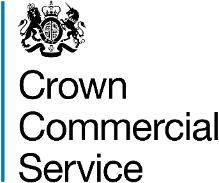
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The Provision of ITSM Helpdesk Solution (ZENDESK)

Contract Reference: CCSO21A51-2



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| **CHANGE CONTROL NOTICE (CCN)** | | | |
| **Contract Title:** | Contract for **The Provision of ITSM HELPDESK SOLUTION (ZENDESK**) | | |
| **Contract Reference:** | CCSO21A51 | **Contract Change Number:** | **-2** |
| **Date CCN issued:** | 21 March 2023 | **Date Change Effective from:** | 30th April 2023 |
| **Between**: The Crown Commercial Service (The Customer) and Zendesk, Inc (The Supplier)     1. The Contract is varied as follows:     1.1. Exercising the option to the second (2) of two (2) possible 6-month extensions, therefore Crown Commercial Service would like to take up the inclusive extension. The contract extension value is £26 820.00 (exc. VAT), extension dates, 30 April 2023 to 29th October 2023 (inclusive).   * 1. Total Contract Value £95,619.29 (ex VAT) Inclusive of all extension options.   2. There is no change in scope of the requirement.  1. Words and expressions in this Change Control Notice shall have the meanings given to them in the Contract. 2. The Contract, including any previous Contract changes, authorised in writing by both Parties, shall remain effective and unaltered except as amended by this Change Control Notice. | | | |
| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | |  | | --- | | REDACTED TEXT under FOIA Section  40, Personal Information. | | |  |  |  | | --- | --- | --- | | REDACTED TEXT under FOIA Section  40, Personal Information. |  | REDACTED TEXT under FOIA Section  40, Personal Information. | |   Change authorised to proceed by: (Buyer’s representative):    Signature Print Name and Job Title  Date | | | |
| |  | | --- | | REDACTED TEXT under FOIA Section  40, Personal Information. |  |  | | --- | | REDACTED TEXT under FOIA Section  40, Personal Information. |     Authorised for and on behalf of the Supplier:          Signature Print Name and Job Title Date | | | |

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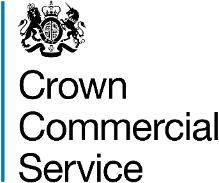
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| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | |  | | --- | | REDACTED TEXT under FOIA Section  40, Personal Information. | | |  |  |  | | --- | --- | --- | | REDACTED TEXT under FOIA Section  40, Personal Information. |  | REDACTED TEXT under FOIA Section  40, Personal Information. | |     Authorised for and on behalf of the Customer:        Signature Print Name and Job Title Date |

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The Provision of ITSM Helpdesk Solution (ZENDESK)

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