted in Avco Systems' infrastructure are subject to the company's certified ISO27001:2013 Business Continuity Plan and Business Continuity Process. The company verifies, reviews and evaluates the established and implemented information security continuity controls as part of regular disaster recovery and business continuity testing.

Avco Systems will coordinate with the customer to identify specific backup and disaster recovery requirements. As data in Payroll Transfer Bureau is considered transient, the standard offering does not include backups for this service.

Data Restoration

Should a serious event occur, Avco Systems will liaise with the customer to authorise service restoration from backup media. Avco Systems will aim to restore from the latest backups as swiftly as reasonably possible.

The restoration/migration of existing data from another provider can be requested separately at an additional cost, if required.

Onboarding and Offboarding Process

Onboarding

Avco Systems will provide a dedicated delivery and support team during the introductory stage of the service delivery. The friendly UK-based support team will provide assistance during the initial configuration and installation of the service as well as user documentation, if required. Onsite training can be supplied at an additional cost. The customer will provide a dedicated contact during the onboarding process.

The onboarding process involves:

1. Avco Systems helping to identify any further conversion requirements for your payroll files

2. If notifications are required, Avco Systems contacting HMRC to request the right to act as an agent on the customer's behalf. A letter is sent to the customer with a code to give to Avco Systems to enable them to act as the agent and pass on notifications (SL1, SL2, P6, P9, GEN, etc).
3. Avco Systems creating an account for you on their SFTP/FTPS server or secure file transfer website. Alternatively, you can send your files via email using an agreed encryption method.
4. Avco Systems adding relevant email contacts for receiving ACK reports from both Avco Systems and HMRC
5. Avco Systems assisting customers with sending test files to validate the end-to-end process before going live

Offboarding

In the unlikely event that the customer does not wish to extend or renew the contract, Avco Systems will:

- Securely provide all customer data relevant to the service
- Decommission the existing service and ensure all customer data is securely destroyed

Service Levels and Constraints

Availability

The service has an Availability Target of 99.9% annually. This excludes scheduled maintenance activities, for which the customer will be notified in advanced, as described below. Customers can contact the dedicated UK-based support staff by telephone and email from Monday to Friday, 08:30 - 18:00 (excluding public and bank holidays).

Scheduled Maintenance

Unless previously agreed with the customer, Avco Systems will perform service affecting maintenance operations outside of normal business hours (Monday to Friday, 08:30 - 18:00). Avco Systems will endeavour to:

- Provide customers with as much notice as reasonably possible ahead of any scheduled maintenance
- Minimise the length of maintenance windows and subsequent disruption to the customer

The customer will be responsible for notifying end users.

Severity Levels

The severity of any problem will be mutually agreed between Avco Systems and the customer according to these guidelines. All service levels defined apply during the standard working hours Monday to Friday 08:30 - 18:00 (excluding public and bank holidays).

Priority/Severity	Severity Level Definition
Critical	A problem that must be resolved before the customer can continue normal business operations. Avco Systems support staff will use reasonable endeavours to respond to the customer with a workaround within two hours of receiving notice of a critical problem being reported. Avco Systems staff will work continuously on critical problems until the fault is permanently cleared or the system is operational.

Serious	A problem that significantly inhibits production but does not prevent operations. Avco Systems support staff will use best endeavours to respond to the customer with a workaround within four hours of receiving notice of a serious problem being reported.
Moderate	Requirements that do not impede productive use of the software. Avco Systems support staff will use best endeavours to respond to the customer with a workaround within seventy-two hours of a moderate problem being reported.
Minor	Cosmetic production problems and general test system problems that do not affect availability of the production system. This severity level will also be used to categorise general technical help desk calls. Avco Systems support staff will respond to the customer within one week of a minor problem being reported.

The resolution of problems, irrespective of their classification, will use the fastest and most effective means, including telephone support and software patches.

The support team will gather and record as much information as possible concerning the request and, if necessary, work with the development team to resolve the issue. The fault will be tracked and progressed until closure, with the team keeping the customer updated each step of the way.

Commercial

Ordering and Invoicing Process

Avco Systems will begin to deliver the service defined in this document upon receipt of:

- The completed G-Cloud framework 'call-off' contract and terms and conditions acceptance - A purchase order from the customer

The customer will be invoiced for the charges monthly in arrears.

Termination Terms

Either party may terminate the service by giving the other at least 30 days written notice, terminating at the end of a month. The minimum contract period is twelve months.