

CHANGE CONTROL NOTICE (CCN)

Contract Title:	Contract for the Provision of Brightgen Salesforce Support (The Contract)		
Contract Reference:	BrightGen Salesforce Support SoW007	Contract Change Number:	BrightGen SoW007-03
Date CCN issued:	01/04/2021	Date Change Effective from:	02/04/2021

Between: The Crown Commercial Service (The Customer) and BrightGen Limited (The Supplier)

1. The Contract is varied to implement new processes to obtain maximum value of the service management currently in place, by ensuring the Parties utilise unused support hours for continued support, development and configuration of the Salesforce service.
2. The following is the revised process between the Supplier and the Customer to drive greater usage out of the committed service hours of 60 per quarter under this Contract:
 - 2.1. Every Monday, the Supplier shall issue a report to the CCS key contacts on hour usage from the current service quarter.
 - 2.2. At the start of the final month of each quarter, i.e. March, June, September and December, the Supplier and the Customer will review the remaining hours for the service quarter.
 - 2.3. In the event that there are more than 10 hours remaining, the Supplier and the Customer will identify the development packages from the CCS product backlog (managed by CCS Service Improvement Manager and Senior Product Manager) to then be delivered by the Supplier to maximise hour usage.
 - 2.4. Any time assigned to the delivery of above development packages shall be utilised within the current or next period.
3. Other than the processes implemented at 2.1 to 2.4, no additional changes have been made to the Contract.
4. Words and expressions in this Change Control Notice shall have the meanings given to them in the Contract.
5. 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):

REDACTED

REDACTED

13/04/2021

Signature

Print Name and Job Title

Date

OFFICIAL



Authorised for and on behalf of the Supplier:	REDACTED	REDACTED	06/05/2021
	Signature	Print Name and Job Title	Date

Authorised for and on behalf of the Customer:	REDACTED	REDACTED	07/05/21
	Signature	Print Name and Job Title	Date