

Schedule 4 - Contract Change Notice (CCN)

Call-Off Contract being varied is **CQC DD 024**

BETWEEN:

Care Quality Commission ("the Buyer")

and

Informed Solutions ("the Supplier")

1. The Call-Off Contract is varied as follows and shall take effect on the date signed by both Parties:
2. The contract value shall be increased by £750,000.
3. The total value for the contract shall now be £2,250,000

Scope of Change

This contract variation will cover Informed Solutions' provision of Service Design Support for completion of Alpha and the development of a Private Beta for Registration.

Throughout the Alpha and Beta phases, prototypes will be tested with users to validate assumptions developed in Discovery. Informed Solutions will provide support for ongoing testing and iteration of the design with users as CQC and their other suppliers develop functionality. It is anticipated that the Beta phase will:

- improve the service by testing it with users based on the user stories created in the alpha phase
- get an accessibility audit and carry out regular accessibility testing
- solve any technical or process-related challenges so that the service meets the Service Standard
- get the service accredited
- make a plan for the launch of the service (get a GOV.UK domain name and start and end pages and arrange SSL certificates)
- release updates and improvements into the development environment
- measure the effect of any changes to the Key Performance Indicators (KPIs) established in discovery and alpha
- test the assisted digital support model designed for the service

By the end of the Private Beta, CQC anticipate having:

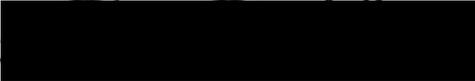
- launched a private beta
- made a prioritised list of the work needed to scale the service for Public Beta
- made an ongoing plan for user research
- found a way to measure the service's success using data collected during the beta phase
- evidenced that the service meets government accessibility requirements
- tested the assisted digital support for the service
- built a working service that can be rolled out for testing in full by users

Specific requirements will be captured in statements or work which may be agreed between the parties.

4. Words and expressions in this Contract Change Notice shall have the meanings given to them in the Call-Off Contract.
5. The Call-Off Contract, including any previous changes shall remain effective and unaltered except as amended by this change.

Signed by an authorised signatory for and on behalf of the Buyer

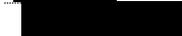
Signature:

x 

Date:



Name:



Address:

151 Buckingham Palace Road, London, SW1W 9SZ

Signed by an authorised signatory to sign for and on behalf of the Supplier

Signature:

x 

Date:

22 Jan 2019

Name:



Address:

The Old Bank, Old Market Place, Altrincham WA14 4PA