

CHANGE CONTROL NOTICE (CCN)

Contract Title:	Contract for the Provision of Government eMarketplace Procurement		
Contract Reference:	CCSO19B36	Contract Change Number:	CCSO19B36-1
Date CCN issued:	07/05/2021	Date Change Effective from:	30/05/2021

Between: The **Crown Commercial Service** (The Customer) and **Basware Holdings Ltd** (The Supplier)

1. The Contract is varied as follows:

1.1.1 The existing contract (G-Cloud 11) between Crown Commercial Service and Basware Holdings Ltd is due to expire on 30/05/2021, however there is an option to extend for a further 12 months. The extension will start 31/05/2021 and end 30/05/2022.

1.1.2 Inclusion of SLA's.

Severity Level	Description	Incident Response Acknowledgement e.g. time taken to acknowledge a call has been logged		Incident Update Reporting e.g. how frequently Basware provides updates until a call is closed		Incident Resolution e.g. time taken to resolve a call	
		Response Time (in Business Hours)	Measure	Response Time (in Business Hours)	Measure	Response Time (in Business Hours)	Target Fix Time (in Business Hours)
Priority 1 (urgent)	Total unavailability of the system	30 minutes	95% of cases	Hourly	95% of cases	95% of cases	2 hours
Priority 2 (high)	Inaccuracy of data through the interface to the system or an incidence where the system does not operate in accordance with the specification and which has significant impact on the element of the business process being conducted through the system.	2 hours	90% of cases	Daily	90% of cases	90% of cases	4 hours

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V1.0 07/05/2021

Priority 3 (Medium)	Incorrect matched catalogue data appearing on the screen of the user or an incident where the system does not operate in accordance with the specification but with limited impact on the element of the business process being conducted through the system.	4 hours	90% of cases	Weekly	90% of cases	90% of cases	16 hours
Priority 4 (Low)	Password resets. Requests for information and advice etc.	4 hours	80% of cases	Weekly	80% of cases	80% of cases	24 hours
Performance Incentive		Service Level default credits in this category shall accrue at the rate of 1 Service Level Default Credit per 5 percentage points outside the Service Level.		Service Level default credits in this category shall accrue at the rate of 1 Service Level Default Credit per 5 percentage points outside the Service Level.		Target only - No performance incentive payable (as resolution may be required on buyers systems)	

System Availability	99.90%
Core Hours	8AM - 6PM Monday to Friday, excluding public holidays
Out of hours Outage Reports	RCA agreed to be included - request to go to Darryl Owen
Monthly Service Report	Provided
Monthly Platform Stats	MIS - Access to be provided

1.1.3 There is a Change of Scope. Basware have developed a new user interface which was mandated for all users and was deployed to the Production platform in April 2021. The core platform (transaction engine, integration tools etc) remains unchanged by this new interface.

- Words and expressions in this Change Control Notice shall have the meanings given to them in the Contract.
- 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.

Change authorised to proceed by: (Customer's representative):

Signature

Print Name and Job Title

Date

REDACTED

REDACTED

11/05/2021

Authorised for and on behalf of the Supplier:

Signature

Print Name and Job Title

Date

REDACTED

REDACTED

11/05/2021

Authorised for and on behalf of the Customer:

Signature

Print Name and Job Title

Date

REDACTED

REDACTED

11/05/2021

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