<u>Tier 1 Support and Maintenance for Base Software and 3rd Party Products</u>

Period 1	Period 2	Option Period 1
18th February 2019 – 31st	1st April 2019 – 31st March	1st April 2020 – 31st March
March 2019	2020	2021
Redacted	Redacted	Redacted
Quarterly Payment	Quarterly Payment	Quarterly Payment
Redacted	Redacted	Redacted

<u>Tier 2 Support and Maintenance for APS Developed Applications</u>

Period 1	Period 2	Option Period 1
18th February 2019 – 31st	1st April 2019 – 31st March	1st April 2020 – 31st March
March 2019	2020	2021
Redacted	Redacted	Redacted
Quarterly Payment	Quarterly Payment	Quarterly Payment
Redacted	Redacted	Redacted

<u>Tier 3 – Onsite Technical Support</u>

Period 1 – max 3 days	Period 2 – max 20 days	Option Period 1 – max 20 days
18th February 2019 – 31st	1st April 2019 – 31st March	1st April 2020 — 31st March
March 2019	2020	2021
£ Redacted Rate per day	£ Redacted Rate per day	£ Redacted Rate per day

Engineering Support Call Off Days

Period 1 – max 75 days	Period 2 – max 100 days	Option Period 1 – max 100
18th February 2019 - 31st	1st April 2019 – 31st March	days
March 2019	2020	1 st April 2020 – 31 st March 2021
Development Manager £ Redacted	Development Manager £ Redacted	Development Manager £ Redacted
Principle Software Eng £ Redacted	Principle Software Eng £ Redacted	Principle Software Eng £ Redacted
Senior Test Eng £ Redacted	Senior Test Eng £ Redacted	Senior Test Eng £ RedactedOracle
Oracle DBA £ Redacted	Oracle DBA £ Redacted	DBA £ Redacted Rate per day
Rate per day	Rate per day	
Rate per day up to a maximum of £ Redacted	Rate per day up to a maximum of £ Redacted	Rate per day up to a maximum of £ Redacted

<u>Reinstatement Fee</u>

Period 1 18th February 2019 — 31st March 2019

£ Redacted Single Payment