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| **CHANGE CONTROL NOTICE (CCN)** |
| **Contract Title:** | Contract for the Provision of ITSM HelpDesk Solution (Zendesk) (The Contract) |
| **Contract Reference:** | CCIT23A79 | **Contract Change Number:** | CCIT23A79-1 |
| **Date CCN issued:** | 8th October 2024 | **Date Change Effective from:** | 30th October 2024 |
| **Between**: The **Crown Commercial Service** (The Buyer) and **Zendesk** (The Supplier)1. The Contract is varied as follows:
2. The existing contract between CCS and Zendesk expires on 29th October 2024.

2.1 There is a business need for the services provided by Zendesk to continue, therefore the below changes are being implemented in this Contract Amendment.This is a one year time extension and increase in contract value till 29th October 2025 £34,560.00 (excluding VAT) – Total contract value for initial term £69,120.00 (excluding VAT) – Total revised contract value including extension option1. Words and expressions in this Change Control Notice shall have the meanings given to them in the Contract.
2. 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.
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|  Change authorised to proceed by: (Buyer’s representative): **REDACTED TEXT under FOIA Section 40, Personal Information**.08/10/24**REDACTED TEXT under FOIA Section 40, Personal Information**.  Signature Print Name and Job Title Date |
| 11/10/24**REDACTED TEXT under FOIA Section 40, Personal Information**.**REDACTED TEXT under FOIA Section 40, Personal Information**.Authorised for and on behalf of the Supplier: Signature Print Name and Job Title Date |
| 15/10/24**REDACTED TEXT under FOIA Section 40, Personal Information**.**REDACTED TEXT under FOIA Section 40, Personal Information**.Authorised for and on behalf of the Buyer: Signature Print Name and Job Title Date |