


CONTRACT FOR THE PROVISION OF
ARP FIELD SERVICES

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CHANGE AUTHORISATION NOTE

	Change Control Process – Change Authorisation Note (CAN)				
	Owner	Programme	Project	Workstream	Version No
	DHSC	ARP	Field Services	Commercial	V0.1
	Version Date		Author		Status
					Issued

CR NO.: CR_1219	TITLE: NOC Support Centre	DATE RAISED: [REDACTED]
CONTRACT: Telent Technology Services Limited Field Services Contract dated 12 February 2021	TYPE OF CHANGE: Contractual <ul style="list-style-type: none"> Schedule 1 (Definitions) Schedule 2.1 (Services Description) Schedule 2.2 (Performance Levels) Schedule 7.1 (Charges and Invoicing) Schedule 3 (Authority Responsibilities) Terms and Conditions 	REQUIRED BY DATE: [REDACTED]
[MILESTONE (INCLUDING KEY MILESTONES) / MILESTONE DATES: N/A]		
<ol style="list-style-type: none"> The Parties entered into the Agreement relating to the provision of vehicle installation, field support, and logistics services relating to the Ambulance Radio Programme, dated 12 February 2021 with reference [202010] (the “Agreement”). The Parties wish to amend and/or supplement the Agreement as stated in this Change Authorisation Note. The Parties acknowledge and agree that this Change Authorisation Note shall take effect on the date of the last signature by the Parties as indicated below and the Parties agree that the terms and conditions of this Change Authorisation Note shall apply from 1 December 2021. With effect from the effective date of this Change Authorisation Note, the Agreement is amended and supplemented as indicated in the attached documents. Words and expressions in this Change Authorisation Note shall have the meanings given to them in the Agreement. 		

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6. The Agreement, including any previous Changes, shall remain effective and unaltered except as amended by this Change Authorisation Note.
7. This Change Authorisation Note is without prejudice to either Party's accrued rights or remedies under the Agreement.
8. This Change Authorisation Note may be executed in any number of counterparts, each of which when executed shall constitute a duplicate original, but all the counterparts shall together with the Agreement constitute a single instrument.

BACKGROUND INFORMATION:

1. This change authorisation note varies the Field Services contract to include the initial incremental services necessary to deliver terminal support.
2. This change request includes provision of the back-office Network Operations Centre (NOC), which will manage tickets (relating to the terminal service) and provide Airwave Network CCM Pairing and Radio Manager Administration (Batch File creation).
3. Further Change Authorisation Notes are expected to add additional services relating to Terminals.

SUMMARY OF CHANGES TO THE CONTRACT

The following Schedules are being adjusted as a result of this Change Authorisation Note (details of the change are detailed in the adjacent section of this document).

- A) Schedule 1 : DEFINITIONS
- B) Schedule 2.1: SERVICES DESCRIPTION
- C) Schedule 2.2: PERFORMANCE LEVELS
- D) Schedule 7.1: CHARGES AND INVOICING
- E) Schedule 3: AUTHORITY RESPONSIBILITIES
- F) TERMS AND CONDITIONS
- G) Field Service Catalogue

DETAILED DESCRIPTION OF CONTRACT CHANGE
(changes/additions from this CAN highlighted in **blue text**):

A) Schedule 1 DEFINITIONS

The following **blue** text shall be added to the definitions.

"CCM"	has the meaning given to it in <i>Method Statement 30</i>
"Batch File"	has the meaning given to it in <i>Method Statement 30</i>
"Network Operations Centre (NOC)"	has the meaning given to it in 4.5.1 of Part A of Schedule 2.1 (<i>Services Description</i>)

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ISSI	has the meaning given to it in <i>Method Statement 30</i>
TEI	has the meaning given to it in <i>Method Statement 30</i>
Terminals Mobilisation Charges	means the Charges relating to the Terminals Mobilisation Charges, as more particularly described in 2.2.5 Schedule 7.1 (<i>Charges and Invoicing</i>)
Terminals Trust Onboarding Charge	means the Charges relating to the Terminals Trust Onboarding Charges, as more particularly described in 2.2.5 Schedule 7.1 (<i>Charges and Invoicing</i>)
Terminals Support Service	means the services relating to Terminal Support, as described in Clause 4.5, Schedule 2.1 (<i>Services Description</i>).
Ticket (Terminals)	has the meaning given to it in 4.5 Schedule 2.1 (<i>Services Description</i>).

B) Schedule 2.1: SERVICES DESCRIPTION

The following blue text shall be added to PART A SERVICE REQUIREMENTS, 4. OPERATIONAL SERVICES.

4.5 Terminal Support Service

4.5.1 Terminal Support Service Network Operations Centre (NOC)

#	Requirement
FS/OPER/TS/NOC/001	
FS/OPER/TS/NOC/002	
FS/OPER/TS/NOC/003	
FS/OPER/TS/NOC/004	

4.5.2 Terminals Support Service Training

#	Requirement
FS/OPER/TS/T/001	•
FS/OPER/TS/T/002	

4.5.3 Reporting

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#	Requirement
FS/OPER/TS/R/001	

The following blue text will be added to PART B SUPPLIER SOLUTION, part 4.

4.5 Terminal Support Service

4.5.1 Terminal Support Service Network Operations Centre (NOC)

#	Requirement	Supplier Response
FS/OPER/TS/NOC/001		
FS/OPER/TS/NOC/002		
FS/OPER/TS/NOC/003		
FS/OPER/TS/NOC/004		

4.5.2 Terminals Support Service Training

#	Requirement	Supplier Response
FS/OPER/TS/T/001		
FS/OPER/TS/T/002		

4.5.3 Reporting

#	Requirement	
FS/OPER/TS/R/001		

The following blue text shall be added to ANNEX A OF PART B: METHOD STATEMENTS

METHOD STATEMENT 30 (MS30) TERMINALS SUPPORT SERVICE

1. TERMINAL SUPPORT NETWORK OPERATIONS CENTRE (NOC)

The scope of the Terminal Support Service comprises of the following two activities; Airwave Network CCM Pairing and Radio Manager Administration.

The services will be fulfilled using a central Network Operations Centre Team who operate 24/7 x 365 days.

1. Airwave Network CCM Pairing Method Statement

Telent will train and maintain sufficient resources in their back-office Network Operations Centre (NOC) environment that have the relevant SC clearances and expertise on the Airwave CCM interface.

The NOC will provide a back-office NOC function that connects into the Airwave CCM tool and decouples the Airwave TEI and ISSI from the old radio and recouples to a new radio.

This activity comprises of the following steps.

- De-assign the TEI from the old ISSI in Radio manager
- Assign new TEI to the new ISSI in Radio Manager
- Create Batch File for Profile
- Un Pair ISSI and TEI on CCM
- Pair ISSI with TEI on CCM

2. Radio Manager Administration Method Statement

Telent shall pair the correct radio configuration, IMEI, existing ISSI to create a batch file for the engineer to the field engineer to be able to access, which the field engineers then flashes onto the new / replacement radio terminal.

As with CCM Pairing, the Supplier shall train and maintain sufficient level of resources in the NOC to ensure sufficient knowledge and expertise for the administration of the ARP-owned and maintained 'Fleet Map' excel database.

The Supplier shall use the relevant ARP approved, supplied and tested templates and profiles to build a configuration for any given terminal, at any time, to create and upload the terminal batch file for the field engineer to be able to access. Only when a terminal batch file is uploaded, can the field engineer perform their separate task of successful configuring a replacement terminal. The NOC will ensure that updates are provided to the Service Desk and co-ordinate with the Field Engineers to ensure successful programming of the replacement Terminal.

Once the batch is created it will be uploaded to the Radio Manager Client environment, from which point the Field Resource Engineering resources shall access, download, flash, test and complete the relevant tasks as per normal duties outlined in Schedule 2.1, section 4.2.4 'Field Support Personnel Activities', which will be recorded in appropriate Field Service Procedure documentation. These tasks will be enabled via an ARP Provided VPN access to the ARP-Hosted Radio Manager Servers.

ARP will provide VPN access to the Supplier 30 days in advance of the Service Commencement to allow time for Testing prior to Service Commencement.

3. Reporting

Telent shall provide the following reports for the Terminals Service

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- Monthly execution of tickets reporting (actual and cumulative)
- KPI reporting – percentage of Batch Files created within 60 minutes (excluding Batch Files created for audit and Loan Terminals)

Dependencies

- There is a dependency on ARP to purchase Licenses, Accessories, Repair Tokens to support the broader elements of the Terminals Support Service inclusive of USB's for field support to enable successful reprogramming of the terminals
- There is a dependency on ARP to provide Field Engineers with Radio Manager access
- There is a dependency on ARP to host Radio Manager and provide VPN access to Telent
- There is a dependency on ARP to manage the ARP Fleetmap during the term of this agreement, Telent will require access to the Fleetmap in order to create Batch Files
- All Terminals need to have a compatible firmware with the ARP version of Radio Manager at the time any back office (CCM Pairing / Radio Manager configuration) responsibility is changed to Telent.
- There is a dependency on ARP to provide approved Templates and Profiles to support Radio Manager Administration Activity
- There is a dependency on ARP to purchase Field Resource Engineering who shall access, download, flash, test the batch files in the field following completion of the in-scope activity outlined in this Impact Assessment

C) Schedule 2.2: PERFORMANCE LEVELS

The following **blue** text shall be added to ANNEX 1, PART 1

No	Performance Indicator Title	Definition	Frequency of Measurement	Performance Levels	Severe KPI Failure	Service Credits	Publishable Performance Information
KPI10							

KPI8 will be updated with the following addition in tracked changes.

KPI8

D) Schedule 7.1 CHARGES AND INVOICING

The following blue text shall be added to PART A: PRICING

2.2.5 Terminal Support Charges

2.2.5.1 Scope and Cost Allocation

(a) The Terminal Support Charges shall be paid to the Supplier by the Authority in accordance with Paragraph 2.2.5.2 with respect to the Supplier satisfactory provision of the Terminal Support Service, to which the Terminal Support Charges relate.

(b) All associated costs directly incurred by the Supplier in connection with the provision of the Terminal Support Service are set out in PART 4.5 of Schedule 2.1 (Services Description) are included within the Terminal Support Charges.

2.2.5.2. Frequency and Invoicing

2.2.5.3. Indexation

(a) The Mobilisation and Trust Onboarding Charges are not subject to inflation. 2.2.5.3.1 (b) The Annual Terminal Support Charge and Catalogue Uplift are subject to indexation, in accordance with Paragraph 5 of Part C of this Schedule below.

The following text shall be added to the ANNEX 2: OPERATIONAL SERVICES CHARGES, after section 2.2

2.3 Terminal Support Charges

In accordance with Paragraph 2.2.4 of Part B of this Schedule, the Terminal Support Service Charges are as follows

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E) Schedule 3: AUTHORITY RESPONSIBILITIES

The following blue text shall be added to Authority Responsibilities.

Terminals Support Service

No.	Document	Location (Paragraph)	Third Party on which fulfilment of the responsibility is dependent
1.	Method Statement 30	The Authority will purchase and provide the relevant Licence File (Software Activation Licence for TETRA, Gateway & Repeater software and SC Application Deployment Pack) to enable the Supplier to create Batch Files.	The Authority
2.	Method Statement 30	The Authority will provide the NOC with Radio Manager and the Field Support Engineers with Radio Manager Client.	The Authority
3.	Method Statement 30	The Authority will host Radio Manager and provide VPN access to telnet.	The Authority
4.	Method Statement 30	<p>The Authority will manage the ARP Fleetmap during the term of this agreement, and grant the Supplier access to the Configuration Manager Guide to facilitate Batch File creation.</p> <p>The Authority will provide approved Templates and Profiles to support Radio Manager Administration Activity</p>	The Authority

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5.	Method Statement 30	The Authority will ensure all Terminals will have compatible firmware with the ARP version of Radio Manager at the time any back office (CCM Pairing / Radio Manager configuration) responsibility is changed to Telent.	The Authority
6.	Method Statement 30	The Authority will ensure Field Resource Engineering is provided (via resource forecast) to access, download, flash, test the Batch Files in the field following completion of the in-scope activity for the Terminals Service.	The Authority
7.	Method Statement 30	There is a dependency on ARP to purchase Licenses, Accessories, Repair Tokens to support the broader elements of the Terminals Support Service inclusive of the USB's which are required for the in-scope field support activity.	The Authority

G) FIELD SERVICE CATALOGUE

The following text **blue** shall be added to the Operational Services, after section 2B.

Ref.	Description	Units	Pricing (GBP)	Max Lead Time (where applicable)
[2B.9]				
[2C]				
[2C.1]				
[2C.2]				
[2C.3]				
[2C.4]				

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Breakdown of contract value increase by line item

Line Item	Total	Calculation	Rationale
Total			

Description	Price	Price Frequency	Billing

Description	Price	Price Frequency	Billing

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SIGNED ON BEHALF OF THE AUTHORITY:	SIGNED ON BEHALF OF THE SUPPLIER:
	