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PSN-CC Change Control Note		CCN Number:	CCN039
Part A: Initiation		Ref. Number:	
Change Control Note (CCN) relating to the PSN Contact Centre Call-off Contract dated 21 December 2015 between Department of Work and Pensions ("Customer Authority") and British Telecommunications PLC ("the Contractor") (together, "Parties") under Lot 5 of the PSN Services Framework Agreement ("Call-off Contract")			
Title:	12 month contract extension		
Originator:	[Redacted]	Contact Number:	[Redacted]
Sponsor:	[Redacted]	Contact Number:	[Redacted]
Date of Initiation:		Required by Date:	
Change Category:	Normal	Priority Category:	Normal
Overview of Proposed Change			
The Parties wish to amend the PSN-Contact Centre Call-off Contract to reflect an extension to the Agreement for a period of 12 months to 30th March 2023. Changes to the Agreement are set out below.			
Initiated by:	(Contractor)	Date:	
Name:	[Redacted]	Signature:	[Redacted]
Received by:	(Customer Authority)	Date:	
Name:	[Redacted]	Signature:	[Redacted]

PSN-CC Change Control Note		CCN Number:	039
Part B: Evaluation		Ref. Number:	
Change to contract only			
Brief Description of Change			
The Parties wish to amend the PSN-Contact Centre Call-off Contract to reflect an extension to the Agreement for a period of 12 months to 30th March 2023, in accordance with Clause 44 of the Agreement.			
The following shall apply during the Extension Period, as amended in the Agreement, where required:			



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1) **Charges within the Extension Period** – The Charges in relation to the provision of the Services by the Contractor, shall be payable by the Customer Authority as follows:

i) Customer Authority to provide a single purchase order to the Contractor to cover **Third party supplier costs** of [Redacted] (includes PSN 1.65% Management fee but excludes VAT) which will be payable upon submission of the related individual supplier purchase order and coupled with the individual supplier quotes as they become due for payment during this extension term. [Redacted]

[Redacted]

The Parties agree that if there is a requirement during the Extension Period to increase spend on third party supplier costs detailed within the embedded table above, as consequence of variation in scope, this will be payable in full by the Customer Authority. Any such changes shall be agreed by the Parties in accordance with the Change Control Procedure.

ii) **Fixed resource charge** for the Extension Period: the following fixed Charge shall be due [Redacted]. This shall be payable in full for the Extension Period and shall not be reduced in the event of early termination prior to the end of the Extension Period. Any changes in Customer Authority requirements resulting in an increase in resource costs will be subject to the contracted PSNCC Change Procedure.

Resource Unit (RU) –RU PSNCC28 – Outbound Tariff is a pass- through RU and will therefore be charged on a monthly basis based on consumption. The Supplier will continue to provide the related MI with any RU consumption.

2) **PSN CC Credit Pot** - For the avoidance of doubt, any remaining Initial Period PSNCC Credit shall be transferred and available for use by the Customer Authority during the Extension Period only.

3) **Test Environments** - The Parties will continue to provide the test environments as at the signature of this CCN in accordance with the existing provisions of the Agreement.

4) **Manday rates** - There shall be no amendment, for the duration of the Extension Period, to the Manday Rates detailed within 'Schedule 5.1 Charges and Invoicing Appendix 3 Manday Rates'.

5) **End of life Service and Assets** - The Parties agree that there are Assets and parts of the Services, which will become End of Life during the Extension Period or are End of Life at the commencement of the Extension Period as set out in within the embedded spreadsheet below:

[Redacted]

Any End of Life Assets and Services, and any Assets or Services, which may become End of Life during the Extension Period will continue to be maintained by the Contractor on a reasonable endeavours basis, aligned to existing Service Levels, subject to the following provisions

a) The Contractor shall continue to be responsible for raising incidents for all components of their solution but noting that where the Contractor has previously advised the Customer Authority that specific technical elements of the solution has become End of Life (EOL) support that the Customer Authority, not acting unreasonably, will provide the Contractor with relief to any adversely impacted Service Levels and, or obligations. Should the Customer Authority enable or procure alternative support arrangements or replacement services for these EOL components then the parties agree, acting in good faith, to discuss the adoption of these alternative arrangements to mitigate any requested relief, including any applicable Charges, in accordance with the Change Control Procedure.

b) The Contractor shall not be liable for any Default, failure, or delay in performing its obligations under this Agreement to the extent that such Default is directly caused by any failure or compromise of an EOL Asset or Service.

c) [Redacted]

6) **SIAM credit** to cease alongside the Man-day fund.

7) **CVID impacting** – the impact of CVIDS and creation of proposals shall remain a non chargeable activity and will be in line with the current processes outlined within the PSNCC Agreement.

8) All Charges within this CCN exclude VAT however include the PSN 1.65% Management Charge.

9) As the Contractor is reliant on the Customer Authority confirming the final number of hard turrets remaining for the Extension Period, no costs for the provision, and service support, of hard turrets have been included within the Charges for the purposes of this CCN. Any continued provision or support of the Hard Turrets will be subject to a separate CCN.

10) For the avoidance of doubt, the Parties agree that the Contractor shall be required to comply with Security standard SS-012: Protective Monitoring Standard only to the exclusion of any other preceding or subsequent policies that may otherwise conflict.

CHANGES TO THE AGREEMENT

The following amendments shall be made to the Agreement:

1) Schedule 5.1 Charges and Invoicing

a) **Section 3 SERVICE CHARGES** for the purposes of this Initial Extension period of twelve months the Service Charges shall be varied in accordance with the details included 1 (i) & 1(ii) above in this CCN, specifically;

Charges within the Extension Period – The Charges in relation to the provision of the Services

by the Contractor, shall be payable by the Customer Authority as follows:

i) Customer Authority to provide a single purchase order to the Contractor to cover **Third party supplier costs** of [Redacted] which will be payable upon submission of the related individual supplier purchase order and coupled with the individual supplier quotes as they become due for payment during this extension term. [Redacted]

[Redacted]

The Parties agree that if there is a requirement during the Extension Period to increase spend on third party supplier costs detailed within the embedded table above, as consequence of variation in scope, this will be payable in full by the Customer Authority. Any such changes shall be agreed by the Parties in accordance with the Change Control Procedure.

ii) **Fixed resource charge** for the Extension Period: the following fixed Charge shall be due [Redacted] This shall be payable in full for the Extension Period and shall not be reduced in the event of early termination prior to the end of the Extension Period. Any changes in Customer Authority requirements resulting in an increase in resource costs will be subject to the contracted PSNCC Change Procedure.

b) deleted in its entirety and replaced with the following:

3.1 The Service Charges for provision of the Operational Services during the Extension Period shall be as set out in this Paragraph 3 and shall apply from the 31st March 2022 until expiry or termination of this Extension Period of the Agreement.

c) **Section 7A SIAM CHARGES** shall be deleted in its entirety.

d) **Section 13** [Redacted]

e) **Appendix 2** shall include the following paragraph:

The Charges due from the 31st March 2022 (Initial Extension) shall be as follows:

Total Third Party and Resource cost payable for the Extension Period covering the initial twelve months, during the Extension Period is £15,087,375.91 (excludes VAT), which will be paid in line with the terms outlined above.

Microsoft Licensing Requirements are as follows:

The above Extension Period cost payable excludes the on-going Server and Cloud Enrolment (SCE) Licence charges from Microsoft (MS) as part of the minimum three-year support term. As part of the Contractor licence agreement with MS, the Customer Authority has the opportunity to request that the Contractor transfers the licence agreement to a different Channel Partner (COCP) for the



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remaining Yr 2 and Yr3 of the 3-year minimum term, with the responsibility transferred for the on-going licence costs and compliance with this licence agreement from MS to the new COCP. Please note, the Contractor can only transfer the MS agreement to the Customer Authority in totality for the 3-year term, however the volume of licences can be adjusted in advance of the annual anniversary.

[Redacted]

The Customer Authority has the opportunity to provide the Contractor with notification in Service Month Period (SMP) 09 of Year 1 and Year 2 any reduction in licencing volume(s) within the MS SCE Licence by commencement of SMP10 to initiate a change in licencing from SMP01 for the subsequent year, recognising a minimum of 50 Core Licences is mandated by MS under the licence term for year 2 and year 3.

[Redacted]

Deliverables			
(If not applicable, mark "Not Applicable")			
Timetable			
(If not applicable, mark "Not Applicable")			
Charges for Implementation			
(If not applicable, mark "Not Applicable", otherwise where appropriate include a schedule of payments)			
Other Relevant Information			
(If not applicable, mark "Not Applicable")			
Authorised by the Contractor/Customer Authority		Date:	
Name:	[Redacted]	Signature:	[Redacted]



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PSN-CC Change Control Note		CCN Number:	039
Part C: Authority to Proceed		Ref. Number:	
Implementation of the CCN as submitted in Part A, in accordance with Part B is: (tick as appropriate)			
Approved:	<input checked="" type="checkbox"/>	Rejected:	<input type="checkbox"/>
		Deferred:	<input type="checkbox"/>
Deferral Reasons & Any Required Information/Action			
Not Applicable			
For the Customer Authority		For the Contractor	
Signature:	[Redacted]	Signature:	[Redacted]
Name:	[Redacted]	Name:	[Redacted]
Title:	[Redacted]	Title:	[Redacted]
Date:	17/03/2022	Date:	17/03/2022