



CONTRACT CHANGE NOTE

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| Contract Change Note Number | CCN002 |
| Contract Reference Number and Title | Environment Agency Learning Zone Support and Hosting Renewal – Ref: ecm_63910 |
| Variation Title | One Year Contract Extension (<i>as provided for in the Original G cloud Contract dated 06/04/2020</i>) |
| Number of Pages | 12 |

Whereas [REDACTED] and the Authority entered into a Contract for the provision of Environment Agency Learning Zone Support and Hosting 06/04/2020 (the “Original Contract”) and now wish to amend the Original Contract.

It is agreed as follows:

1. With effect from 06/04/2022 the Original Contract shall be amended as set out in this Contract Change Note:

| | | | |
|-------------------------------|--|--------------|----------------|
| Change Requestor / Originator | [REDACTED] | | |
| Summary of Change | One-year extension to the Environment Agency Learning Zone Support and Hosting Renewal contract, for the extended period from 06/04/2022 to 05/04/2023 | | |
| Reason for Change | The Authority is exercising its right to extend the “Original Contract” to ensure the continuity of the EA Learning Zone Support and Hosting contract | | |
| Revised Contract Price | Original Contract Value | [REDACTED] | |
| | Contract Change Note 001 | [REDACTED] | |
| | Contract Change Note 002 (Please see breakdown below) | [REDACTED] | |
| | New Contract Value | [REDACTED] | |
| Revised Payment Schedule | In advance on contract signature – for Annual Costs | | |
| | FY | Annual Costs | Total (ex VAT) |
| | 2020/21 | [REDACTED] | [REDACTED] |
| | 2021/22 | [REDACTED] | |
| | 2022/23 | [REDACTED] | |
| | | | [REDACTED] |
| Revised Specification | Please see Annex A for revisions to the pricing schedule and specification. Upon agreement of this CCN, all other provisions, schedules and T&C'S within the “Original Contract” shall remain in full force. | | |
| Revised Contract Period | 06/04/2020 to 05/04/2023 | | |

| | |
|----------------------|-----|
| Other Changes | N/A |
|----------------------|-----|

2. Save as herein amended all other terms and conditions of the Original Contract shall remain in full force and effect.

Signed for and on behalf of [REDACTED] by:

| | |
|------------------|------------|
| Name | [REDACTED] |
| Title | [REDACTED] |
| Signature | [REDACTED] |
| Dated | [REDACTED] |

Signed for and on behalf of the Authority by:

| | |
|------------------|------------|
| Name | [REDACTED] |
| Title | [REDACTED] |
| Signature | [REDACTED] |
| Dated | [REDACTED] |

[REDACTED]

[REDACTED]

Contents

| | |
|---|----------|
| 1. Introduction..... | 2 |
| 2. Review of Hosting service provision | 3 |
| 3. Review of Support service provision | 4 |
| 3.1. PAYG+..... | 4 |
| 4. LMS Version end-of-life..... | 5 |
| 5. Review of Totara subscription..... | 6 |
| 6. Documentation and summary..... | 7 |
| 6.1. Costs | 7 |
| 6.2. Pricing assumptions..... | 7 |
| 6.3. Invoicing Schedule..... | 7 |

| | |
|--|----------|
| 1. Introduction | 2 |
| 2. Review of Hosting service provision..... | 3 |
| 3. Review of Support service provision..... | 4 |
| 3.1. PAYG+ | 4 |
| 4. LMS Version end-of-life | 5 |
| 5. Review of Totara subscription | 6 |
| 6. Documentation and summary | 7 |
| 6.1. Costs..... | 7 |
| 6.2. Pricing assumptions | 7 |
| 6.3. Invoicing Schedule | 7 |

The Environment Agency Totara is hosted and supported by [REDACTED] under an annual

In this renewal quotation, we present the services currently provided to The Environment Agency, alongside our recommended renewal products for the period 06/04/2022 – 05/04/2023.

We hope our recommendation meets your approval. Do please let me know if you'd like to discuss this further.

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114

2. Review of Hosting service provision

Below we have provided a side-by-side comparison of the current hosting service we provide, and what we suggest for 2022-23.

Your LMS is currently hosted on a custom-built server with additional managed offsite backups. This server has been operating at an acceptable level over the last year, however it has reached its end of life and therefore, we are proposing a new solution. Please see below for current and proposed server configuration.

| | Current | Proposed |
|---|--------------------|--------------------|
| Plan | Azure solution | Azure solution |
| Location | UK | UK |
| 24x7 uptime monitoring | Yes | Yes |
| Firewall | Yes – software | Yes – software |
| Disk space | 128GB + 1024GB SSD | 128GB + 1024GB SSD |
| Memory | 28GB | 28GB |
| Bandwidth p/m | 500GB | 500GB |
| SSL certificate | Yes x 1 | Yes x 1 |
| LMS Maintenance release updates e.g., v.1.1.x | Yes | Yes |
| Domain name management | Cost option | Cost option |
| Term | 12 months | 12 months |
| Cost | | |

3. Review of Support service provision

3.1. PAYG+

Please see accompanying documentation for a detailed explanation and benefit breakdown of PAYG+ support plan.

| Plan name | |
|---|--|
| Payment model | ██████ |
| Kineo Client Services team | CORE |
| Support desk hours | 09:00-17:30 UK business days |
| Kineo named Client Services Manager | Yes |
| Bug fixes | Within warranty period |
| SLA governing responses and priority levels | Yes |
| Named Site Administrators (NSA) – responsible for filtering client-side support issues and raising tickets in Kineo's Services Portal | < 4 |
| Upfront Support Hours | 50 |
| Term | 12 months |
| Cost | ██ |

Additional Support Hours: █████ each

Additional Named Site Administrator: To be agreed if a requirement.



4. LMS Version end-of-life

Overview

Totara Learn LMS is created using the programming language PHP and to maintain our security and support standards, we need to ensure that all our clients are using Totara versions using a contemporary version of PHP. Clients currently hosted on older Totara versions will need to migrate over to our new service, as we will be unable to offer continuing protection and support for legacy versions. With the recent launch of the new Totara 13 we are taking this opportunity to move all our clients over to our new managed service model, whereby upgrades are carried out regularly as part of your service plan, ensuring that you are on the latest, most feature rich and robust version.

Can we stay on our current version?

Moving forward, [REDACTED] will no longer be able to support legacy versions of Totara. Our vision is that all our clients are kept up to date on the latest Totara version and hence benefit from the latest features and the most robust and data secure solution possible. As part of our new service and as mentioned above, we will be providing Totara version upgrades as an inclusive part of your service plan to make the cost and nature of our service more straightforward and annual costs easier to anticipate. Kineo will provide you with an efficient plan to move you over to our new service, as part of which we will migrate all of your courses and data, as well as supporting you in refreshing your Totara LMS. We will work closely with you to determine the costs and timing for your migration.

Can we commission new customisations?

During this transition period we are no longer offering customisations; this is to ensure we're not adding complexity ahead of your migration to our new service. Moving forward any required additions/extensions to the core product will be based on a plug-in (bolt-on) architecture and we will be unable to support changes to Totara's core code.

Changes to contract terms

We will provide rolling quarterly extensions until your upgrade / migration has been completed, at which point, we will then move you to our new managed service contract.

5. Review of Totara subscription

manages your Totara subscription on behalf of Totara Learning Solutions (“TLS”).

Totara subscription levels are based upon total number of LMS users logging into your LMS across a 12-month term. As of 24/01/2022 you have 12,317 active user accounts. We are therefore recommending an E20K Totara subscription as part of this renewal quotation, at a cost of annually.

6. Documentation and summary

Please see accompanying Hosting and Support documents, which collectively provide a more detailed understanding of our services.

6.1. Costs

As per the tables above the costs for hosting and support services at the levels we recommend are as follows. Please let us know if you have any questions about these services.

| Component | Cost |
|--|------------------|
| E20K Totara Subscription | ████████ |
| HOSTING | |
| Azure Solution | ████████ |
| SUPPORT | |
| PAYG+ 50 Upfront Support Hours | ████████ |
| Annual Admin Fee | ████████ |
| TOTAL Totara subscription, Hosting and Support 06/04/2022 – 05/04/2023 | ████████████████ |

6.2. Pricing assumptions

- ☐ VAT and expenses excluded
- ☐ The prices above are valid for 60 days from date of quotation
- ☐ Kineo will require a purchase order prior to commencement of these services

6.3. Invoicing Schedule

Hosting and support services are invoiced ██████████, i.e., in advance of service provision. Please note that we need you to provide us with a PO number and/or written acceptance of renewal within ██████████ of the renewal date and a full payment to be made within ██████████. If payment is not received by this time, your support will be suspended, and account put in review.



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Kineo helps the world's leading businesses improve performance through learning and technology. We're proud of our reputation for being flexible and innovative, and of our award-winning work with clients across the world

Whatever your business challenge, we will partner with you every step of the way to find the learning solution that fits best – and delivers results.

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