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| **CHANGE CONTROL NOTICE (CCN)** | | | |
| **Contract Title:** | For the provision of Eye Care Services for Her Majesty’s Treasury (The Contract) | | |
| **Contract Reference:** | CCHR17B11 | **Contract Change Number:** | CCHR17B11 - 2 |
| **Date CCN issued:** | 13/11/2018 | **Date Change Effective from:** | 20/11/2018 |
| **Between**: Her Majesty’s Treasury (The Customer) and Specsavers Optical Superstores Limited (The Supplier)   1. The Contract is varied as follows:    1. Web Portal (e-form) to be available 24 hours per day, 365 days per year, except in pre-planned circumstances, agreed in advance with HM Treasury and GIAA. Service failure will only apply when the supplier or their provider is at fault and for periods over 5 hours. Critical Service Level.    2. Issue of eye care voucher within two (2) working days following receipt of request.    3. DSE eyesight tests to be offered within ten (10) working days of request for appointment, excluding Highlands and Islands. Measurement will be provided via formal complaints process.       1. Service Level Fail (RED) - <95%       2. Service Level Warning (AMBER) - >=95% and <100%       3. Service Level Pass (GREEN) - >=100%    4. Standard spectacles will be manufactured and a fitting appointment available after order placed within seven (7) working days.       1. Service Level Fail (RED) - <95%       2. Service Level Warning (AMBER) - >=95% and <99%    5. Response to complaints to be provided within ten (10) working days of acknowledgement and a resolution offered within thirty (30) working days.    6. Telephone support services to be available Monday – Friday, 08:30 to 17:30.       1. Service Level Fail (RED) - <95%       2. Service Level Warning (AMBER) - >=95 and <98%       3. Service Level Pass (GREEN) – 98%    7. All queries to Email support Service to be acknowledged within one (1) working day.       1. Service Level Fail (RED) - <98%       2. Service Level Warning (AMBER) - >=98% and <100%       3. Service Level Pass (GREEN) – 100% 2. Words and expressions in this Change Control Notice shall have the meanings given to them in the Contract. 3. 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.  |  |  | Service Level Performance Measure | | | |  | | --- | --- | --- | --- | --- | --- | --- | | Service Level Performance Criterion | Description | Service Level– Fail  RED | Service Level – Warning  AMBER | Service Level – Pass  GREEN | Service Credit Payable (%) |  | | **Online Portal** | Web Portal to be available Monday to Friday 08:00 – 18:00 | <98% | >= 98% and < 100% | 100% | 1% | Critical Service Level | | Amendments to below | | | | | | | | |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Online Portal** | Web Portal (e-form) to be available 24 hours per day, 365 days per year, except in pre-planned circumstances, agreed in advance with HM Treasury and GIAA. Service failure will only apply when the supplier or their provider is at fault and for periods over 5 hours.  Critical Service Level | <98% | >= 98% and < 100% | 100% | 1% | Critical Service Level | | | | | | | | |  | Issue of eye care voucher within two (2) working days following receipt of request. | <97% | >= 97% and < 99% | >= 99% | 5% | Critical Service Level | | **DSE Eyesight tests** | DSE eyesight tests to be offered within ten (10) working days of request for appointment, excluding Highlands and Islands. Measurement will be provided via formal complaints process. | <95% | >=95% and <100% | >=100% |  |  | | **Fitting of prescription DSE spectacles** | Standard spectacles will be manufactured and a fitting appointment available after order placed within seven (7) working days | <95% | >=95% and <99% | >= 99% |  |  | | **Call Off Contract Management** | All customer complaints to be acknowledged within one (1) Working Day of receipt | < 97% | > = 97% and < 99% | > = 99% |  |  | |  | Response to complaints to be provided within ten (10) working days of acknowledgement and a resolution offered within thirty (30) working days. | < 97% | > = 97% and < 99% | > = 99% |  |  | | **Telephone and Email Support Services** | Telephone support services to be available Monday – Friday, 08:30 to 17:30 | <95% | >=95 and <98% | 98% |  |  | |  | All queries to Email support Service to be acknowledged within one (1) working day | <98% | >=98% and <100% | 100% |  |  | | | | |
| Change authorised to proceed by: (Customer’s representative):  20/11/2018    Redacted Text  Redacted Text  Signature Print Name and Job Title Date | | | |
| Authorised for and on behalf of the Supplier:    Signature Print Name and Job Title Date  20/02/2019  Redacted Text  Redacted Text | | | |
| Redacted Text  Authorised for and on behalf of the Customer:    22/11/2018  Redacted Text  Signature Print Name and Job Title Date | | | |