

**VARIATION NUMBER ONE TO WP1979**

**FROM:**

Buyer	Cabinet Office <b>"Buyer"</b>
Buyer's Address	1 Horse Guards Road, London, SW1A 2HQ
Invoice Address	Invoices should be sent by email to: <b>Redacted</b> and also to <b>Redacted</b> and <b>Redacted</b> which is at the Cabinet Office, PO Box 405, SSCL, Phoenix House, Celtic Springs Business Park, Newport, NP10 8FZ
Principal Contact	Name: Government Digital Service, Cabinet Office Address: Government Digital Service, Cabinet Office, The White Chapel Building, 10 Whitechapel High Street, London, E1 8QS. Job Title: <b>Redacted</b> Name: <b>Redacted</b> Email: <b>Redacted</b> Phone: <b>Redacted</b>

**TO:**

Supplier	Zendesk, Inc <b>"Supplier"</b>
Supplier's Address	<b>Redacted</b>
Account Manager	Job Title: <b>Redacted</b> Name: <b>Redacted</b> Email: <b>Redacted</b> Phone: <b>Redacted</b>

In accordance with clause CO-32, VARIATION PROCESS, the Buyer hereby requests an agreement to a Variation to the Call-Off Agreement dated **01 July 2021** 'WP1979 Zendesk Licences G-Cloud Call-Off Contract version number 2.'

This change does not amount to a material change of the Framework Agreement and/or the Call-Off Agreement within the meaning of the Regulations and the Law.

**The details of this "Variation" Number One are as follows:**

***Below are full details of the change including:***

***Reason for the change;***

There is a requirement to amend this Call-Off Contract to extend its duration and uplift its value due to the Buyer's continued and increased need for the tool. An additional 25 licences will be added and the contract will be extended for 12 months.

***Full Details of the proposed changes;***

1. The current contract expiry date is on **30 June 2022**.  
The new contract expiry date is now **30 June 2023**.
2. The Initial Call-Off Contract value was **£402,900 excluding VAT**  
The new Call-Off Contract Value is now **£897,000 excluding VAT**.
3. Under Schedule 2: Call-Off Contract Charges the following addition will be added:

Extension requirements

Total for 12 months

450 Licences (Support Enterprise Subscription) = £79 per licence

plus Data Centre Location = £12.50 per licence

Total = £91.50 per licence per month = £494,100 excluding VAT.

4. The Supplier's Account Manager details have changed are now as amended above

***Likely impact, if any, of the change on other aspects of the Call-Off Contract;***

None

All other CALL-OFF AGREEMENT TERMS AND CONDITIONS remain unchanged.

**BY SIGNING AND RETURNING THIS VARIATION THE SUPPLIER AGREES** to continue to provide the revised G-Cloud Services.

The Parties hereby acknowledge and agree that they have read the Call-Off Terms and the Order Form and by signing below agree to be bound by the terms of this Call-Off Agreement.

<b>For and on behalf of the Supplier: Zendesk Inc</b>	
Name and Title	
Position	
Signature	
Date	

<b>For and on behalf of the Buyer: Cabinet Office</b>
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Name and Title	
Position	
Signature	
Date	