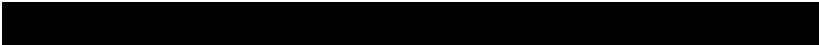
 Ambulance Radio Programme	Change Control Process – Change Authorisation Note				
	Owner	Programme	Project	Workstream	Version No
	DH	ARP	Service Partner	Commercial	VF2
	Version Date		Author		Status
	24 July 2024		[REDACTED]		Version for signature
CR No: CR1308		TITLE: Terminal Stun & Kill		DATE RAISED: 17 January 2024	
AGREEMENT: Exponential-E Service Partner				REQUIRED BY DATE: 29 July 2024	
TYPE OF CHANGE: Commercial and Programme Change					
KEY MILESTONE DATE (IF ANY): 31 October 2024					



PURPOSE

The Purpose of this Contract Authorisation Note shall be to enable Exponential-e to deliver a terminal resolver function for tasks including the following related to legacy Airwave Terminals, and new Devices connecting to the Airwave services:

- STUN – Perform
- UNSTUN – Perform
- KILL - Initiate with Airwave and track the Airwave actions and responses.
- CINRAS completion on behalf of ARP and submission to Home Office.

BACKGROUND AND CONTEXT

Exponential-e are delivering the Service Partner Programme on behalf of ARP, as per the Service Partner contract, which was executed in July 2021.

[REDACTED]

[REDACTED]

[REDACTED]

This CAN will amend the following Schedules:

- Schedule 1 Definitions – Other ARP Supplier
- Schedule 2.1 Service Description – Addition of Terminal Resolver Service Description and clarification of the boundary between the resolver service and the current ASC delivery.
- Schedule 2.2 Performance Levels – KPI specific to STUN, UNSTUN, KILL and CINRAS form.
- Schedule 3 Authority Responsibilities
- Schedule 6.1 Implementation Plan
- Schedule 7.1 Charges and Invoicing - Uplift to charges specific to the Terminal Resolver Services.

DETAILED DESCRIPTION OF CHANGE FOR WHICH THIS CHANGE AUTHORISATION NOTE IS BEING PREPARED AND WORDING OF RELATED CHANGES TO THE AGREEMENT:

- Specific text being applied to the contract is highlighted in **BLUE font**;
- text that is being replaced or removed from the contract is highlighted in **GREY font**):

Changes to Schedule 1 “Definitions”

The following shall be added to the Definitions table in Schedule 1:

Definition	Meaning
“Terminal Stun & Kill Resolver Service”	Means a one or more of the following incremental Services that shall be provided by the Supplier following signature of the Change Authorisation Note (CAN) for CR CR1308 <ul style="list-style-type: none">• STUN – Perform

	<ul style="list-style-type: none"> • UNSTUN – Perform • KILL - Initiate with Airwave and track the Airwave actions and responses. • CINRAS completion on behalf of ARP and submission to Home Office.
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The following Definition for “Other ARP Supplier” shall be amended as follows:

Definition	Meaning
“Other ARP Supplier”	<p>any supplier of facilities, goods and/or services in connection with the ARP from time to time, including:</p> <p>(a) suppliers to the Authority.</p> <p>(b) suppliers to the Home Office; and suppliers to the Service Recipients, but excluding the Supplier;</p>

Changes to Schedule 2.1 PART A, SERVICE REQUIREMENTS

The following shall be added as PARAGRAPH 2.5 Terminal Stun & Kill Resolver Service (and adjacent deliverables (as detailed in CR1308)

2.5.1 One-off Service Build Deliverables

- (a) The Terminal Stun & Kill Resolver Service will require a number of complex changes to the current ASC Service Desk Service operating mode, the ITSM tooling and ServiceNow processes flows. For transparency the Supplier shall utilise trusted 3rd party subcontractors to perform elements of this work, and these works will be required irrespective of which party carries out a Terminal Resolver Service:
- ITSM Tooling Changes
 - Service Integration Testing
- (b) The Supplier shall provide resourcing for Project Management and Service Architecture activities for Terminal Resolver Service and Terminal Service from its the existing team given knowledge and discussions to date and no additional cost will be levied from the Authority.
- (c) The Supplier shall onboard a number of suppliers and services to Ambulance Radio Service using existing processes to support the management ambulance terminals within scope of the Authority’s Service provision to Ambulance Trusts. [REDACTED]
- (d) The Supplier shall establish ARP Suppliers set up as resolver groups on ServiceNow so they can be assigned Incident Tasks, Requests, Problem Tasks and Change Tasks. The ARP Suppliers are not expected to be users of the ARP ServiceNow platform.
- (e) The deliverables in scope are:

CR1308 Deliverables	Descriptions	Specific to Terminal Resolver Service
Expo Resolver Setup	Incorporating Exponential-e as a Resolver Group onto the ARP ServiceNow, that is to deliver the STUN, UNSTUN and CINRAS completion.	Yes
Asset Upload	Incorporating the Terminal Services Assets into the CMDB.	Yes
New Supplier Setups	Incorporating the New Suppliers onto the ARP ServiceNow, expected include [REDACTED], [REDACTED], ARP Product & Configuration Group, [REDACTED].	No
Terminal Resolver Service Workflows	Building the required workflows to support the Terminal Resolver Services within the ARP ServiceNow platform.	Yes
12 X Service Requests	Building the required 12 Service Requests to support the Terminal Resolver Services within the ARP ServiceNow platform.	Yes
Changes To ITIL Functions With Change Processes	Incorporation of new processes and responsibilities into existing service design, specifically: Incident Management, Major Incident Management, Change, Problem.	Yes
CMDB Structure	Additional columns/attributes for terminal CMDB entries	Yes
CMDB Update	[REDACTED]	Yes
B2B Changes	Update to the B2B REST integration to send additional information and/or fields to [REDACTED] and allow for inbound Service Requests from [REDACTED].	Yes

- (f) New Service Requests will be included under CR1308 which are specific to the addition of Terminal Resolver Services are:

No	Service Request Name	Terminal Service Requests	
1.1	Expo-E - MDVS and Terminal Services [REDACTED] installation and deinstallation services Catalogue	Yes	
1.2	Expo-E - MDVS Terminal Services [REDACTED] Catalogue Installation	Yes	
1.3	Expo-E - MDVS and Terminal Services [REDACTED] Catalogue Deinstallation	Yes	
2	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	

- Identify and mitigate test-related and E2E Integration risks and issues.
- **Documentation and Change Requests**
 - Review and approve test-related and supplier documentation.
 - Assess the impact of project change requests.
- **Communication and Defect Management**
 - Collaborate with supplier test teams.
 - Ensure detailed defect triage and evidence capture for each test.

(i) Specifically, the following Test Deliverables which are specific to the Terminal Resolver Service are currently envisaged.

Test Deliverables (E2E and SAT Test Phases)

SL1: Test Planning/Refinement – Output – Test Plans, Project Test Plan, Approved Stories

- E2E Test Plan
- SAT Test Plan
- Test Plans agreed with all parties.
- Story and AC Quality Assurance and reviews
- B2B Design Review & Static Analysis

SL2: E2E/SAT Test Development (Manual) – Output – E2E Test Specification, SAT Test Specification and Scripts

- E2E/SAT Test Script Creation for new functionality

SL3: Test Development (Automation) – Output – ATF Test Scripts/Suites

- Automated Test Creation for new functionality
- Automated Test Update for amended functionality.

SL4: Test Execution – Output – Test Results per Execution (E2E and SAT)

- Execution of Manual Tests in Test and Pre-Prod environments
- Execution of Automated Test Suite in Test and Pre-Prod environments
- Reporting of Automation results
- Manual Transition Testing in Production post release

SL5: Test Closure – Output – Test Completion Reports (E2E & SAT)

- E2E Test Completion Report and Remedial Planning

SL6: Defect Management

- The identification and logging of defects from test execution
- Management of resolution
- Retest on resolution.

2.5.2 Terminal Resolver Service Delivery

Table 4.2a – Terminal Stun & Kill Resolver Service

#	Requirement
SP/TS/TS/001	<ul style="list-style-type: none"> ● The Supplier shall provide Terminal Resolver Services resolution actions for STUN and UNSTUN.
SP/TS/TS/002	<ul style="list-style-type: none"> ● The Supplier shall provide Terminal Resolver Services instructions for KILL to Airwave.
SP/TS/TS/003	<ul style="list-style-type: none"> ● The Suppliers Terminal Resolver Service will manage the

	completion of the CINRAS forms which are required for all lost or stolen terminals. This will be conducted on behalf of ARP and [REDACTED].
SP/TS/TS/004	<ul style="list-style-type: none">All STUN, UNSTUN, KILL and CINRAS activities have a defined resolver workload, and each will be treated as an individual Service Ticket associated with an initial request from a Trust, ARP, [REDACTED]. Where an initial request contains tasks for completion on multiple Terminal Devices / ISSI, a ticket(s) will be opened for each device / ISSI on both a Service Desk, and a Terminal Resolver Service basis.

(a) Risks

- [REDACTED]

(b) Assumptions

It is assumed that:

- [REDACTED]

- [REDACTED]
The Exponential-e recruits for this resolver service will be additions to the existing ASC team and may also be trained to have capability to handle Incident Management on existing services. Resources allocated to this service will not be designated nor dedicated specifically to Terminal Resolver Service tasks.

(c) Dependencies

- Dates for the Terminal Resolver Services to go live will need to be an Acceptance Criteria of service handover into Service Partner between Exponential-e, ARP and Other ARP Suppliers i.e. [REDACTED]
- The ServiceNow build has to be completed prior to any Terminal Resolver Services Go-live.
- Other ARP Suppliers and the ARP internal configuration team complete their service builds and readiness testing to align with agreed Exponential-e go live date. Other ARP Suppliers and the ARP internal configuration team will cooperate and participate in preparation and execution of Exponential-e service readiness testing when requested to do so.

Changes to Schedule 2.2 PERFORMANCE LEVELS

The following shall be added as Paragraph 4.2 in the CALCULATING PERFORMANCE of Part A

- 4.2 For the Terminal Stun & Kill Resolver Service, measurement of STUN, UNSTUN and CINRAS will be based on the time taken for the Terminal Resolver Service to carry out the required function from when it has been provided with the correct information to conduct the required action.

The following KPIs shall be added to **Schedule 2.2 ANNEX 1: SERVICE PERFORMANCE INDICATORS PART I: PERFORMANCE INDICATORS**

No	Performance Indicator Title	Definition	Frequency of Measurement	Performance Levels	Severe KPI Failure	Service Credits	Publishable Performance Information
KPI8	Terminal Stun & Kill Resolver Service Resolver for STUN	The percentage of STUN requests. See Paragraph 4.0 Part II of Schedule 2.2.	Per Service Period	<p>95.00% of all 'Security' STUNs for Lost or Stolen Devices to be completed within a Resolution Time of 2 hours, 100% within 4 hours</p> <p>95.00% of all Non-Security STUNs for Vehicles Off Road or other reasons, to be completed within a Resolution Time of 12 hours; and 100% STUNs to be completed within 24 hours.</p> <p>If only 90.01% to 94.99% of STUN (security and non security combined) are completed within their Resolution Time this shall be considered a Failure Level 1.</p> <p>If only 90.00% or less of STUN are completed within their Resolution Time this shall be considered a Failure Level 2 (Severe Failure).</p>	If only 90.00% or less of STUN are completed within their Resolution Time this shall be considered a Failure Level 2 (Severe Failure).	<p>Where 3rd party processing platforms and access are available and the Performance Level is not achieved in any particular Service Period, the following Service Credits shall accrue in respect to that Service Period:</p> <ol style="list-style-type: none"> 1. in the event of a Failure Level 1 (Failure), one (1) Service Credit shall accrue; and 2. in the event of a Failure Level 2 (Severe Failure), two (2) Service Credits shall accrue. <p>Service credits will be calculated against the total Terminal Resolver Service charges and Terminal Resolver Performance Measures only for each service period.</p>	YES
KPI9	Terminal Stun & Kill Resolver Service	The percentage of UNSTUN requests. See Paragraph 4.0 Part II of	Per Service Period	95.00% of all 'Security' UNSTUNs for Lost or Stolen Devices to be completed within a Resolution Time of 2 hours, 100% within 4 hours	If only 90.00% or less of UNSTUN are completed within their Resolution Time this shall be considered a	Where 3 rd party processing platforms and access are available and the Performance Level is not achieved in any particular Service Period, the following Service Credits shall accrue	YES

No	Performance Indicator Title	Definition	Frequency of Measurement	Performance Levels	Severe KPI Failure	Service Credits	Publishable Performance Information
	Resolver for UNSTUN	Schedule 2.2.		<p>95.00% of all Non-Security UNSTUNs for Vehicles off Road or other reasons to be completed within a Resolution Time of 12 hours; and 100% STUNs to be completed within 24 hours.</p> <p>If only 90.01% to 94.99% of UNSTUN (security and non security combined) are completed within their Resolution Time this shall be considered a Failure Level 1.</p> <p>If only 90.00% or less of UNSTUN are completed within their Resolution Time this shall be considered a Failure Level 2 (Severe Failure).</p>	Failure Level 2 (Severe Failure).	<p>in respect to that Service Period:</p> <ol style="list-style-type: none"> 1. in the event of a Failure Level 1 (Failure), one (1) Service Credit shall accrue; and 2. in the event of a Failure Level 2 (Severe Failure), two (2) Service Credits shall accrue. <p>Service credits will be calculated against the total Terminal Resolver Service charges and Terminal Resolver Performance Measures only for each service period.</p>	
KPI 10	Terminal Stun & Kill Resolver Service CINRAS completion	The percentage of CINRAS forms completed. See Paragraph 4.0 Part II of Schedule 2.2.	Per Service Period	<p>90.00% of all CINRAS forms will be completed within a Resolution Time of 4 hours, 100% will be completed within 24 hours</p> <p>If only 80.01% to 90.0% of CINRAS are completed within their Resolution Time this shall be considered a Failure Level 1.</p> <p>If only 80.00% or less of CINRAS are completed within their Resolution Time this shall be considered a Failure Level 2 (Severe Failure).</p>	If only 80.00% or less of CINRAS are completed within their Resolution Time this shall be considered a Failure Level 2 (Severe Failure).	<p>Where 3rd party processing platforms and access are available and the Performance Level is not achieved in any particular Service Period, the following Service Credits shall accrue in respect to that Service Period:</p> <ol style="list-style-type: none"> 1. in the event of a Failure Level 1 (Failure), one (1) Service Credit shall accrue; and 2. in the event of a Failure Level 2 (Severe Failure), two 	YES

No	Performance Indicator Title	Definition	Frequency of Measurement	Performance Levels	Severe KPI Failure	Service Credits	Publishable Performance Information
						<p>(2) Service Credits shall accrue.</p> <p>Service credits will be calculated against the total Terminal Resolver Service charges and Terminal Resolver Performance Measures only for each service period.</p>	

Changes to Schedule 3 AUTHORITY RESPONSIBILITIES

The following shall be added as **Paragraph 3.1: SPECIFIC OBLIGATIONS: Terminal Stun & Kill Resolver Service**

Supplier Obligation	Authority Responsibility
The Supplier shall work on behalf of the Authority to complete Terminal Resolver Services including the completion and submission of CINRAS forms	The Authority shall provide oversight and will remain responsible for maintaining compliance with CINRAS and the Airwave Code of Connection
The Supplier shall carry out resolver tasks including STUN, UNSTUN, and CINRAS completion	The Authority will provide the required access to the Airwave portal and tooling as required at no cost
	The Authority will update ITSMF / Blue Book documents with agreed processes and educate and ensure Trust organisations raise incident /service tickets correctly, for instance preferably via the ARP portal, and against a single device / ISSI.

Changes to Schedule 6.1 IMPLEMENTATION PLAN

The following shall be added **ANNEX 1 MILESTONES**

Milestones Specific to the “Terminal Stun & Kill Resolver Service”			
Terminal Stun & Kill Resolver Service Milestone (Ref: TS&K1) Delivery of Terminal Resolver Service Process and Tooling	<ul style="list-style-type: none"> • ARP Reviewed and approved process set for inclusion in the ARP ITSMF • Agreed designs for changes to ITSM Tooling • Test strategy supplied • ITSM tooling changes implanted and tested • acceptance of an agreed reporting template 	<ul style="list-style-type: none"> • Delivery of a Terminal Resolver Service Test Strategy • Successful delivery of an approved process set for inclusion in the ARP ITSMF • Successful delivery and testing of necessary ITSM tooling to support resolution activities • Delivery of an agreed reporting template 	31/10/24
Terminal Stun & Kill Resolver Service Milestone (Ref: TS&K2) Terminal Resolver Service Go Live	<ul style="list-style-type: none"> • Test Strategy supplied • Service Tests complete • Incident flow proven 	<ul style="list-style-type: none"> • Delivery of a test strategy • Resolver Service documentation complete • Cutover Date confirmed 	31/10/24

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Changes to Schedule 7.1 CHARGES AND INVOICING

Paragraph 2.5 Terminal Stun & Kill Resolver Service Charges shall be added to PART B CHARGING MECHANISMS

(a)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

<div>[REDACTED]</div> <div>[REDACTED]</div>	<div>[REDACTED]</div> <div>[REDACTED]</div>	<div>[REDACTED]</div>	<div>[REDACTED]</div>
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[REDACTED]

PROPOSED ADJUSTMENT TO THE CHARGES RESULTING FROM THE CHANGE:
The following shall be added as PARAGRAPH 5 ANNEX 2: OPERATIONAL SERVICES CHARGES

5. Charges relating to the Terminal Stun & Kill Resolver Service

a. [REDACTED]

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

[REDACTED]

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

OFFICIAL

TOTAL UPLIFT IN CONTRACT CHARGES

Change Request CR1308 represents an uplift to the contract overall value as detailed below, which is driven by assumptions regarding the point at which full Go-Live is reached [REDACTED]

[REDACTED]:

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

SIGNED ON BEHALF OF THE AUTHORITY:

SIGNED ON BEHALF OF THE SUPPLIER:

Signature: _____

Signature: _____

Name: _____

Name: _____

Position: _____

Position: _____

Date: _____

Date: _____

ARP SERVICE PARTNER

SIGNATURE VERSION

OFFICIAL