Schedule 8.2 - Lot 2

Change Control Procedure

Version 5.0

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CHANGE HISTORY

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1 Definitions

1.1 In construing this Schedule 8.2 (Change Control Procedure), unless otherwise expressly specified in this Schedule terms defined and used in Schedule 1 (Definitions) will have the same meaning in this Schedule.

2 General Principles of Change Control Procedure

2.1 It is a fundamental requirement of the Authority that the Services will change during the Term of this Agreement and that the Supplier will act reasonably in agreeing and proposing Contract Changes. It is recognised by the parties that Contract Changes may result in net reductions or increases in the Charges.

Types of changes

2.2 Subject to Paragraph 2.1, the Change Control Procedure will apply to two different types of Change Requests:

(a) Contract Change Requests which are to be managed in accordance with this Schedule and in particular Paragraph 4; and

(b) Operational Change Requests which are to be managed in accordance with this Schedule and in particular Paragraph 5.

Out of scope services

2.3 The Supplier will not perform any services that it believes to be outside the scope of this Agreement, and hence subject to additional Charges, without first:

(a) informing the Authority that it believes such services are out of scope;

(b) providing the Authority with a written statement of the reasons why it believes the services are out of scope; and

(c) complying with the provisions of this Change Control Procedure.

Communications

2.4 For any Change Communication to be valid under this Schedule, the sending Party must send it to the other Party's Change Manager (as applicable, the Authority Change Manager or the Supplier Change Manager). The provisions of Clause 44 (Notices) shall apply to a Change Communication as if it were a notice.

Costs

2.5 Subject to Paragraph 2.8:

(a) no proposed Contract Change will be implemented by the Supplier until such time as an agreed Change Authorisation Note has been signed and issued by the Authority in accordance with this Change Control Procedure Paragraph 9.2; and

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(b) if the Supplier implements Contract Changes before they have been agreed under this Schedule, then it will do so at its own expense.

2.6 The Authority shall have the right to request amendments to a Change Request and approve it or reject it in the manner set out in this Schedule. The Supplier shall have the right to reject or refuse to action a Contract Change Request solely in the manner set out in Paragraph 10.

2.7 Until such time as a Change Authorisation Note has been signed by the Authority in accordance with this Change Control Procedure, then:

(a) unless the Authority expressly agrees otherwise in writing under Paragraph 2.8, the Supplier will continue to supply the Services in accordance with the existing terms of this Agreement as if the proposed Contract Change did not apply; and

(b) any discussions, negotiations or other communications which may take place between the Authority and the Supplier in connection with any proposed Contract Change, including the submission of any communications, will be without prejudice to either of the parties' other rights under this Agreement.

2.8 The Authority may require the Supplier to implement a Contract Change before agreement of the Charges for the Contract Changes, in which case:

(a) the Charges will be agreed by the Authority and the Supplier; or

(b) (in the absence of agreement within ten (10) Working Days after the date of the Contract Change Request) determined in accordance with the Dispute Resolution Procedure.

2.9 The Supplier shall not impose Charges on the Authority for any Change Request based on the Supplier's achievement of Service levels or Performance Indicators. For the avoidance of doubt, any improvements in Service levels or performance standards achieved by the Supplier in compliance with any progressive improvement requirements contained in the Agreement shall neither result in an increase in the Charges or be deemed to give rise to a Change Request.

2.10 The Supplier shall not impose Charges on the Authority for any Change Request based on the Supplier's achievement of Service Levels or Performance Levels. For the avoidance of doubt, any improvements in Service Levels or performance standards achieved by the Supplier in compliance with any progressive improvement requirements contained in the Agreement shall neither result in an increase in the Charges or be deemed to give rise to a Change Request.

2.11 Subject to Paragraph 2.12, unless otherwise expressly stated in this Schedule:

(a) each Party's costs in preparing any Change Request shall be borne by that Party;

(b) any costs incurred by the Supplier in undertaking any Initial Impact Assessment shall be borne by the Supplier;

(c) any Charges of the Supplier (when permitted to be charged under this Schedule) are to be calculated charged in accordance with the principles and day rates or day costs (as applicable) set out in Schedule 7.1 (Charges and Invoicing); and

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(d) the Supplier may only propose to increase Charges pursuant to any Contract Change only if it can demonstrate in the Impact Assessment that the proposed Contract Change requires resources additional to the Service Resource Baseline.

The Parties agree that in the event of a change to the Charges resulting from a Contract Change (whether the change will cause an increase or a decrease in the Charges) such change will be strictly proportionate to the increase or decrease in the level of resources required for the provision of the Services as amended by such Contract Change.

2.12 Both Parties' costs incurred in respect of any use of this Change Control Procedure as a result of any error or Default by the Supplier shall be paid for by the Supplier.

2.13 Operational Change Requests

2.13.1 The Supplier will not be entitled to increase the Charges as a result of an Operational Change.

2.14 Contract Change Requests

(a) Subject to Paragraphs 2.14(b) and 2.14(c) of this Schedule each party will bear its own costs in relation to the preparation and agreement of each Contract Change Request.

(b) The Supplier will not be entitled to charge any additional amount for producing an Initial Impact Assessment (which shall be produced to the level of detail commensurate with the scale, scope, complexity and criticality of each proposed Contract Change and sufficient for Parties to comply with the Contract Change approval process as set out in this Change Control Procedure).

(c) Subject to Paragraph 2.14(e), for Contract Change Requests made by the Authority, the Supplier will be entitled to recover in Charges its reasonable costs for developing any Technical Impact Assessment which it is required to provide pursuant to this Schedule, save that:

(i) the Authority shall not be charged for any costs associated with any Technical Impact Assessment where the Supplier is the originator of the Contract Change Request; and

(ii) the parties agree that any Supplier's charges for such Technical Impact Assessment for a Change Request shall be capped at the amount that is 115% of the amount set out as the Supplier's cost for producing such Technical Impact Assessment which was included in the Initial Impact Assessment (as finally accepted by the Authority pursuant to Paragraph 8.4).

(d) **Non-chargeable Contract Changes**: Where the Supplier is not entitled under the Agreement and this Schedule to charge for a Contract Change, the provisions relating to Contract Changes will continue to apply other than those relating to Charges (including, for example, the provisions relating to Impact Assessments).

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(e) **Chargeable Contract Changes**: The following provisions will apply where the Supplier is entitled to charge for a Contract Change under this Agreement and this Schedule:

(i) **Quote**: The Supplier will, when preparing any Quote for the Charges for Contract Changes:

(aa) identify means of carrying out the proposed Contract Change with a view to cost savings or at no additional charge to the Authority or (if that is not possible) of minimising any additional charge; and

(bb) ensure that the proposed Contract Change is costed at the best value for money reasonably obtainable; and

(cc) without prejudice to the other provisions of this Paragraph 2, the Supplier will only be entitled to increase the Charges if it can demonstrate in the Quote and Technical Impact Assessment that the proposed Contract Change reasonably requires the additional assets or resources and, in any event, any change to the Charges resulting from a Contract Change (whether the change will cause an increase or a decrease in the Charges) will be strictly proportionate to the increase or decrease in the level of assets or resources required for the provision of the Services as amended by the Contract Change.

(ii) **Calculation**: The calculation of Charges in any Quote or Impact Assessment shall:

(aa) be based on the Financial Model in accordance with Schedule 7.7;

(bb) meet the Financial Transparency Objectives;

(cc) include estimated volumes of each type of resource to be employed and the applicable rate card;

(dd) include full disclosure of any assumptions underlying such Charges and Impact Assessments;

(ee) include evidence of the cost of any assets required for the proposed Contract Change;

(ff) include details of any Rollover and offset to Charges as a result;

(gg) include details of any new Sub-contracts and variation to existing Sub-contracts necessary to accomplish the Change; and

(hh) set out details of the Supplier's expected profit and profit margin in respect of the Contract Change.

3 Change Resource

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3.1 The Supplier shall provide a person or persons (including the Supplier Change Manager), such resource(s) shall be based on the Suppliers estimated volume of Change, equivalent to the FTE set out in the table below during each Contract Year, during the Term (the "**Base**")

[…. ✂ ….]

who shall be of appropriate skill, experience and technical expertise and be allocated exclusively to the supply of the following:

(a) managing and processing Change Requests within the times specified in this Schedule;

(b) responding to the Authority's queries and requests for information in connection with Change Requests from time to time throughout the Term;

(c) providing Initial Impact Assessments;

(d) creating, maintaining and updating Change Request Logs on behalf of the Authority and reporting on the status of Change Requests to the Authority;

(e) providing Technical Impact Assessments (as required pursuant to Paragraph 8.4);

(f) providing Operational Impact Assessments in accordance with this Schedule;

(g) drafting Change Implementation Plans in accordance with this Schedule;

(h) implementing Change Requests and Change Implementation Plans in accordance with this Schedule;

(i) coordinating Change Lead activities and liaison with the Authority and the Other ESN Suppliers as necessary and required under this Schedule (where changes of Other ESN Suppliers impact on the Services or Changes impact on any Other ESN Suppliers; and

(j) all other services reasonably necessary for the provision of the foregoing services.

3.2 The Supplier shall provide in writing a report of the utilisation of the Change Resource, including the Supplier Change Manager as identified in Schedule 9.2 (Key Personnel) relating to Change Requests in such format, detail and at such frequency as requested from time to time by the Authority ("**Change Resource Utilisation Report**"), such frequency being not less than monthly throughout the Term. The Change Resource Utilisation Report shall be provided by the Supplier to the Single Supplier Board as part of the Supplier's information reporting pursuant to Schedule 8.1 (Governance) by no later than five (5) Working Days in advance of each meeting and shall include as a minimum the following details in respect of each reporting period and a forecast in respect of the following reporting period:

(a) the Change Resources supplied under the Service Charges to the Authority;

(b) Change Requests and status or progress of Impact Assessments, reviews, Quote, and Change implementation;

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(c) the Actual Change Resource Utilisation and the Projected Change Resource Utilisation and details of the tasks allocated to the Change Resource including for the production of any Impact Assessments and any Change Resource Under-Utilisation or Change Resource Over-Utilisation, where:

(i) actual and projected utilisation of the Change Resource (as a proportion of the Base broken down in proportion to each reporting period) for the reporting period and the next reporting period (respectively, the "**Actual Change Resource Utilisation**" and the "**Projected Change Resource Utilisation**") (where the Actual Change Resource Utilisation is less than 100% of the Base, the **"Change Resource Under-Utilisation**"; and

[…. ✂ ….]

3.3 In addition to detailing any […. ✂ ….] in the Change Resource Utilisation Report, the Supplier shall notify the Authority Change Manager in writing within one (1) Working Day of any period in which it becomes aware that the Change Resource will or will likely be under-utilised and, unless otherwise requested by the Authority, shall immediately allocate the Change Resource to the task of progressing or producing any outstanding Technical Impact Assessments or assisting or actioning any Change Lead activities.

3.4 If due to the expiry or termination of this Agreement there is no next reporting period then the amount of […. ✂ ….] shall, at the Authority's option, be included in any calculation in respect of any Charges due to or from the Supplier within thirty (30) days after such termination or expiry.

4 Contract Change Requests and Process

The Parties shall deal with Contract Change Requests according to the following process as follows.

4.1 **Origination**: Either Party may request a Contract Change which they shall initiate by issuing to the other a Contract Change Request in accordance with Paragraph 7.

4.2 **Authority Initial Review and Determination of Category of Contract Change**:

Upon its creation of or within five (5) Working Days after receipt of the Contract Change Request (if originated by the Supplier) the Authority shall undertake an "**Initial Review**" as follows:

(a) The Authority shall review it to determine whether the Contract Change is a Standard Contract Change or a Bespoke Contract Change. The determination of the categorisation of the Contract Change Request as either Standard or Bespoke shall be made by the Authority in its sole discretion.

(b) For any determination that the Contract Change Request is a Standard Contract Change, the Authority shall also determine in its sole discretion whether the Standard Contract Change is either a List Price Standard Contract Change or a Non-Costed Standard Contract Change.

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(c) Following the Authority's determination of the categorisation of the Contract Change Request, the Authority shall notify the Supplier of that categorisation.

4.3 **Supplier Queries**: Within one (1) Working Day after the Supplier's receipt of the Authority's Initial Review pursuant to Paragraph 4.2, the Supplier shall send any queries it may have on the Initial Review in writing to the Authority.

4.4 **Standard Contract Change**

4.4.1 **List Price Standard Contract Change**:

(a) For any List Price Standard Contract Change, the Supplier shall confirm in writing the cost in accordance with the Supplier's Standard Contract Change List and the proposed timeframe for implementing or delivering the Contract Change Request to the Authority together with the proposed Change Authorisation Note in accordance with Paragraph 9.2.

(b) Following the Authority's approval of such List Price Standard Contract Change (if any) in accordance with Paragraph 9, the Supplier shall implement the Change in accordance with the Change Authorisation Note.

4.4.2 **Non-Costed Standard Contract Change and Bespoke Contract Change:** For any Non-Costed Standard Contract Change and any Bespoke Contract Change, the Supplier shall provide an Impact Assessment in accordance with Paragraph 8.

5 Operational Change Requests

The Parties shall deal with Operational Change as follows.

5.1 The Supplier shall include all Operational Change Requests in the Forward Schedule of Change as set out in paragraph 15. Where the Supplier is of the opinion that the Operational Change Request is an Unplanned Operational Change, the Supplier shall indicate that in the Operational Change Request and indicate whether it considers it to be a Late Notice Operational Change or an Emergency Operational Change.

5.2 Authority Initial Review and Determination of Category of Operational Change

Upon its creation of or within one (1) Working Day after receipt of the Operational Change Request (if originated by the Supplier) the Authority shall undertake an "**Initial Review**" as follows:

(a) The Authority shall review it to determine whether the Operational Change Request is a Planned Operational Change or Unplanned Operational Change. The determination of the categorisation of the Operational Change Request as either Planned or Unplanned shall be made by the Authority in its sole discretion;

(b) For any determination that the Operational Change Request is an Unplanned Operational Change, the Authority shall also determine in its sole discretion whether the Unplanned Operational Change is either a Late Notice Operational Change or an Emergency Operational Change; and

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(c) Following the Authority's determination of the categorisation of the Operational Change Request, the Authority shall notify the Supplier of that categorisation.

5.3 Where the Authority considers that any updated Agreement provided by the Supplier in accordance with paragraph 5.2(a) does not reflect such Contract Changes agreed in the relevant Change Authorisation Note, the Authority may request that the Supplier updates the Agreement and re-submits it to the Authority within ten (10) Working Days of the Authority's request.

5.4 **Supplier Queries**: Within one (1) Working Day after the Supplier's receipt of the Authority's Initial Review pursuant to Paragraph 5.2, the Supplier shall send any queries it may have on the Initial Review in writing to the Authority.

5.5 For each Operational Change Request, the Supplier shall provide an Operational Impact Assessment in accordance with Paragraphs 8.5.1 to 8.6.

6 Change Authorisation and Change Request Log and Reporting

6.1 In all cases until a Change Authorisation Note has been signed and issued by the Authority in accordance with Paragraph 9.2, then:

(a) unless the Authority expressly agrees (or requires) otherwise in writing, the Supplier shall continue to supply the Services in accordance with the existing terms of this Agreement as if the proposed Contract Change did not apply; and

(b) any discussions, negotiations or other communications which may take place between the Authority and the Supplier in connection with any proposed Contract Change, including the submission of any Change Communications, shall be without prejudice to each Party's other rights under this Agreement.

6.2 The Supplier shall:

(a) within ten (10) Working Days after receipt of the Authority's executed Change Authorisation Note in respect of a Contract Change and at its sole cost, deliver to the Authority a copy of this Agreement updated to reflect such Contract Changes agreed in the relevant Change Authorisation Note and annotated with a reference to the Change Authorisation Note pursuant to which the relevant Contract Changes were agreed; and

(b) thereafter provide at the Supplier's sole cost to the Authority such further copies of the updated Agreement as the Authority may from time to time request.

6.3 To the extent that any Contract Change Request approved by the Authority in accordance with this Schedule requires testing and/or a plan for implementation, then the Parties shall follow the procedures set out in Schedule 6.2 (Testing Procedures), and, where appropriate, the Change Authorisation Note relating to such a Contract Change shall specify Milestones and/or a Key Milestone and Milestone Date(s) in respect of such Contract Change for the purposes of such procedures.

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6.4 Following the completed implementation or delivery of any Change, the Supplier shall update the Forward Schedule of Change and the Change Request Log and the Authority shall identify the Change Request in the Change Request Log as closed or completed.

6.5 The Supplier shall include in the Change Request Log details of all Late Notice Operational Changes and Emergency Operational Changes and provide a report in writing (at the frequency and in such format as determined by the Authority, such frequency being not less than monthly) of trends in Change Requests, Late Notice Operational Changes and Emergency Operational Changes which shall be reviewed as part of the standard agenda of the Single Supplier Board.

6.6 The Supplier shall regularly update the Change Request Log according to the status of the Change Request and the progress of any Impact Assessment or approval process being undertaken.

7 Form of Change Request and Change Authorisation Note

7.1 Any Change Request shall be substantially in the form of Annex A and state whether the Party issuing the Change Request considers the proposed Change to be a Contract Change or an Operational Change.

7.2 Any Change Authorisation Note shall be substantially in the form of Annex B or as otherwise agreed by the Parties.

8 Impact Assessment Process

8.1 The Impact Assessment requirements shall be determined by the Authority following its Initial Review of the Change Request and determination of the categorisation of Contract Change or Operational Change.

8.2 For each Change Request, the Initial Impact Assessment shall be completed by the Change Resource.

8.3 Initial Impact Assessment - Contract Changes

8.3.1 As soon as is reasonably practicable but in any event no later than five (5) Working Days after the date of its creation, receipt or issue of any Change Request, the Supplier shall provide in writing to the Authority a preliminary assessment which shall include the following details:

(a) details of the proposed Contract Change including the reasons for it;

(b) the categorisation of any Change Request (Contract Change, Standard Contract Change, Bespoke Contract Change, List Price Standard Contract, Non-Costed Standard Contract Change and whether a Cross ESN Services Affecting Change Request);

(c) an assessment of the impact of and the Supplier's costs (if any) or, as the case may be, savings in Charges (if any) arising from the implementation of such proposed Change Request (in accordance with Paragraph 2.14(e)(ii)) and categorised according to the scale set out in 8.3.1(f) below;

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(d) if applicable, an assessment of the impacts or likely impacts (if any) on any Other ESN Suppliers;

(e) a preliminary assessment which provides a high level summary of the anticipated impact of the proposed Change on any technology deployed in the Services and any Documentation, including in respect of the Optional Services (if any), and on the Supplier's ability to meet its other obligations under this Agreement;

(f) a proposed timetable for the completion of a Technical Impact Assessment (if required, according to the scale of 1 –5 as below):

Change Impact Level	**Category of proposed Contract Change / or Supplier's cost of proposed Change (excluding any applicable VAT)**	**Type of Technical Impact Assessment Required**
1	< £5,000 or any List Price Standard Contract Change	Only the preliminary assessment set out in Paragraph 8.3.1(e) (together with the other Initial Impact Assessment information)
2	£5,001 - £25,000	Technical Impact Assessment
3	£25,001 - £50,000	Technical Impact Assessment
4	£50,001 – £100,000	Technical Impact Assessment
5	>£100,000	Technical Impact Assessment and escalation to according to Schedule 8.1 (Governance)

(g) where the Change Request is proposed to be a Non-Costed Standard Contract Change, in addition to the costs information referred to above in Paragraph 8.3.1(c), a summary of the statement of works proposed for implementing the Change Request ("**Summary of Statement of Works**") and a Change Implementation Plan (showing proposed resources to be deployed, time scales and periods and any communication plans required to communicate the proposed Change, including, if applicable, to the Authority, Other ESN Suppliers and User Organisations); and

(h) where the Change Request is determined to be a Bespoke Contract Change, in addition to the costs information referred to above in Paragraph 8.3.1(c), an estimate of costs for implementing the Change Request and an estimate of costs for the development of the Technical Impact Assessment, each identifying the activities, resources and timeline required to deliver any Technical Impact Assessment and a Change Implementation Plan,

(the "**Initial Impact Assessment**").

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8.4 Technical Impact Assessment - Contract Changes

8.4.1 Following the receipt by the Authority of the Initial Impact Assessment, pursuant to Paragraph 8.3:

(a) **List Price Standard Contract Changes and Non-Costed Standard Contract Changes**: for any List Price Standard Contract Changes and Non-Costed Standard Contract Changes which the Authority approves, the Authority shall notify the Supplier of that fact in writing and the Supplier shall prepare a proposed Change Authorisation Note in accordance with Paragraph 9.2 and the Change shall be deemed approved by the Authority under that provision; and

(b) **for all other Contract Change Requests**: for all other Contract Changes:

(i) Following the review by the Authority of the Initial Impact Assessment, the Authority shall either instruct the Supplier to undertake a Technical Impact Assessment or reject the Change Request; and

(ii) Within ten (10) Working Days after any Authority notice Authority notice given pursuant to Paragraph 8.4.1(b)(i) authorising the undertaking of a Technical Impact Assessment (or within any longer time period if agreed by the Authority), the Supplier shall submit in writing to the Authority such Technical Impact Assessment in accordance with Paragraph 8.4.3 to 8.4.5 of this Schedule.

8.4.2 If the Supplier requires any clarification in relation to any proposed Change Request before it can develop any Technical Impact Assessment, then it shall promptly make a written request for clarification to the Authority and provided that sufficient information is received by the Authority to fully understand:

(a) the nature of the request for clarification; and

(b) the reasonable justification for the request,

the time period to complete the Technical Impact Assessment shall be extended by the time taken by the Authority to provide that clarification. The Authority shall respond to the request for clarification as soon as is reasonably practicable.

8.4.3 Each Technical Impact Assessment shall include the information set out in Paragraph 2.14(e)(ii) and:

(a) The details set out in the Initial Impact Assessment and the details of any material variation between the Initial Impact Assessment of total costs of the Change and the Technical Impact Assessment of total costs of the Change;

(b) details of the impact of the proposed Contract Change on the Services, including impacts to people, processes and systems, the Optional Services (if any) and the Supplier's ability to meet its other obligations under this Agreement;

(c) detail any alternative options that may provide the same outcome more efficiently;

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(d) any variation to the terms of this Agreement that will be required as a result of that impact, including changes to:

(i) the Services Description, the Performance Indicators and/or the Minimum Service Thresholds;

(ii) the format of Authority Data, as set out in the Services Description;

(iii) the Milestones, Implementation Plan and any other timetable previously agreed by the Parties; and

(iv) other services provided by Other ESN Suppliers, the Authority, including any changes required by the proposed Contract Change to the Authority and/or any infrastructure of any of the Emergency Services;

(e) details of the cost of implementing the proposed Contract Change, the Quote, and the date by which such Quote remains open for acceptance such acceptance period being not less than sixty (60) days);

(f) details of any on-going costs required or savings in Charges to be made by the proposed Contract Change when implemented, including any increase or decrease in the Charges, any alteration in the resources and/or expenditure required by either Party and any alteration to the working practices of either Party;

(g) a proposed timetable for the implementation, together with any proposals for the testing of the Contract Change;

(h) details of how the proposed Contract Change will ensure compliance with any applicable Change in Law; and

(i) such other information as the Authority may reasonably request in (or in response to) the Change Request.

8.4.4 Upon the Authority's receipt of the full Technical Impact Assessment by the Authority, and subject to the provisions of Paragraph 8.4.5, the Authority shall review it and respond to the Supplier in accordance with Paragraph 9.

8.4.5 If the Authority reasonably considers that it requires further information regarding the proposed Contract Change so that it may properly evaluate the Change Request and the Technical Impact Assessment, then within five (5) Working Days after receiving the Technical Impact Assessment, it shall notify the Supplier of this fact and detail the further information that it requires. The Supplier shall then re-issue the relevant Impact Assessment to the Authority within ten (10) Working Days after the Authority's notification. At the Authority's discretion, the Parties may repeat the process described in this Paragraph 8.4.5 until the Authority is satisfied that it has sufficient information to properly evaluate the Change Request and Impact Assessment.

8.5 Operational Impact Assessment - Operational Changes

8.5.1 For each Operational Change Request, the Supplier shall assess the impact of the proposed Operational Change on the Services, and, where relevant, any services supplied by any Other ESN Suppliers (the "**Operational Impact Assessment**"). The Operational Impact

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Assessment shall be submitted to the Authority in writing within five (5) Working Days after the creation or receipt of any Operational Change Request by the Supplier and shall include the following details:

(a) the proposed Operational Change;

(b) the reasons for the Operational Change;

(c) the impact of the proposed Operational Change on the Services, the Authority and any services supplied by any Other ESN Suppliers, including impacts to people, processes and systems;

(d) an assessment of how the proposed Operational Change will impact the delivery of Services (either by improving or reducing operational efficiency of the Services) and, where the Operational Change identifies cost savings, the proposed reduction in Charges to the Authority;

(e) the impact on the Supplier's capacity and ability to meet its other obligations under this Agreement;

(f) the proposed process, scheduled dates, resources to be deployed, time scales and communication plans required to communicate the proposed Change (including, if applicable, to the Authority, Other ESN Suppliers and User Organisations) for the implementation of the Operational Change and any impact on the Forward Schedule of Change;

(g) an assessment of the impact and categorisation (as Planned Operational Change, or Unplanned Operational Change - either Late Notice Operational Change or Emergency Operational Change) of the Operational Change (including the impact on the Authority, the Services and the Other ESN Suppliers of not implementing/delivering the proposed Operational Change) and the urgency of the proposed Operational Change according to the categorisations in the Risk Matrix; and

(h) if applicable, the details set out in Paragraph 11 and Paragraph 12.

8.5.2 Upon receipt, the Authority shall review the proposed categorisation of the Operational Change Request which is set out in the Operational Impact Assessment and submit the Operational Change Request to the Single Supplier Board for approval.

8.6 Unplanned Operational Changes - Late Notice Operational Change

8.6.1 Where the Authority approves the categorisation of the Operational Change as a Late Notice Operational Change and determines (in its sole discretion) that the Late Notice Operational Change is of Low Risk or low impact or risk to the Authority, the Supplier shall upon notification of such determination record on the Operational Change Request and the Operational Impact Assessment and issue the updated Operational Change Request and the Operational Impact Assessment to the Authority for approval.

8.6.2 The Authority on receipt of the updated Late Notice Operational Change Request shall review it and determine in its sole discretion whether the scope of the Operational Change

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necessitates approval of it by the Emergency Change Advisory Board in accordance with Paragraph 13. Where the Authority approves the Late Notice Operational Change, the provisions of Paragraph 9.2 shall apply.

8.7 Unplanned Operational Changes - Emergency Operational Change

8.7.1 Where the Authority accepts and approves the categorisation of the Operational Change pursuant to Paragraph 8.5.1(g) as an Emergency Operational Change or otherwise determines (in its sole discretion) that the potential impact upon the Services is High Risk and is likely to require scheduling for implementation within 24 hours after the Authority has received the relevant Operational Change Request, the Supplier shall, upon notification of such determination, record on the Operational Change Request and the Operational Impact Assessment and issue the updated Operational Change Request and the Operational Impact Assessment to the Authority for approval.

8.7.2 The Authority on receipt of the updated Emergency Operational Change Request shall convene a meeting of the Emergency Change Advisory Board pursuant to Paragraph 13 who shall determine whether to approve or reject the Emergency Operational Change Request. Where the Authority approves the Emergency Operational Change, the provisions of Paragraph 9.2 shall apply.

8.8 **Implementation and Post Implementation Review:**

Upon the written approval (if any) by the Authority and the Single Supplier Board of any Change Request in accordance with this Schedule, the Supplier shall:

(a) within one (1) Working Day after the Supplier's receipt of such approval, update the Forward Schedule of Change and Change Request Log;

(b) subject to Paragraph 14, following the approval of such Change Request by the Authority in accordance with this Schedule, implement the approved Change in accordance with the approval and the approved date and resources scheduled and communication plan for such Change; and

(c) within five (5) Working Days after the Supplier's implementation of such Change, undertake an assessment of the issues or findings and further action or potential process improvements (if any) arising from the Change and report on that assessment and findings in writing to the Authority and the Single Supplier Board (the "**Post Implementation Review**").

9 Authority's Right Of Approval

9.1 Within fifteen (15) Working Days after the Authority receives a Technical Impact Assessment from the Supplier or (if later) within ten (10) Working Days after receiving such further information that the Authority may request in respect of it pursuant to Paragraph 8.4.5, the Authority shall evaluate the Contract Change Request and any related Technical Impact Assessment and shall do one of the following:

(a) approve the proposed Contract Change, in which case the Parties shall follow the procedure set out in Paragraph 9.2;

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(b) in its absolute discretion reject the Contract Change, in which case it shall notify the Supplier of the rejection. The Authority shall not reject any proposed Contract Change to the extent that the Contract Change is necessary for the Supplier or the Services to comply with any Changes in Law. If the Authority does reject a Contract Change, then it shall explain its reasons in writing to the Supplier as soon as is reasonably practicable following such rejection;

(c) in the event that it reasonably believes that a Contract Change Request or Technical Impact Assessment contains errors or omissions, require the Supplier to modify the relevant document accordingly, in which event the Supplier shall make such modifications within five (5) Working Days after such request. Subject to Paragraph 8.4.5, within ten (10) Working Days after receiving the modified Contract Change Request and/or Impact Assessment, the Authority shall approve or reject the proposed Contract Change.

9.2 If the Authority approves:

(a) the proposed Contract Change pursuant to Paragraph 9.1 or Paragraph 8.4.1(a) and it has not been rejected by the Supplier in accordance with Paragraph 10; or

(b) proposed Operational Change pursuant to Paragraphs 5 or 13,

then it shall inform the Supplier and the Supplier shall prepare two copies of a note detailing accurately such approved Change Request which has been accepted by the Authority (the "**Change Authorisation Note**") which it shall sign and deliver to the Authority within ten (10) days of such approval, for the Authority's signature. Following receipt by the Authority of the Change Authorisation Note, it shall sign both copies and return one copy to the Supplier. On the Authority's signature the Change Authorisation Note shall constitute (or, where the Authority has agreed to or required the implementation of a Change prior to signature of a Change Authorisation Note), shall constitute:

(c) in the case of a Contract Change, confirmation of a binding variation to this Agreement; or

(d) in the case of an Operational Change, confirmation of the Authority's approval of the Operational Change Request.

9.3 If the Authority does not sign the Change Authorisation Note within ten (10) Working Days after receipt by the Authority of the Change Authorisation Note, then the Supplier shall have the right to notify the Authority and if the Authority does not sign the Change Authorisation Note within five (5) Working Days after such notification, then the Supplier may refer the matter to the Expedited Dispute Timetable pursuant to the Dispute Resolution Procedure.

10 Supplier’s Right Of Rejection

10.1 If the Supplier reasonably believes that in respect of any proposed Contract Change Request which is requested by the Authority that the implementation of such Change:

(a) would materially and adversely affect the risks to the health and safety of any person; or

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(b) would require the Services to be performed in a way that infringes any Law; or

(c) would require the supply, delivery or implementation of technology that is not commercially available anywhere in the world and nothing elsewhere in this Agreement places an obligation on the Supplier to ensure that it (or any approved Sub-contractor) shall have the technical capacity, capability and obligation to deliver or procure such proposed technology,

then, by no later than five (5) Working Days after the date on which the Supplier is obliged to deliver such Technical Impact Assessment pursuant to Paragraph 8.4, the Supplier shall notify the Authority of such belief and reasons in writing and shall include evidence to the Authority in support of such belief (in sufficient detail to the Authority's reasonable satisfaction).

10.2 In the circumstances set out in Paragraph 10.1, the Supplier shall be entitled to reject the proposed Contract Change and take no further action in respect of it.

11 Non-Services Affecting Operational Change

11.1 For any Operational Change Requests which are identified by the Supplier pursuant to Paragraph 8.5.1(g) of the approved Operational Impact Assessment to have no or potentially no impact on Services and such assessment is confirmed in writing by the Authority (a "**Non-Services Affecting Operational Change**"), such Operational Change shall from the date of such written confirmation be deemed approved by the Authority and shall be subsequently implemented by the Supplier immediately provided they do not or are not likely to:

(a) have an adverse impact on the business of the Authority (as determined by the Authority);

(b) require a Contract Change;

(c) have an adverse impact on the use of the Services by the Authority or any User Organisations;

(d) have an adverse impact on the capacity or ability of Other ESN Suppliers to deliver on any ESN Services; or

(e) require the Authority to incur any additional costs or pay any additional Charges or other costs to any third party or the Supplier.

11.2 The Supplier shall ensure that any Non-Services Affecting Changes which require amendment to any Configuration Baseline are detailed in the Operational Impact Assessment and that it shall update the relevant Configuration Items within the Configuration Management Database by no later than five (5) Working Days after completion of the implementation of the Change Request.

12 Cross ESN Services Affecting Change Requests

12.1 For any Change Request which is identified by the Supplier or the Authority in an Impact Assessment to impact or potentially impact Other ESN Suppliers and the delivery of their services (a "**Cross ESN Services Affecting Change Request**"), then the procedures set out

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in this Paragraph 12 must additionally be followed by the parties.

12.2 The Supplier shall include in the proposed communication plan required pursuant to Paragraph 8.5.1(f) a meeting or teleconference with all affected User Organisations, Other ESN Suppliers and the Authority to discuss the proposed Operational Change.

12.3 The Authority shall provide a copy of the Change Request to all other affected third parties and the Supplier and shall ensure such persons provide an Initial Impact Assessment in respect of such Cross ESN Services Affecting Change Request.

12.4 The Supplier shall and shall ensure that each of the Other ESN Suppliers shall respond to the Authority in writing within one (1) Working Day after receipt of the copy of the Change Request pursuant to Paragraph 12.3 setting out the nature of any interest it has in and its preliminary view of the impact upon it of the Change Request. In the event no response is received from any Other ESN Supplier within such period, then such Supplier shall be deemed to have no interest or to be not impacted by such proposed Change Request.

12.5 The Authority shall assess each Supplier and Other ESN Supplier response given pursuant to Paragraph 12.4 to determine which supplier Change, if implemented, will or is likely to result in the highest additional cost to the Authority or the most operational impact on or risk to the Authority or Emergency Service. Following such determination, the Authority shall appoint (and such supplier shall accept such appointment) one of the supplier respondents to lead the Technical Impact Assessments to be conducted by all ESN Suppliers, the Supplier and the Authority of the proposed Change Request ("**Change Lead**"). The Authority shall ensure that any third party Change Lead shall (or the Supplier shall, if Change Lead, as the case may be) from the date of such appointment coordinate the development of all suppliers of the Technical Impact Assessment or Operational Impact Assessment in accordance with this Schedule.

12.6 Where in the process of developing the Technical Impact Assessment or Operational Impact Assessment the Change Lead identifies its dependency upon or any ESN Supplier's dependency upon another ESN Supplier, then the Authority shall ensure that any third party Change Lead (or the Supplier shall if Change Lead as the case may be) shall notify the Supplier, such Other ESN Supplier and the Authority of such fact within five (5) Working Days after such identification. In the event that the Other ESN Supplier(s) or the Supplier or the Authority (as the case may be) agrees with the assessment of dependency, the Authority shall ensure that such third party shall immediately cooperate with and assist the Change Lead to develop the Technical Impact Assessment or Operational Impact Assessment.

12.7 The Authority shall ensure that any third party Change Lead shall (or if the Supplier is Change Lead, it shall) submit in writing for approval by the Authority within ten (10) Working Days after its appointment as Change Lead the Technical Impact Assessment or Operational Impact Assessment, such Impact Assessment to incorporate any agreed consolidated Change Implementation Plan from all affected persons (including the Supplier) and a Quote in respect of its costs for implementing the Change Request. The Authority shall ensure that the Other ESN Supplier(s) affected by the Change shall submit their own Quote to the Authority for approval separately from the Change Lead and the Supplier.

12.8 The Supplier shall ensure that any Quotes submitted by it (and the Authority shall ensure that any Other ESN Supplier shall submit quotes pursuant to this Paragraph 12 to the Authority) shall be open for acceptance by the Authority for at least the minimum period determined and

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prior notified by the Authority in respect of such Change Request (such period being not less than ninety (90) days and not more than one hundred and eighty (180) days).

13 Emergency Change Advisory Board

13.1 Where there is an Emergency Operational Change, the Emergency Change Advisory Board is to consider urgent high impact changes. It shall have the authority required to make decisions in respect of such exceptional circumstances as an Unplanned Operational Change.

13.2 The Emergency Change Advisory Board will be comprised of the following Authority Representatives and Supplier Representatives (it being acknowledged that the individuals need not physically meet in the same room by may conduct meetings by agreement on circulating written resolutions or by teleconference):

Authority Representatives:	**Supplier Representatives:**
Programme Director	Programme Director
Head of Change Management	Head of Commercial / Commercial
Technical Design Authority Lead	Head of Service Delivery
Service Director	Head of Delivery
	Head of Design

13.3 The Supplier Representative shall attend each Emergency Change Advisory Board meeting at the times specified by the Authority. The Emergency Change Advisory Board will be quorate when at least the Authority Representatives are present. The Authority Representatives of the Emergency Change Advisory Board shall have the sole right to make decisions.

13.4 If requested by the Authority to decide whether to approve any Unplanned Operational Change, the Emergency Change Advisory Board shall indicate its approval or not as the case may be within one (1) Working Day after the Unplanned Operational Change Request and related Operational Impact Assessment has been provided to it in writing by the Authority.

13.5 The Emergency Change Advisory Board shall review Emergency Operational Change Requests (and Late Notice Operational Change Request, if requested by the Authority) and consider any operational impacts on ESN Services and the User Organisations and approve or reject such Change Requests.

14 Change Moratorium and Interruption, Suspension or Reversal of Changes

14.1 The Authority may define and notify in writing or orally by telephone (to be subsequently confirmed in writing by the Authority) a period during which the Supplier may not carry out or implement or must suspend or reverse implemented Changes or Changes that are in the

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process of being implemented where such Changes may or are likely to adversely affect the operational capability of User Organisations ("**Change Moratorium**" and the notice being a "**Change Moratorium Notice**") and the Supplier shall agree to such suspension or reversal of such Changes in accordance with such Change Moratorium Notice. The Supplier shall comply with the Change Moratorium Notice as soon as practicable with immediate effect.

14.2 While the Change Moratorium is in place:

(a) no Changes can be implemented, or actioned between the dates and/or at the specified location as set out in the Authority's notice given pursuant to Paragraph 14.1 and the Supplier shall continue to otherwise perform its obligations under this Agreement except in respect of such Changes;

(b) the Supplier shall comply with any related Authority instructions to defer implementation of any Change for such period;

(c) the Supplier shall take all reasonable steps to avoid or minimise any additional Charges (if any) arising from any Change Moratorium including the use of resources already deployed in providing the Services and the Supplier shall act reasonably and in a manner consistent with the underlying basis for pricing in this Agreement and shall provide such evidence as the Authority may reasonably request of any proposed variation to any Charges (whether increases or decreases) to substantiate the proposed variation to any Charges as a result of the Change Moratorium; and

(d) the Supplier shall suspend or reverse such Changes which are scheduled on the Forward Schedule of Changes or being currently progressed by the Parties to the extent and as specified in such Change Moratorium Notice.

14.3 Unless otherwise agreed by the Authority, where the implementation of an Operational Change would have an impact equivalent to a Severity One Service Incident, or if otherwise requested by the Authority, the Supplier shall make available a conference call facility (the **"Conference Call")** to the Authority and representatives of User Organisations affected by the Operational Change.

14.4 The Supplier shall make the Conference Call available for 30 minutes prior to and throughout the implementation of the relevant Operational Change.

14.5 During the Conference Call, the Authority or any User Organisation affected by the implementation of the Operational Change can:

(a) notify the Supplier prior to implementation of the Operational Change that the implementation of such Operational Change should be delayed; and/or

(b) notify the Supplier of the implementation of a Change Moratorium Notice to request the Supplier to suspend or back out the implementation of Operational Change in progress due to an unplanned event or operational incident.

14.6 Where a User Organisation notifies the Supplier under Paragraph 14.5(a) that the implementation of an Operational Change should be delayed, the Supplier shall comply with the User Organisation's request and the implementation of such Operational Change shall be

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delayed until such time on that date as the User Organisations agree, provided always that the Supplier shall be able to request that the implementation is rescheduled to another date.

15 Forward Schedule of Change

15.1 The Supplier shall develop and maintain a forward schedule which sets out on a monthly basis all proposed, or in-progress Changes and Change Requests for each rolling 12 month period during the Term to include the following minimum information (the "**Forward Schedule of Change**")

(a) Change Request Number allocated by the Authority to each Change Request;

(b) categorisation of each Operational Change Request as either:

(i) a Planned Operational Change or an Unplanned Operational Change; and

(ii) for each Unplanned Operational Change whether it is categorised as a Late Notice Operational Change or an Emergency Operational Change;

(c) a description of the Change and the purpose/reasons of the Change including any key business drivers;

(d) approval status of the Change Request;

(e) an assessment of risks to the Services presented by implementing the Change and also an assessment of the risks associated with not implementing the Change;

(f) the identity of the party (Supplier or Authority or Other ESN Supplier) who originated the Change;

(g) an assessment of the Services affected as a result of the Change (proposed and Post Implementation Review of the Change to Services);

(h) an assessment of the User Organisations affected as a result of the Change;

(i) the date of the Change Request;

(j) the target release/completion date for the implementation and completion of the Change including the timeframe for the Post Implementation Review;

(k) a summary of the Change Request Logs;

(l) proposals to address any operational impacts as a result of proposed Changes and any Change Implementation Plan including detailing for resource and testing (if any); and

(m) such other additional information as the Authority may reasonably require from time to time.

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15.2 The Supplier shall provide in writing to the Authority the updated Forward Schedule of Change at least five (5) Working Days in advance of each meeting of the Single Supplier Board in accordance with Schedule 8.1 (Governance) of this Agreement.

15.3 The Supplier accepts and agrees that the Authority is entitled to disclose to the Other ESN Suppliers such information contained in the Forward Schedule of Change as they may necessarily or reasonably require to be able to assess and understand any operational or cost or services impacts as a result of a proposed Change.

15.4 The Authority shall review all Change Requests and the Forward Schedule of Change as part of formal governance pursuant to Schedule 8.1 and determine in its sole discretion whether any Services affecting Change Request scheduled for implementation has the potential to impact an operation of any Emergency Service (including, for example, without limitation, events, demonstrations, and security operations).

15.5 Where a User Organisation determines, whether or not pursuant to Paragraph 14 that any Change set out in the Forward Schedule of Changes or any current Change Request will or is likely to have a significant effect upon the operational capability or operation of the Authority or the Emergency Services or ESN Services, then the User Organisation may notify the Supplier in writing that it requires the rescheduling of any Changes which are scheduled on the Forward Schedule of Changes at any time up to the scheduled start of the Change. The User Organisation will submit a notification to reschedule a Change via the ESN Service Management System, or via the Supplier's Service Desk. The Supplier shall reschedule the Change on the Forward Schedule of Change at no additional cost to the Authority.

15.6 Where the Authority determines that a Change Request should be re-categorised, then the Authority may notify the Supplier in writing that it requires the re-categorisation of any Changes which are scheduled on the Forward Schedule of Changes

16 Urgent Contract Change

16.1 The Parties acknowledge that there may be circumstances where it is desirable or necessary to expedite the Change Control Procedure set out in this Schedule.

16.2 Notwithstanding any other provision set out in this Schedule, where the Authority determines that a Contract Change Request is required determined to be a short notice change and requires immediate attention then the following reduced timescales apply:

(a) the periods of five (5) Working Days under Paragraphs 4.2, 8.3.1, 8.4.5, 8.5.1, 8.8, 9.1 and 10.1 shall be reduced to one (1) Working Day;

(b) the periods of ten (10) Working Days under Paragraphs 2.8(b), 6.2(a), 8.4.1(b)(ii) and 12.7 shall be reduced to two (2) Working Days; and

(c) the periods of fifteen (15) Working Days under Paragraph 9.1 shall be reduced to (5) Working Days.

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Appendix 1 to Schedule 8.2 – Clarification Responses

1.1 The following table identifies specific Supplier clarification responses that clarify, supplement and are to be read in conjunction with the body of this Schedule 8.2 as identified in column 2 of the table. Both the body of this Schedule and the clarification response comprise parts of this Agreement and to the extent any conflict occurs the clarification responses take precedence:

Lot 2 - Schedule 8.2 Change Control Procedure response	**Paragraph of Schedule (where relevant)**	**Clarification Reference Numbers**
Schedule 8.2 Change Control Procedure	Paragraph 3	1 - CQ095
Schedule 8.2 Change Control Procedure	Paragraph 2.1.3	2 - CQ025

Response to ITSB L2-CQ095

CLARIFICATION REQUEST

Authority Clarification: *In light of the Authority's clarification in this area, the Authority expects that the Qualified Bidder understands the obligations under the terms of the Contract with regards to Change Resource Utilisation Report, Change Resource Utilisation Credit and Rollover requirements as detailed in Paragraph 3 of Schedule 8.2. The Qualified Bidder is required to confirm.*

RESPONSE

Motorola Response: Motorola confirms that it understands and accepts the obligations as set out in the terms of the Contract with regards to the Change Resource Utilisation Report, Change Resource Utilisation Credit and Rollover requirements as detailed in Paragraph 3 of Schedule 8.2.

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Response to ITSB L2-CQ025

CLARIFICATION REQUEST

Authority Clarification Para 1 *The information provided in the Qualified Bidder's ITSB Tender Response in response to section 2.1.3 of Schedule 8.2, Change Control identifies a number of factors that determine the overall level of resource within the Service Management Operation however:*

RESPONSE

Motorola Response: There is no section 2.1.3 in Schedule 8.2? So have assumed that reference is being made to Motorola's response at section 2.1.3 and not the Authority requirements in Schedule 8.2.

Authority Clarification Para 1.a *it does not indicate how these factors directly link to Change Requests or provide any volumes that support the profile that is identified in Section 3.1, Change Control Resource Forecast;*

Motorola Response: The initial change resource from ED+21 have been estimated based on the following key factors;

1. The minimum amount of resource required for the function to exist across the Primary and Secondary locations
2. Transition commencement for L2.24 – NW and L2.31 - NE Transition occurring from Mobilisation complete + 0 months
3. The estimated number of active connections as given by the Authority in ESMCP_ITSB_AET_Lot_2_20150520_v2-0 and the estimated volume increase over the periods shown

It is anticipated that as the User Organisations within a region commence Transition and subsequently go live that Changes will be required.

As the volume of connections and the number of user organisations increase, the requirements for Operational change will also increase. A sizing figure of 20 user organisations per Change resource (FTE) was used during the estimation of the change resource. The change resource figures have fluctuated as a result of the clarification of the LOT3 responsibilities and following updates to the Operational organisation structure.

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Authority Clarification Para 1.b *it does not provide any detail to support the proposed Change Resource profile during the early mobilisation phase or state how or why the figure is zero up until ED+21.*

Motorola Response: Between ED+0 and ED+21 we are in the Mobilisation period of the project. All resource during the Mobilisation period are accounted for within the implementation project based figures and not the Operational Service Management costs. Change Management during the Mobilisation period will be under the Project Management governance until accepted into service by Service Operations. 3 FTE's will perform change related activities between ED and ED+21.

The change resource seen from ED+21 is to deliver the change activities associated with the Transition Commencement milestones L2.24 and L2.31. Further change resources are brought online at ED+24 (M+3) and ED+30 (M+9) to support the increase in change workload resulting from the remaining Transition Commencement milestones and as User Organisations transition.

Authority Clarification Para 3 *The response also states "To achieve the Authority requirements for Change Resource Utilisation, Motorola will agree a baseline level for Change Resources then measure and report on resource utilisation 5 months after ED". As the Qualified Bidder is required to provide this Change Resource and Section 3.1 Figures 3 and 4 which provides the resource forecast for the term, the Authority views the Qualified Bidder's Statement as inconsistent with the intent of the schedule.*

Motorola Response: Motorola confirms the following information in respect of the Change resource FTE by contract year, the figures submitted as part of the ITSB submission have been updated to include the initial 3 FTE's during Mobilisation.

The costs associated with the Change Resources between ED and ED+21 are included in the Implementation costs and after ED+21 in the Operational Service Management costs.

The following table presents the figures at the end of each contract year and is shown as ED+ Month No.

Month No.	ED+12	ED+24	ED+36	ED+48	ED+60	ED+72	ED+90
FTE	3	6	9	8.6	8.2	7.8	7.5
Implementation costs (ED0 – ED21)			Operational Service Management costs				

Change Control Resource Forecast by year

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Authority Clarification Para 4 / Para 5 *The Authority also observes that the Qualified Bidder appears to be treating Service Requests and Change Requests as the same thing however Service Requests relate to ESN Catalogue items only and as such are out of scope of the Change Resource identified in Schedule 8.2. The Qualified Bidder's ITSB Tender Response includes: "Any new Service Requests requiring change activities deemed out of scope of the Change Resource Utilisation will be assessed by Service Transition against the Authority approved Change Policy and may be subject to additional charging". However, Service Requests relate to ESN Catalogue items and are not within scope for the Change.*

Motorola Response: Motorola confirms acceptance of the Authority definition of Service Requests and Change Requests and of the exclusion of Service Request efforts from the change resource figures given above.

Service Requests shall be configured such that only specific and pre defined options are presented to the User Organisations based on the ESN Catalogue items. Use of free text fields for Service Requests shall be limited to help ensure only Catalogue driven requests are made.

Closing response: As part of the ongoing Demand Management process Motorola will assess the ongoing requirements for the Change Resource against the contracted levels given above in the Change Resource Forecast.

Motorola may, as a result of the Demand analysis, propose a variation of the contracted levels and where agreed with the Authority progress through the Contract Change control procedure. No changes to the contract Change Resources forecast shall be made until the Authority formally approve the Contract Change.

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Annex A: Change Request Form

CR NO.:	TITLE:	CATEGORY OF CHANGE:
CONTRACT:	REQUIRED BY DATE:	
ACTION:	NAME:	DATE:
RAISED BY:		
AREA(S) IMPACTED (*OPTIONAL FIELD*):		
IMPACT ASSESSMENT TYPE: INITIAL / TECHNICAL / OPERATIONAL (delete as appropriate)		
ASSIGNED FOR INITIAL / TECHNICAL / OPERATIONAL IMPACT ASSESSMENT BY:		
ASSIGNED FOR INITIAL / TECHNICAL / OPERATIONAL IMPACT ASSESSMENT TO:		
SUPPLIER REFERENCE NO.:		
FULL DESCRIPTION OF REQUESTED CHANGE (IF A CONTRACT CHANGE INCLUDE PROPOSED CHANGES TO THE WORDING OF THE CONTRACT):		
DETAILS OF ANY PROPOSED ALTERNATIVE SCENARIOS:		
RISK CATEGORY / REASONS FOR & BENEFITS /DISADVANTAGES OF REQUESTED CHANGE:		
SIGNATURE OF REQUESTING CHANGE OWNER:		
DATE OF REQUEST:		

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Annex B: Change Authorisation Note

CR NO.:	TITLE:	DATE RAISED:
CONTRACT:	CATEGORY OF CHANGE	REQUIRED BY DATE:
[KEY MILESTONE DATE: [*if any*]]		
DETAILED DESCRIPTION OF CHANGE FOR WHICH IMPACT ASSESSMENT HAS BEEN PREPARED (Where this is a Contract Change this should include any proposed changes to the wording of the contract)		
PROPOSED ADJUSTMENT TO THE CHARGES RESULTING FROM THE CHANGE:		
DETAILS OF PROPOSED ONE-OFF ADDITIONAL CHARGES AND MEANS FOR DETERMINING THESE (E.G. FIXED PRICE BASIS):		

SIGNED ON BEHALF OF THE AUTHORITY:	SIGNED ON BEHALF OF THE SUPPLIER:
Signature:	Signature
Name:	Name:
Position:	Position:
Date:	Date:

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Annex C: Operational Impact Risk Assessment - Operational Change

Risk Scale

Urgency of proposed Operational Change	**Consequences of not implementing proposed Operational Change**
4. Proposed Operational Change must be implemented within **6** hours after the Change Request being first notified by a party to the other party.	4. **Material and significant impact** on the level of or delivery of **all or a significant proportion** of the Services.
3. Proposed Operational Change must be implemented within **above 6 but less than 24 hours** after the Change Request being first notified by a party to the other party.	3. **Impact** on the level of or delivery of **all or a significant proportion** of the Services
2. Proposed Operational Change must be implemented within **above 24 hours but less than fourteen (14) days** after the Change Request being first notified by a party to the other party.	2. **Material and significant impact** on the level of or delivery of **some** Services which are **material or critical to the operation of any Emergency Service**.
1. Proposed Operational Change must be implemented within **a period anytime after fourteen (14) days** after the Change Request being first notified by a party to the other party.	1. **Impact** on the level of or delivery of **some** Services, **none of which are material or critical to the operation of any Emergency Service**

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4 x 4 Risk Impact Matrix

Urgency				
4	4 Low Risk	8 Medium Risk	12 High Risk	16 High Risk
3	3 Low Risk	6 Medium Risk	9 Medium Risk	12 High Risk
2	2 Low Risk	4 Low Risk	6 Medium Risk	8 Medium Risk
1	1 Low Risk	2 Low Risk	3 Low Risk	4 Low Risk
	1	2	3	4
			Consequences	

Risk Rating Category

High - Unplanned Operational Change - Emergency Operational Change
Medium - Unplanned Operational Change - Late Notice Operational Change
Low - Planned Operational Change

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