Joint Schedule 2 (Variation Form)

This form is to be used in order to change a contract in accordance with Clause 24 (Changing the Contract)

Contact Details	
This variation is between:	Care Quality Commission ("**CQC" "the Buyer"**) and Daisy Corporate Services Trading Limited (**"the Supplier"**)
Contract name:	Mobile Voice and Data Services **("the Contract")**
Contract reference number:	CQC ICTC 840 (Framework RM3808)
Details of Proposed Variation	
Variation initiated by:	Buyer - Commercial and Contracts Team
Variation number:	01
Date variation is raised:	20/02/2023
Proposed variation	Contract extension from 01/04/2023 – 31/03/2024
Reason for the variation:	Contract due to expire 31/03/2023 but option to extend for a further 12 months available within the original contract.
An Impact Assessment shall be provided within:	N/A
Outcome of Variation	
Contract variation:	This Contract detailed above is varied as follows: As per Option 4 listed in the Supplier proposal below.

Financial variation:	Original Contract Value:	£285,864.00
	Additional cost due to variation:	£126,156.00
	New Contract value:	£412,020.00

1. This Variation must be agreed and signed by both Parties to the Contract and shall only be effective from the date it is signed by the Buyer

2. Words and expressions in this Variation shall have the meanings given to them in the Contract.

3. The Contract, including any previous Variations, shall remain effective and unaltered except as amended by this Variation.

Signed by an authorised signatory for and on behalf of Care Quality Commission:

Authorised Signatory:

Signed by an authorised signatory to sign for and on behalf of Daisy Corporate Services Trading Limited

Authorised Signatory 1:

Authorised Signatory 2:

CARE QUALITY COMMISSION

Daisy Mobile Voice & Data Service

Proposal Released

Contents

Document Governance

Document Reference:	OP-541505
Version:	Released (v2)
Date of Publication:	13th February 2023 14th February 2023 [addition of 3TB shared data options]
Distribution:	███████████████████

Daisy Contacts

Name	Title	Tel No.	Email
████████████	Account Director	██████████	████████████████████
██████████	Solution Specialist	██████████	████████████████

1 Executive Summary

Daisy would like to thank the Care Quality Commission "CQC" for the opportunity to provide a proposal for the supply of mobile voice and data services.

This proposal is valid for 90-days and subject to either a new 24 month Direct Award or a 12 month extension using the existing framework contract option. Both options can take effect from the expiry of the existing minimum contract term – 31/03/23.

Solution Highlights:

- Contract delivered via CCS RM3808 Direct Award or Extension
- Co-terminus contract for all existing / supplementary new connections
- Support for 2,732 connections
- 10% disconnection allowance (273 connections) without penalty during contract
- Exclusive Daisy tariff build, supports 5G data (as required)
- Daisy Corporate Service Desk & Account Manager
- Secure Online Management & Service Platform

At high-level CQC currently have a mobile estate of **c.2,732 live mobile connections** on the Daisy (O2) network. All connections reside on our unlimited standard UK minute and SMS inclusive framework tariff plus share an account level data pool of **3.5TB per month.**

In a competitive marketplace we recognise the need to ensure the solution is compelling, therefore we have proposed **monthly airtime credits** to further strengthen the overall commercial tariff.

Daisy demonstrates a long history of providing similar solutions and back this up with **Service Levels** upon which CQC can rely. Any contract must be able to flex with CQC; the business may change which will require expansion or contraction. The provider must also be ready to challenge CQC thinking and bring innovation that will provide real benefit to employees and customers.

To support the solution Daisy will offer a **service desk** for all supplied products governed by formal performance indicators and published escalation channels where required. Our service desk will provide 1st and 2nd line support for the management of basic technical and service-related requests.

Further Daisy will provide **proactive and responsive account management** available daily and to drive quarterly review meetings to exceed operational requirements. Service desk and account management are further enhanced by a high availability secure online self-service management and billing portal. MyAccount has been developed to provide granular control, extensive reporting capabilities and key service management features.

Daisy looks forward to continue our partnership with CQC.

2 About Daisy

Daisy History
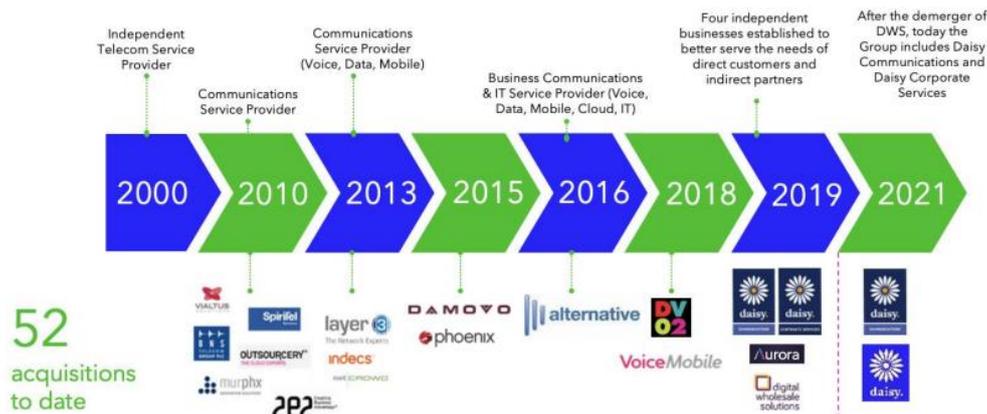
Daisy was founded in 2001 by founder and Chairman Matthew Riley. In a telecoms marketplace that had historically been dominated by the nation's incumbent provider, Daisy was established to disrupt the monopolised business market. Targeting the often forgotten and under-resourced small business community, and bound to no single network or supplier, Daisy developed a service proposition that enabled the procurement of best-of-breed services that could be delivered on one bill. Having founded Daisy with a handful of staff, the company experienced rapid organic growth in its first five years and was named the fastest growing technology business in the UK in the 2005 Sunday Times' Tech Track.

In 2007, Matthew Riley was named the inaugural winner of the Bank of Scotland's Entrepreneur Challenge and the business was awarded £5m in interest-free funding, a treasure trove used to build the company further by acquisition.

In 2009, the business floated on the London Stock Exchange's Alternative Investment Market (AIM). Daisy acquired the businesses of, or certain assets from, Vialtus, ATC, Eurotel, Aerofone and Redstone.

In 2010-2012, Daisy expanded its data and telecoms service offerings with acquisitions including the businesses of, or certain assets from, BNS, Murphx, Spiritel, Outsourcery, Telinet and Worldwide.

In 2013-2014, Daisy began to develop its IT capabilities to sell into the existing customer base with acquisitions of Net Crowd, Indecs, Layer 3 and Daisy Data Centre.

In December 2014, Daisy once again became a private company in order to embark on its next stage of growth. Daisy acquired Damovo UK in early 2015 and Phoenix IT Group in the summer of that same year.

The end of 2016 saw the 50th Daisy acquisition of Alternative Networks further strengthen our mobile and fixed line product and service offerings.

In June 2018, Daisy expanded its SMB Direct customer base with the acquisition of DVO2 and its SMB Indirect customer base with the acquisition of Voice Mobile - a direct EE partner.

In the summer of 2018 whilst still retaining the benefits that come with being part of the wider Daisy Group, four independent businesses were established to better serve the needs of direct customers and indirect partners. The most significant change saw the merger of the Group's three channel-serving businesses (formerly known as Daisy Wholesale, Daisy Distribution and Daisy Worldwide) under a new single brand, Digital Wholesale Solutions. The Daisy Partner Services business also began to operate independently.

Daisy Capability

In the digital economy, organisations rely on their IT systems more than ever. They are too important to fail. At the same time, our customers are demanding agility – and the ability for systems to develop and change quickly to keep pace with innovation.

We have the scale to cope with your business demands. We are a significant presence in the UK, with over 1,000 skilled employees across more than 30 locations. These locations provide local support for UK businesses, who see real value in us being close to them. Our presence includes office space, innovation centres, network operations centres (NOC) and service centres, logistics and warehousing facilities as well as our core 100GB network, our datacentres and work area recovery sites.

Our scale really matters when it comes to delivering best value for our customers. We have significant buying power with our suppliers which means that we can deliver real value to our customers and partners.

As an independent, vendor agnostic supplier we are able to offer a balanced, expert view on which solutions are best for your organisation.

Our four product towers are Unified Communications, Connectivity, Cloud and Business Continuity.

Unified Communications

- Microsoft Teams
- Call Routing for Microsoft Teams
- Contact Centres
- Microsoft 365
- Public Cloud UC
- On-Prem & Private Cloud UC
- Conferencing & Messaging
- Mobility

OUR KEY PARTNERS

Microsoft Partner — Gold Cloud Platform, Gold Datacenter, Gold Cloud Productivity, Gold Enterprise Mobility Management, Gold Windows and Devices

Mitel platinum reseller partner

Gamma — Clear. Creative. Communications.

Our UC/Communications solutions include:

Having been part of the Unified Communications market's evolution over the last 15 years, Daisy has market-leading experience and expertise – and we work with the leading industry vendors, holding the highest levels of accreditations.

Our Unified Communications (UC) solutions include:

Mobile Services

For the ever-increasing mobile demands of a modern business, we have mobile solutions to suit. Thanks to our unique agreements with leading networks, not only are we able to supply devices, smartphones and accessories with flexible payment methods that suits businesses of all sizes, we also protect your hardware and corporate data with our multi-vendor enrolment capability.

Tariffs Vodafone & O2

Our mobile tariffs on the O2 and Vodafone networks allow you to make as many UK calls or send as many messages as you want, as well as bulk buy data and share it across your workforce, without paying a premium for the privilege. It also means you can buy and share UK data, roaming bolt-ons and even international call and text bolt-ons.

World Travel Select (Vodafone Travel bolt-on) / TravelPlus (O2 Travel bolt-on)

Save money when travelling the world with Daisy's Travel bolt-ons. With a simple daily rate, you can use your device while roaming in a selection of more than 70 countries, without the added worry of costly pence-per-minute rates.

Configure & Deliver

Daisy's Configure & Deliver solution makes the rolling out of new mobile devices to your staff easy - without your IT team having to unpack a single box or install a single SIM. Through this service, your workforce are able to use their new phones from the first touch, with no influx of support calls and issues flooding into your service desk.

Mobile Device Management (MDM)

Take control of business-critical data on your company smartphones and tablets with our mobile device management solution. We understand managing and protecting the mobile devices, apps and content that contain sensitive corporate data can present overwhelming challenges for any IT or security team, that's why our MDM solution gives you the capability to view all employee devices and configure them remotely, as well as having the option to remotely wipe devices containing any confidential company data. In addition, business management reporting can help you to understand your device hardware, software and agent usage.

International Caller

Daisy's International Caller service offers you massive reductions on international calls when dialling abroad from the UK without the need for bundles.

Daisy Workplace

With Daisy WorkPlace, your employees' smartphones become mobile, full-service extensions of your on-premise IT environment. By combining the power of Citrix Desktop with Samsung's DeX multi-tasking technology, WorkPlace extends your business IT environment securely and seamlessly to all compatible mobile devices. By using a simple, pocket-sized connector, your people can link their phone to a monitor and keyboard and enjoy all the benefits of your on-site IT, as securely and completely as they could in the office.

Why Daisy for Mobile:

- Daisy manages 650,000 business mobile connections
- Impartial advice – we are one of the UK's largest independent B2B mobile providers
- Strong network relationships – unrivalled tariff packages from the most suitable carrier
- Simplicity – combine multiple tariffs with separate networks on one monthly bill
- Safe and effective – remotely protect your fleet by managing features, security policies, and applications

Lines & Calls - Business lines and calls packages, SIP trunking, inbound solutions and audio conferencing

Daisy is able to provide simple to understand lines and call packages through a complete portfolio of bespoke voice services. From simple PSTN and ISDN, to SIP trunking (SIP is already starting to take over with the 2025 ISDN phase-out), combined with tailored outbound and inbound routing, we can meet

specific communications needs and improve business continuity with a range of cost-effective call routing options and highly-competitive call tariffs, customer service teams and account management.

Why Daisy for Lines & Calls:

- Based on needs – simple or bespoke cost-effective business calls solutions
- 24/7/365 – dedicated account management and installation teams
- Cost savings – free inter-site calls and calls to business mobiles
- Self-managed billing – online cost centre reporting
- Strong partnerships – Daisy supports over 300,000 business lines in the UK
- End-to-end offering – complete portfolio of services means you can keep all business communications in one place

Unified Communications - Hosted VoIP, telephone systems, video conferencing, IM and presence, contact centres

In a converging digital world, our experience will help enable your people to work and collaborate easily, in real time, wherever they are, on any device. With simple solutions from fixed-line telephony, mobile, messaging and video solutions such as Teams, to contact centre solutions and apps fused into one solution that will drive business growth and customer satisfaction. Delivered either on your premises or in the cloud, priced per-user-per-month, or on a monthly bill, Unified Communications (UC) can improve productivity and save businesses valuable time and money.

A real market stand-out right now is Microsoft Teams. This bridges cloud and UC but along with other solutions is fast becoming the go-to comms package for day-to-day activity in the non-contact centre market.

Why Daisy for UC:

- Leading technology and vendors
  - We are the largest supplier of Mitel and are a tier 1 Platinum partner, driving excellence in projects and support
  - Triple Microsoft Gold Certified Partner and Cloud Service Provider (CSP) and Unify Master Partner
- Solution delivery and support - largest engineering force in the UK
- There when you need us – SLAs backed by 24/7/365 UK-based support
- Tailored solutions – we can design future-proof and cost-effective solutions, whether on-premise, hosted or hybrid

Connectivity

- ADSL & Fibre Broadband
- MPLS & WAN
- SD-WAN
- HSCN Network
- Intent-Based Networking
- Single Order Broadband (SOGEA)
- Internet Access & Ethernet
- Meraki Homeworker

OUR KEY PARTNERS

Virgin media   CISCO Partner   cisco Meraki   TalkTalk Business   BT WHOLESALE

Our connectivity and networking solutions include:

Connectivity - ADSL and fibre broadband, Ethernet, internet access, MPLS, SD-WAN, HSCN

We provide a variety of connectivity options, helping businesses connect better with their customers, suppliers and people. Ranging from simple business broadband to dedicated internet access solutions and managed MPLS services, we give a tailored, business-grade, 'always-on' connection – with performance and price levels to suit any size business, and the scale and capacity to grow as the business grows.

Why Daisy for Connectivity:

- Independent – we are carrier-agnostic so we can get you the best connection and price
- There when you need us – SLAs backed by 24/7/365 UK-based support
- Defence against cybersecurity threats – DDoS protection included and firewall services available
- >96% UK's internet traffic relies on Daisy-supported infrastructure

LAN & WiFi - Managed LAN, Public-facing captive WiFi portal, end-to-end wireless solution, content filtering system

The network is the glue that holds people, processes and platforms together and it is vital the network infrastructure is secure and reliable across all devices. Fast WiFi isn't just about boosting staff productivity, it's also about enhancing the experience of customers and visitors too. Showing them you care by getting them online simply, swiftly and securely. Daisy has the capability to provide end-to-end solutions across your entire infrastructure – whether they're on a wired and wireless network.

Why Daisy for LAN & WiFi:

- End-to-end expertise – from data centre to device across LAN, WAN, WiFi and mobile
- Self-managed flexible solutions - a high-performance, scalable portal solution for public-facing WiFi, delivering data insight and analytics
- Intelligent support and monitoring tools - quick to deploy management and monitoring solutions to make sure your network is always on
- Extensive vendor partnerships - best technology solution for your wired or wireless needs. Daisy can support multiple vendors in a single solution
- ITIL aligned business processes and service management teams, with technical staff trained to the highest levels on vendor technologies
- Comprehensive engineering team - nationwide coverage for network engineers, wireless survey teams and support engineers

Security - Next-gen firewalls, DDoS protection, cloud security, antivirus and endpoint protection, web and email security

Our security portfolio is structured to help effectively discover, prevent and respond to security threats and build a layered security strategy that fits any business. We deliver these services within our framework of core specialisms as an end-to-end provider of IT, communications and cloud. This means that you can reap further benefits from our ability to focus on a joined-up strategy and business outcomes, not just single services – giving peace of mind that internal and external networks are always secure and risk is minimal.

Why Daisy for Security:

- Tailored solutions – choose the right service fit for you, from professional services and break-fix all the way through to full monitoring and management
- There when you need us – 24/7/365 operations centres, keeping you protected around the clock
- Cost savings – no need to invest in training/retraining your people to meet the ever-changing security demands
- Strong partnerships – highest level accreditations with the world's most trusted security vendors

- Digital Transformation
- Hybrid Cloud
- Cloud Consultancy

- Microsoft Azure
- Microsoft 365
- HPE GreenLake

Cloud & Desktop

OUR KEY PARTNERS

Our Cloud and Continuity solutions include:

Cloud & Hosting – Migration to Microsoft Cloud offering including Office 365, high-level reporting through Cloud Control Assessments, Microsoft Azure migration services, managed racks, Daisy CloudBridge for multi-cloud offering that allows clients to take advantage of hybrid cloud offering under one solution and framework.

We work hand in hand with our customers to design, build and operate robust and reliable IT environments across multiple locations, on-premise, in our data centres or the public cloud. We ensure the best-fit solution to deliver data, applications and services to support business outcomes. Everything you need can be delivered by Daisy end-to-end and wrapped in Daisy Managed Services that you can trust.

Why Daisy for Cloud:

- Reliable – our nationwide 100GB resilient network is 'on net' to all of our cloud services, guaranteeing performance
- Strong partnerships – member of the Microsoft Cloud Solution Provider Programme
- Triple Microsoft Gold Certified Partner
- Industry-leading business continuity services and software to help you map dependencies to increase resilience and reduce risks
- Proven to lower the total cost of ownership for customers over the term of their contract
- CloudBridge solution End-to-end cloud capabilities, service-wraps and for public, hybrid, private and on-premise environments
- With the Daisy CloudBridge portal, you can easily control your cloud estate from a single dashboard
- We manage and protect over 6,000 virtual machines and store 9 petabytes of critical customer data – 1 petabyte is 250 billion pages of text!

Servers, Storage & Virtualisation - Working with leading vendors to optimise data centre and on-premise infrastructure, simplifies storage administration, and maximises virtualisation savings

Range from fully-scalable provision from product supply through to large scale and complex managed deployments, leveraging our buying power to maximise IT budgets across any estate.

Why Daisy for Servers, Storage & Virtualisation:

- Fully-scalable provision from product supply through to large scale and complex managed deployments
- Leading technology and vendor solutions – benefit from our Tier-1 partner relationships and vendor accreditations, driving excellence in projects and support
- End-to-end expertise, as IT and communications continue to converge for increased functionality and flexibility
- You can leverage our buying power to maximise your IT budget across your estate for hardware, software, networking and telecoms

Workplace Computing - Easy, low-cost product supply, managed end-to-end from order to installation – devices, printers, software

Through leveraging our buying power and access to leading vendor technologies. We can navigate the often complicated area of licensing, as well recycling and disposal services. We also work with financial providers to offer flexible and tailored solutions.

Why Daisy for Workplace Computing:

- Access to leading technology and vendor solutions – benefit from our Tier-1 partner relationships and vendor accreditations
- Dedicated support for a seamless transition during the deployment stages, we can even managed end-to-end, from order to installation
- You can leverage our buying power to maximise your IT budget across your estate for all hardware and software
- Help navigate the often complicated area of licensing and ensuring that you're matched to the correct program
- We can work with your legacy estates in terms of recycling and disposal, as well as buy-back of equipment for further added value
- Provide warehousing and logistics

Business Continuity

- Business Continuity Management (BCM)
- Work Area Recovery (WAR)
- IT Disaster Recovery
- Data Protection & Recovery
- Serviced Offices

OUR KEY PARTNERS

Acronis   Zerto   NetApp Gold Partner   veeAM Cloud & Service Provider Platinum   BIPs   Capital Continuity   zadara

---

Our Business Continuity solutions include:

Business Continuity - Business Continuity Management (BCM), Business Continuity Management planning software, disaster recovery (IT, systems), alternative workplace provision (people), data protection, backup and recovery (data)

We are the UK's industry-leader in business continuity and resilience services. When an incident threatens disruption, we can replace systems quickly, provide a new place to work, keep data safe and always-on, or parachute in new or additional computing power from the cloud. We also add value to "business as usual" with flexibility i=for new ways of working, 'built-in' to our award-winning services.

Data backup, protection and recovery - Our industry-leading eBackup services protect your data securely, compliantly and cost-effectively whether it resides on-premise, in a virtual environment, in a private or public cloud or any combination of these. Our service levels for Essentials, Enterprise and Enterprise Plus deliver whatever level of support you need, with the ability to mix and match across your data estate to suit all of your different types of data.

Business Continuity Management (BCM) - Our award-winning consultants and our acclaimed 'Shadow-Planner' software, will each help you achieve best practice and peace of mind with your business continuity programmes and satisfy legislators, customers, your supply-chain and other external stakeholders.

Work Area Recovery (WAR) - We provide standby infrastructure throughout the UK with 7,500 always-ready workplace positions and supporting IT and office facilities. Our serviced office space is a great alternative to a long-term property commitment.

IT Disaster Recovery (ITDR) - Our experienced engineers can recover physical IT equipment and deliver it to your door, along with specialist support, compute power, and a workplace on one of our mobile trailers, if required.

Safe Haven cyber breach management - Should a cyber breach occur, our Safe Haven service can deliver you back to uninfected data and with clean systems, network and location so that you can continue your business safely. A key benefit of using a business continuity industry leader for data backup, replication, archiving etc., is that we can help you recover your data in a variety of ways – you do not get this assurance with just a cloud service provider. Adding in our work area recovery and IT disaster recovery services means you're up and running, with your data, in the shortest possible time. All of these services combine to deliver additional benefits that mitigate the impact of a cyber breach.
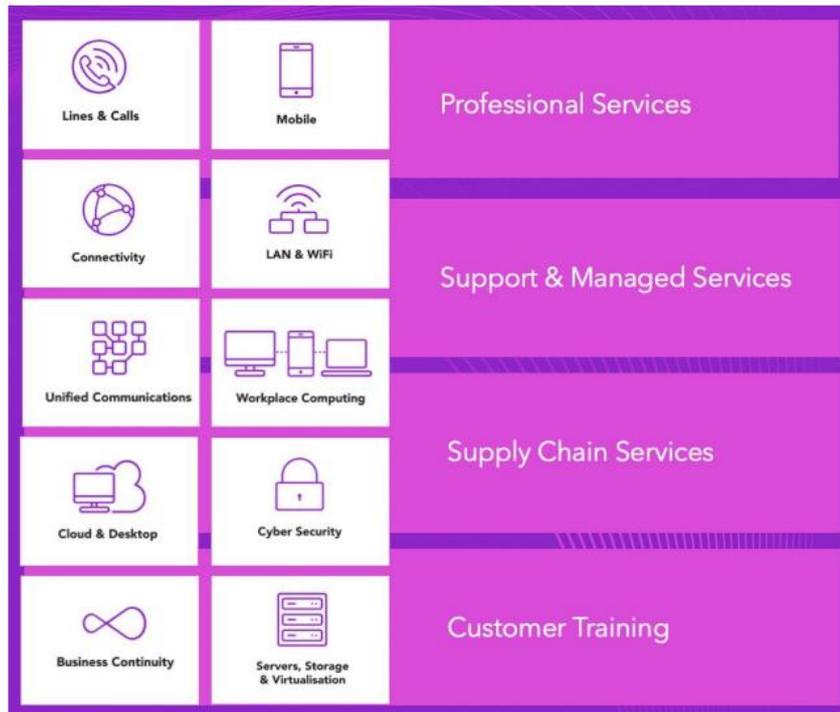
Whatever solutions you buy from Daisy, you have a spectrum of choices as to how you deploy and manage them. Our consultants, engineers, project managers and service managers can provide the support you need at whatever stage you need it, and in the way that best suits your business.

From initial consultancy and efficient, cost-effective sourcing of hardware, right through to project management, ultra-responsive break-fix arrangements or end-to-end, fully managed services, and even customer training. Daisy can help you derive maximum business value from your technology, in a way that fits your strategy and budget.

Our Solutions and Services include:

Professional Services

Our technical and sector experts can advise on the best way to make a solution work for your business through consultancy and design, while our comprehensive project co-ordination and management oversee the transition implementations and projects to ensure business outcomes are met.
Includes:

- Transformation
- Design
- Implementation
- Project Management
- Transition
- Co-ordination

Support & Managed Services

Our comprehensive Break-Fix Maintenance options can deliver the best-fit support level for your business, while our ability to scale from light-touch to dedicated management services sets us apart from other providers - our technical expertise and scale means a higher level of service at the right price point, without sacrificing quality. Includes:

- Break-Fix Maintenance
- Service Desk (Desk-to-Desk and End-User services)
- Incident Management
- Service Request Management
- Monitoring
- Event Management
- Change Management
- Problem Management
- Configuration Management
- Proactive Task Management
- Software/Firmware Updates
- Service (Delivery) Management
- Major Incident Management
- Hardware Replacement
- Remote Support

Supply Chain Services

With more than 200,000 product lines available, organisations can use our buying power to source hardware quickly, efficiently and at a reduced cost. Also includes:

- Procurement
- Purchasing
- Hardware
- Software
- Licencing

Customer Training

Daisy's customer training academy provides highly professional, cost-effective training and education services that enable users to get the most out of your solutions. We know that different users have different demands for how they use technology, so our courses and experienced trainers cater for all levels and needs which can be delivered via:

- On-site training solutions
- Virtual classrooms
- Custom solutions

3   Commercial Proposal

Proposed Solution:

The Daisy mobile airtime tariff is underpinned by the O2 UK network and reinforces our belief that working with a best of breed partner backed by the exceptional in-house service management staff and platforms of Daisy delivers a compelling proposition.

Daisy's exclusive Crown Commercial Services tariff will form the core of our. The tariff includes unlimited standard UK & EU voice minutes and SMS. At account level Daisy have recommended 2.5TB shared across all O2 connections on the account. We propose a reduction from the existing 3.5TB on the grounds the existing data usage is c.1.7TB per month (past six month average).

14/02 – Added in two options with 3TB as per request of CQC.

Where permitted all connections can have access to Daisy's European 'Roam like at Home' and 'World Travel Select' overseas roaming solutions (see below for details).

It is important to outline that individual usage alerts and/or limits can be set based on user profile, these can be setup at contract commencement and managed via our online platform. All end point connections will utilise the same core voice or data only tariff, this will limit the ongoing management of end user tariffs while minimising the risk of overuse and overspend.

Option-1:   24 month (new) Direct Award
2.5TB Shared Data
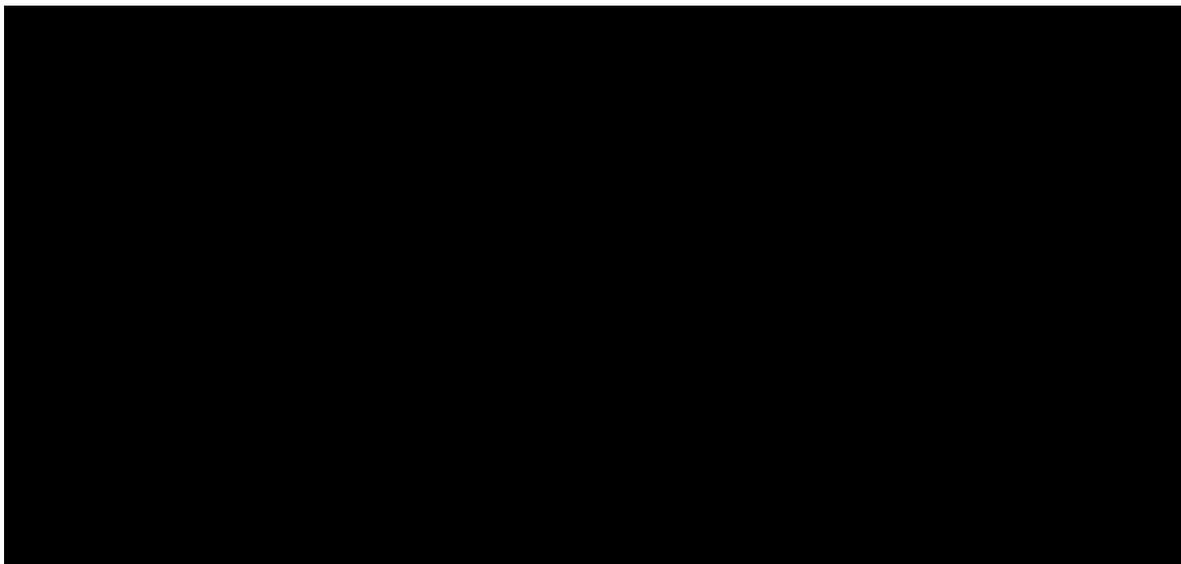
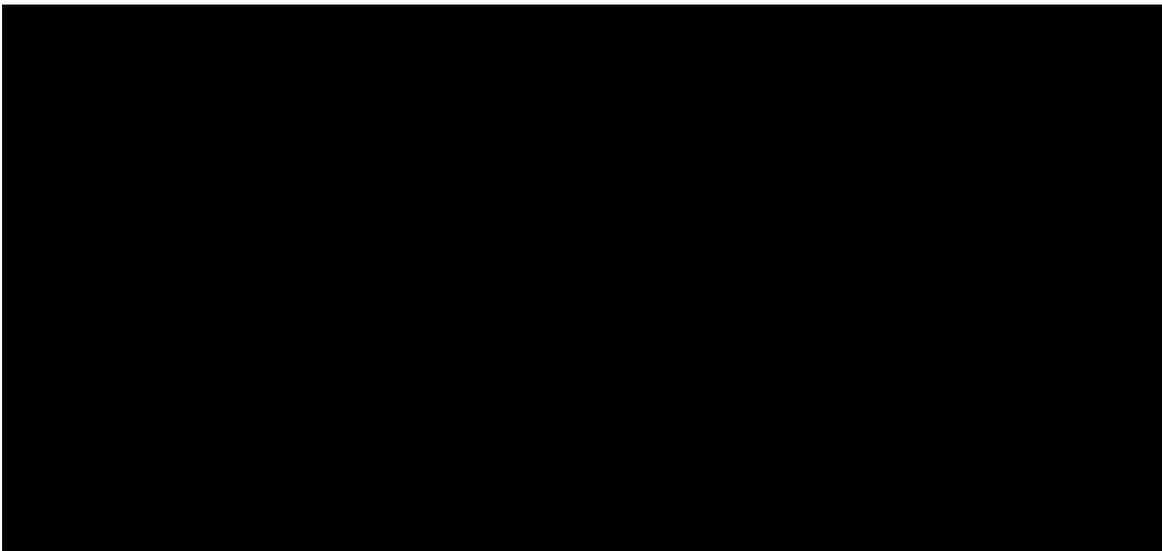**Option-2:**   **12 month Extension (available via existing contract)**
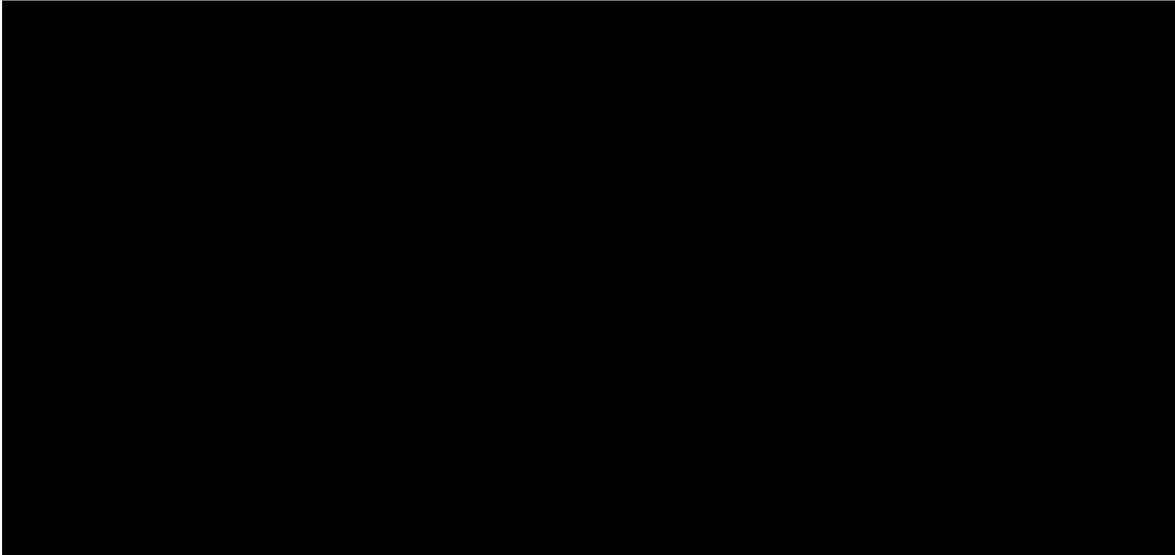**2.5TB Shared Data**

Option-3:   **24 month (new) Direct Award**
3TB Shared Data

Option-4:   12 month Extension (available via existing contract)
3TB Shared Data

Inclusive Tariff Features:

Daisy O2 RM3808 Tariff - Inclusive Features
UK Minutes to UK Landline (01, 02, 03)
UK Minutes to UK Mobile (All UK Networks)
UK Minutes to UK Voicemail
UK Minutes to UK Voicemail (Same Network) Call Return
UK Minutes to UK Freefone (0800 & 0808)
UK Text Messaging
Daisy EU Minutes, Texts and Data (within EU / back to UK)
Daisy World Travel Select 'WTS'
Daisy Online Service & Billing Platform 'MyAccount'
UK Data (including 5G access)
UK Data Tethering
UK WiFi Calling
UK Voice over 4G '4G Calling'

Flexible Shared Data Bundles:

Daisy O2 RM3808 Shared Data Tariffs	
25GB (5G) Shared Data	
50GB (5G) Shared Data	
75GB (5G) Shared Data	
100GB (5G) Shared Data	
250GB (5G) Shared Data	
500GB (5G) Shared Data	
750GB (5G) Shared Data	
1TB (5G) Shared Data	
2TB (5G) Shared Data	
3TB (5G) Shared Data	
4TB (5G) Shared Data	

Travelling Outside the UK

Users will benefit from inclusive EU and Worldwide Roaming schemes as outlined below;

Roam Like At Home:

Roam Like at Home' enables the UK voice, SMS and data allowance within **40 European countries**, and back to the UK including EU Zone 1 and EU Zone 2 countries which are rarely offered by our competitors (see countries below). Note; no daily roaming fee's apply to Roam Like at Home.

EU Zone 1 [Roam Like at Home]								
Austria	Belguim	Bulgaria	Canary Islands	Croatia	Cyprus	Czech Rep	Denmark	Estonia
Finland	France	French Territoiries	Germany	Gibraltar	Greece	Hungary	Iceland	Ireland
Italy (incl. Vat City)	Latvia	Liechtenstein	Lithuania	Luxembourg	Malta	Monaco	Netherlands	Norway
Poland	Portugal (incl. Mad	Romania	Slovakia	Slovenia	Spain	Sweden		

EU Zone 2 [Roam Like at Home]								
Guernsey	Jersey	Faroe Islands	Isle of Man	San Marino	Switzerland			

World Travel Select:

Outside Europe Daisy's World Travel Select 'WTS' tariff plan will enable the UK voice, SMS and data allowance across over **100 worldwide countries**. Users using their device within country or back to UK shall only pay a low £5.00 fixed daily fee (see countries below).

World Travel Select [£5.00 per user per day in country/back to UK]

Afghanistan	Albania	Andorra	Anguilla	Antigua & Barbuda	Argentina	Armenia	Aruba	Australia
Bahrain	Bangladesh	Barbados	Bermuda	Bonaire	Bosnia & Herzegovi	Brazil	Brit Virg Isl	Cambodia
Canada	Caymen Isl	Chile	China	Columbia	Costa Rica	Curacao	DR of Congo	Dominica
Dom Repl	Ecuador	Egypt	El Salvador	Fiji	Georgia	Ghana	Grenada	Guatemala
Guyana	Haiti	Honduras	Hong Kong	India	Indonesia	Israel	Jamaica	Japan
Jordan	Kazakhstan	Kenya	Kuwait	Laos	Lesotho	Macau	Macedonia	Malaysia
Mexico	Moldova	Mongolia	Montenegro	Montserrat	Morocco	Mozambique	Myanmar	Nicaragua
New Zealand	Oman	Pakistan	Panama	Papua New Guinea	Paraguay	Peru	Philippines	Puerto Rico
Qatar	Russia	Samoa	Saudi Arabia	Serbia	Singapore	South Africa	South Korea	Sri Lanka
St Kitts & Nevis	St Lucia	St Vincent	Suriname	Swaziland	Taiwan	Tanzania	Thailand	Tonga
Trin & Tobago	Turks & Caicos	Ukraine	United Arab Emirat	Uruguay	US Virgin Isl	USA	Uzbekistan	Vanuatu
Vietnam	Saba	Sint Eustatius	Sint Maarten	South Sudan	South Sudan	Guam	Turkey	

Rest of World Countries (for reference):

Zone-4 usage is not included in any tariff types and will remain chargeable as per Daisy's standard tariff rate card.

ROW Zone 1

Afghanistan	Albania	Anguilla	Antigua & Barbuda	Argentina	Armenia	Australia	Azerbaijan	Bahamas
Bahrain	Bangladesh	Barbados	Belarus	Benin	Bermuda	Bonaire	Canada	Bosnia & Herz
Botswana	Brazil	Brit Virg Isl	Brunei	Burkina Faso	Cambodia	Cameroon	Canada	Caymen Isl
Central African Rep	Chad	Chile	China	Columbia	DR of Congo	Peoples Rep of Cor	Costa Rica	Curacao
Dominica	Dom Repl	Ecuador	Egypt	El Salvador	Fiji	French Polynesia	Gabon	Georgia
Ghana	Grenada	Guam	Guatemala	Guyana	Haiti	Honduras	Hong Kong	India
Indonesia	Iran	Iraq	Israel	Ivory Coast	Jamaica	Japan	Jordan	Kazakhstan
Kenya	Korea	Kosovo	Kuwait	Laos	Lesotho	Macau	Macednoia	
Malaysia	Mexico	Moldova	Montenegro	Montserrat	Morocco	Mozambique	Myanmar	New Zealand
Nicaragua	Niger	Nigeria	Oman	Pakistan	Palestine	Panama	Papau New Guinea	Paraguay
Peru	Phillipines	Puerto Rico	Qatar	Russia	Rwanda	Saba (Netherlands)	Samoa Western	Saudi Arabia
Serbia	Seychelles	Singapore	Sint Eustatius (Neth	Sint Maarten	Solomon Islands	South Africa	South Sudan	Sri Lanka
St Kitts & Nevis	St Lucia	St Vincent	Suriname	Swaziland	Tahiti	Taiwan	Tajikistan	Tanzania
Thailand	Togo	Trin & Tobago	Turks & Caicos	UAE	Uganda	Ukraine	Uruguay	USA
US Virgin Isl	Uzbekistan	Vanuatu	Venezuela	Vietnam	Yemem	Zambia	Sudan	Turkey

ROW Zone 2

Algeria	American Samoa	Belarus	Bolivia	Cape Verde	Gambia	Guinea-Bissau	Kyrgyzstan	Liberia
Malawi	Mauritania	Mauritius	Senegal	Sierra Leone	Zimbabwe			

ROW Zone 3

Andorra	Burundi	Libya	Mali	Namibia	Nepal	Sao Tome	Principe	Tunisia

ROW Zone 4

Angola	Ascension Islands	Australian External	Belize	Comoros	Cook Islands	Cuba	Diego Garcia	Dijbouti
Equatorial Guinea	Eritrea	Ethiopia	Falkland Islands	Greenland	Kirbati	Lebanon	Maldives	Marshall Islands
Micronesia	Midway Island	Naura	New Caledonia	Niue	Norfolk Island	North Mariana	Palau	Saint Helena
Somalia	St Pierre & Miquelo	Syria	Timor (East)	Tokelau	Turkmenistan	Tuvalu	Wallis & Futuna	
In Flight Calling	Maritime (Cruise, Ferry, Ship)		Bhutan	Madagascar	plus not listed			

daisyuk.tech

4 Account & Service Management

Relationship management is split into two functional areas and is roles based. The scope and complexity of your requirements will determine whether the roles will be provided by a single individual or by a team adopting individual responsibilities. In all cases there will be a single overall relationship owner. By adopting this approach with defined roles and responsibilities we ensure that the relationship management is cost effective and efficient.

Account management is responsible for the overall management of the relationship ranging from the strategic engagement and development with the customer and their business, to the day-to-day commercial interface. Account management deals with meetings, communications and escalations on commercial and relationship matters including liaising with contracts, finance, and legal matters.

Service management is responsible for the overall management of the service delivery as well as the development of the services ranging from strategic engagement with the customer and their business to the day-to-day service interface. Service management deals with performance management and reporting, continuous service improvement, customer service, governance, and service escalations.

Commercial tasks and activities

- Business development, making sure that you have access to appropriate experts and resources for the existing deliverables and service development. Ensuring that you are aware of the range of products and services that Daisy and the industry has to offer and the additional value that can be realised from their adoption and use.
- Contract renewal, where we work with you to benchmark the services to be fit for purpose and use while remaining competitive in the marketplace.
- Managing day to day commercial escalations, including contract changes, business engagement, account and billing queries, personnel management etc.
- Generate proposals to introduce new services or respond to your requests or capability assessments ensuring the content is accurate and reflective of the requirements.
- Managing and adjusting the contract to ensure it maintains synergy with your changing demands including legislative changes and movements in your business structure or scale. Ensuring that the associated billing and payments activities are aligned to the services provided.
- Relationship tasks and activities
- Setting expectations to advise you and our own internal departments of what to expect from the team in terms of engagement and outcomes.
- Pro-active communication to encourage active participation in productive meetings, organised with agendas and expected outcomes. To ensure that records and actions are taken appropriately and followed to a satisfactory conclusion.

- Relationship management to understand and communicate the roles, responsibilities and profiles of the customer and Daisy stakeholders in the account including producing and managing a RACI matrix where appropriate.

Service management tasks and activities

- Managing and reporting on performance across the service scope including, where appropriate, customer supply chain, third party providers, internal and external teams, and resolver groups.

- Developing SLAs and KPIs with you in response to your business requirements and in accordance with the contract to provide a baseline for service reporting and improvement.

- Managing the acceptance into service of new and transitioned services and technology changes to validate they are fit for purpose and use by ensuring completeness of plans, impact, and risks assessments etc. Ensuring that the correct processes, tools, and systems are implemented to measure and manage the services. Ensuring that supporting subcontracts and OLAs are in place to support the services.

- Plan for growth and change in the requirements by utilising the change process to propose, review and contribute to changes including advising on the service implications of proposed changes.

- Embed and maintain a continuous improvement programme to review and manage the development and evolution of the service through transformation and continuous service improvement activities. We will engage regularly with the organisation, service providers and industry using innovation workshops. We will design, propose, and implement service improvements as outputs from capacity planning, process management and the services to maintain quality and consistency.

- Establish and/or maintain a service governance structure to manage aspects of the services in line with industry standards and methodologies including ITIL, PRINCE2, ISO IEC standards 20000, and 27000.

- Producing, analysing, presenting, and developing the service reporting suite, including historic and predicted performance, progress against continuous service improvement initiatives, availability, capacity, and continuity reporting in addition to engaging with the project teams for progress stage reports.

- Drive customer satisfaction by engaging with you to establish meaningful satisfaction measures and initiatives to enhance the user experience of the services. Taking day-to-day responsibility for the quality of the service and liaising with you on service delivery issues. Be proactive in the dissemination of feedback from you through service review meetings and customer satisfaction surveys) into the Daisy delivery organisation.

- Be responsible for the service catalogue to ensure the services are defined and that changes are documented.

- Be responsible for ensuring that service levels and targets are met and implement effective, predefined escalation procedures.

5   Online Billing & Management

Daisy will provide CQC access to online portals whereby you can self-serve the products we provide under a single access. CQC will have access to MyAccount and CSM Portal. By logging onto CSM you will be able to access MyAccount from a central location.

MyAccount will provide billing and usage data and CSM will provide service functionality.

CQC will be given access to the online MyAccount billing platform for the duration of the contract.

MyAccount gives you full visibility of your Daisy services and allows you to self-manage your numbers 24/7. MyAccount provides a view of full billing itemisation to analyse, download and compare, create dynamic reports, set alerts and bars, manage cost centres, order SIM cards and handsets, log and track standard requests and more.

Access is via a web portal available through any browser with individual login with password and an email address validation procedure for security. No additional software download or plug in is required to enable access.

CQC will have access to the following features;
- My Bill
- My Reports
- My Alerts
- Self Service
- Support Centre

My Bill
CQC can view PDF bills via the MyAccount platform as well as downloading an entire itemised calls, services or cost centre reports. Daisy recommends that if you want a more detailed review of usage and costs, to extract the information into Excel for further analysis. This can be done for Mobile and Fixed services.

CQC can view both summary, and itemised versions of their Bill by clicking on the "View" options within the "My Bill" drop list. From here the user can break down the amount they have been charged for each product, and also charge type. i.e. 'One Off' or 'Recurring'

Features available in MyBill include;
- View and download PDF invoice
- View cost centre – user/cost centre analysis
- View and analyse calls - usage analysis
- View services – user tariff information

Your call data can be downloaded in the following formats; xls, xlsx and csv.

My Reports

Reporting in MyAccount allows you to create and view bespoke reports, these include:

- Call Reports
- Alert Reports
- Mobile Base Reports

Customisable reports and user definable fields are also available and MyAccount allows you to define up to 3 levels of cost centres. All reports can be downloaded to CSV or PDF format.

Alert Reports

Allows you to run a report on any triggered alerts within a specific time frame.

CQC will have the ability to keep track of spend and proactively monitor usage. CQC will be able to apply (in real time) device blocks and usage restrictions using MyAccount. MyAccount allows you to view, manage and add usage or event-based alerts for your Mobile services. 'My Alerts' notifies designated contacts by email or SMS of any new call data that meets the criteria contained within a saved search. You can view the status and history of all alerts on MyAccount.

Alert reports are available in CSV format.

Daisy will work with CQC to ensure that the current setup and configuration meets your operational requirements, for example; billing alerts, usage alerts, cost centre structure etc.

Mobile Base Reports

Mobile base reports provide a quick snapshot of Connection number, SIM number, Account Number, Tag (who it's assigned to), Network and assigned Cost Centres.

This report is downloadable in CSV format for further analysis.

My Alerts

View, manage and add usage or event-based alerts for your Mobile and Fixed services. **'My Alerts'** notifies you by email or SMS of any new call data that meets the criteria contained within a saved search. You can view the status and history of all alerts on MyAccount.

Types of Alerts

- **Event Alert -** Alerts you to calls lasting over a certain length of time, calls to a particular number (International, premium rate numbers), calls of a particular cost or a call made during a specified period. Exceptions can be added for example if a user needs to call an international customer, their number can be added so that it does not trigger an alert.
- **Usage Alert** - Usage alerts help you monitor usage via cost, duration or amount.

Triggers

Triggers can be set to include cost and duration of minutes, data cost, data usage and MB, duration in minutes and total cost. An alert will be sent to a designated contact when an event is triggered. A single contact or multiple alert contacts can be added and you can manage the contact details or lists at any time.

The following measures can be applied when a high usage limit alert has been triggered on a mobile number;
- Alert Contact/s only,
- Alert contact/s and autobar (no outgoing services) or
- Alert contact/s and autobar (data only).

The bars will automatically reset when the next bill is sent or can be lifted using the manage mobiles section.

This functionality will allow CQC to mitigate any out of bundle usage and take necessary steps to avoid bill shock, e.g., flex up the data bundle. Notification alerts can be generated, based on consumption and cost, with automatic capping also a key function within MyAccount.

Self Service
View account details, manage cost centres and manage your mobile services where applicable. The options available to self-manage your account in this section include:

- **Account Details**

View all account details, activate e-billing, paper billing and update invoice notification email address.

- **Manage Cost Centres**
    - Add a new cost centre, move items between cost centres and change the name or amend an existing cost centre.
    - Create three level cost centres, move CLI's between existing cost centres and add username (location name) to appropriate CLI.
- **Manage Mobiles**

This is a self-service tool for customers who have mobile services with Daisy. The options available in Manage Mobiles section include:
    - Order a replacement SIM card
    - Report lost and stolen phones (add a stolen bar to their mobile number and order a replacement SIM card if required).
    - Add and remove bars (customer options include: Admin, Stolen, GPRS, Incoming calls, Incoming SMS, International Premium Rate, Premium Calls, Outgoing SMS, Outgoing Roaming)
    - Activate new SIM card (activate a new SIM card that was dispatched against specific CLI(s) by Daisy)
    - Unlock phones (This section allows customer to obtain the PUK code if their phone has been locked by putting PIN number wrong too many times)
    - Manage Worldwide Data Roaming (opt in or opt out from current Worldwide Data Roaming legislation)

- o Bulk update numbers (This section allows customer to select mobile numbers they want to bulk update).
- o Mobile Bill Limit - define a bill figure/ add a limit (excluding recurring charges).

Support Centre

You can log standard requests via MyAccount. However, we recommend you log support requests via the CSM portal.

Logging requests via our online portals creates a service request into the respective Service Team or assigned Customer Service Executive assigned to you. Once raised the service request will be managed as per our agreed SLA's, all queries including resolution will be discussed at service review meetings.

CSM Portal

The CSM portal is designed to make interactions between our customers and our teams as effective and simple as possible. By providing multiple channels of support and service that are focused upon providing help where it matters most.

The portal provides opportunities for our customers to self-serve via our helpful knowledge articles, as well as traditional capabilities to raise support cases to us that we can interact throughout the lifecycle of the case.

The CSM Portal provides access to the following;
- Request something - raise a service request for APN Management, Bars, PUK code request, Roaming, SIM swaps and Tariff changes.
- Report an Issue – to raise support cases for an incident, request or change to our support teams
- Knowledge base - will take users to the full library of articles allowing them to view and choose by accessing different categories.
- Here to help – Access contact information for your dedicated DCS support team

Portal Training

Daisy can provide training on our portals covering key systems and functions and provide end user instructions and guidance for devices during migration, to help support the solution.

Daisy can provide administrator training for the service portals, billing platforms, reporting tools etc. so that they are able to perform changes and understand the options available. The training will be tailored to your user's needs and can be as simple or advanced as required. Training is free of charge and is available at any point of the contract.

Your Account Manager will be happy to arrange and facilitate training or refresher sessions on MyAccount or CSM Portal.

6 Disclaimers

Daisy is the trading name of: Daisy IT Continuity Consulting Limited (Registered in England No: 7106472), Daisy Communications Limited (Registered in England No: 4145329), Daisy Corporate Services Ltd (Registered in England No: 4166889) and Daisy Corporate Services Trading Limited (02888250).

Commercial in Confidence

The information contained herein is the property of Daisy, is issued in confidence and must not be reproduced in whole or part or used for tendering or manufacturing purposes except under an agreement with or the prior written consent of Daisy, and then only on the condition that any copyright notice(s) of Daisy is/are included in any such reproduction.

No information as to the contents or subject matter of this proposal or any part shall be given or communicated in any manner whatsoever to any third party without the prior written consent of Daisy notwithstanding Freedom of Information requests.

Freedom of Information Disclaimer

Under the Freedom of Information Act, Daisy expects the information contained in this document to benefit from exemptions at sections 41 (confidential information) and/or 43(2) (prejudice to commercial interests) of the Act, particularly insofar as any request relates to the disclosure of pricing information, service levels or the basis of the Daisy technical solution.

Where applicable, under the Freedom of Information (Scotland) Act 2002, Daisy expects the information contained in this document to benefit from exemptions at sections 36(2) (information passed in confidence) and/or 33(1)(b) (substantially prejudice commercial interests) of the Act, particularly insofar as any request relates to the disclosure of pricing information, service levels or the basis of the Daisy technical solution.

Daisy must be informed of any request for disclosure of any part of this document.