

Contract Change Note for the Contract Change Procedure

Sequential Number: Contract CPD4116019 CCN Extension 001

Title: MHCLG (formerly DCLG) and PINS IP Telephony Managed Service

Originator: REDACTED for the SERVICE PROVIDER

WHEREAS **Daisy Communications Limited** (Company Number: 04145329) whose registered address is at Daisy House, Lindred Road Business Park, Nelson, Lancashire BB9 5SR (the “**Contractor**”) and The **Ministry for Housing, Communities and Local Government** whose principal place of business is at Fry Building, 2 Marsham Street, London SW1P 4DF (the “**Customer Authority**”) entered into a managed services contract for the provision of Telephony Services Contract CPD4116019 - PSN Services Framework Agreement (reference RM1498 Lot 1) dated 20th January 2016 (“**the Contract**”) and now wish to extend that contract for a further 12 months from 15 May 2020.

The contract may be extended by a further final 12 month period with agreement by both parties.

All terms and conditions of the Call-Off Contract shall remain unchanged other than those detailed below.

Reason for proposed change

CCN required to extend the contractual agreement between Daisy and MHCLG for a further 12 months and make any necessary changes to reflect the services being consumed. The estimated value of the 12 month extension is £895,000.00 excl VAT.

Proposed Changes

Daisy propose to make the following changes to the existing PSN Services Framework Agreement, Schedule 14, Call-off Form:

- Appendix 4 SERVICE LEVELS AND RELATED REMEDIES
 - Additional SLA’s included to reflect the additional scope detailed below:
 - Managed LAN & WIFI; and
 - Managed WAN
- Appendix 8 OUTLINE IMPLEMENTATION PLAN
 - This will not apply to the extension period
- Appendix 9 TESTING PROCEDURES
 - This will not apply to the extension period
- Appendix 10 CHARGING AND INVOICING
 - 1 Milestone Payments
 - This will not apply to the extension period

- 2 Service Charges
 - Service Charges to be added to reflect the new service scope
- 4 Delay Payments
 - This will not apply to the extension period
- 7 Signal
 - This has been included as an optional service which can be taken at MHCLG's discretion – see section 5.4.12 in Managed LAN Services Description, Annex 3A.
- Appendix 12 GOVERNANCE
 - Amend to cover the inclusion of the Customer Design Authority
- Appendix 13 BCDR Plan
 - Supplier to update the BCDR Plan in conjunction with the Customer Authority no later than 8 weeks following agreement of this 12 month contract extension.
- Appendix 17
 - Annex 2 Statement of Works
 - Add 'Managed UC Service Description' which reflects the current state and is representative of the service to be provided during the 12 month extension period
 - Annex 3 Old Draft Implementation Plan
 - This will not apply to the extension period
 - Annex 3A New Draft Implementation Plan for the extension period
 - Add Managed LAN & WIFI Service Description
 - Annex 4 NEW SERVICES
 - Add Managed WAN Service Description
 - Include 7 Signal optional service
 - Annex 5 WiFi Termination

MHCLG requires that upon provision of 90 days' notice, MHCLG will be able to partially terminate some or all wifi services either completely or at specific site(s). This could include, WiFi support, Cisco Meraki licences, WiFi hardware such as access points, site local area network equipment (such as edge switches, core switches and firewalls.) Daisy will endeavour to work with any new supplier in the transfer of services to the selected supplier in the event that MHCLG decide to terminate or partially terminate services with Daisy. This would be subject to agreeing a migration scope with MHCLG and managed via change control in line with the professional services day rates in the contract.

Where requested by MHCLG, Daisy will support the introduction of new LAN and WiFi hardware running on infrastructure and circuits provided by Daisy. A project scope would need to be determined and subject to change control.

- Annex 6 - Exit Management Plan
 - Daisy to provide draft Exit Plan to MHCLG within 60 days of Contract Signature

Signed for and on behalf of the SERVICE PROVIDER

By

Name

Title

Date

Signed for and on behalf of the CUSTOMER

By

Name

Title

Date