

CONTRACT REFERENCE NUMBER: 17/01/54

SERVICES CONTRACT

-between-

**(1) THE REGISTRAR GENERAL OF BIRTHS, DEATHS AND MARRIAGES FOR SCOTLAND
(THE "AUTHORITY")**



-and-

(2) CACI LIMITED (THE "SERVICE PROVIDER")



-relating to the supply of-

SERVICES FOR

THE PROVISION OF AN ONLINE COLLECTION INSTRUMENT FOR SCOTLAND'S CENSUS 2021



SCHEDULE 11

CHANGE CONTROL PROCEDURE

This and the four (4) following pages comprise Schedule 11 referred to in the foregoing Services Contract between the Registrar General of Births Deaths and Marriages for Scotland and CACI Limited

GENERAL PRINCIPLES OF CHANGE CONTROL PROCEDURE

- 1.1. This Schedule 11 sets out the procedure for dealing with Contract Changes.
- 1.2. Operational Changes shall be processed in accordance with paragraph 4 below. If either Party is in doubt about whether a Change falls within the definition of an Operational Change then it will be processed as a Contract Change.
- 1.3. Under this Change Control Procedure either party may request a Contract Change which they shall initiate by issuing a Change Request in accordance with paragraph 3.
- 1.4. To the extent that any Contract Change requires testing and/or a programme for implementation, then the Parties will follow the procedures set out in Schedule 6 (*Testing Procedure & Business Continuity and Disaster Recovery*) Section A, and, where appropriate, the Change Control Note relating to such a Contract Change shall specify any Milestones and Milestone Dates in respect of such Contract Changes for the purposes of such procedures.
- 1.5. Until such time as a Change Control Note has been signed and issued by the Authority in accordance with paragraph 5, then:
 - 1.5.1. unless the Authority expressly agrees otherwise in writing, the Service Provider shall continue to supply the Services in accordance with the existing terms of this Contract as if the proposed Contract Change did not apply; and
 - 1.5.2. any discussions, negotiations or other communications which may take place between the Authority and the Service Provider in connection with any proposed Contract Change, including the submission of any Change Communications, shall be without prejudice to each Party's other rights under this Contract.

2. Procedures

2.1 The Authority and the Service Provider shall meet to discuss proposed Changes as part of their liaison activities. in good faith, and each party shall provide to the other party such information and assistance as may reasonably be required to enable the other party to consider the Change Request. Such discussion between the Authority and the Service Provider, shall be formally minuted, and shall result in one of the following :

- 2.1.1a No further action being taken.
- 2.1.1b request to Change the Services by an authorised representative of the Authority, or
- 2.1.1c A request to Change the Services by the Service Provider.

2.2 The Authority shall prepare a Change Control Note (CCN) within ten (10) Working Days of the date of the written change request is received from the party requesting the change or such other period as may be agreed. Where an urgent Request for Change relates to a change in the Requirements then the Authority and the Service Provider shall agree a time period of between one (1) and five (5) Working Days unless otherwise agreed, within which the Authority shall submit a CCN .

2.3 A recommendation to Change by the Service Provider shall be submitted as a request for Change direct to the Authority at the time of such recommendation. If the Service Provider reasonably considers that the recommendation is urgent, then it may mark the request for Change as "URGENT", and the Authority shall prepare and provide the CCN for such requests for Change.

2.4 The Service Provider shall include the information as set out in paragraph 2.5 below to allow the

Authority to complete the CCN.

2.5 Each CCN shall contain:

- 2.5.1a The title of the Change
- 2.5.1b The name of the originator and date of the request or recommendation for the Change.
- 2.5.1c The reason for the Change
- 2.5.1d Full details of the Change including any specifications
- 2.5.1e A timetable for implementation of the Change together with any proposals for acceptance of the Change
- 2.5.1f Details of the likely impact, if any, of the Change on any other aspects of the Services, Contract, etc.
- 2.5.1g Whether the CCN is urgent
- 2.5.1h Any impact the Change is likely to have on the Implementation Plan whilst the project is at the pre-operational stage;
- 2.5.1i Any documentation required as a result of the Change;
- 2.5.1k A written assessment of the work and resources required by the Service Provider and/or Authority to effect the Change; and any costs associated with the Change including one-off and on-going charges
- 2.5.1l For each request for Change submitted the Authority shall within ten (10) Working Days of receipt of the request for change (or if the request for change is marked "URGENT" within two (2) Working Days) evaluate the request for Change and as appropriate either request further information, approve the request for Change, defer the refer the request for Change and request that the resubmits the request for Change at a later date, or notify the party submitting the request for Change that the Request for Change has been rejected.
- 2.5.1m Following agreement by parties to approve the Request for Change the authorised representative of the Authority will prepare and then arrange for two copies of an approved CCN to be signed by the authorised representatives of the Authority and of the Service Provider

2.6 The Authority shall arrange for the production of appropriate updated Contract documentation for agreement by the Service Provider

3. CHANGE REQUEST

3.1 Either Party may issue a Change Request to the other Party at any time during the Term. The Change Request shall be substantially in the form of Annex 1 to this Schedule.

4. OPERATIONAL CHANGE PROCEDURE

4.1 Any changes identified by the Service Provider to improve operational efficiency of the Services may be implemented by the Service Provider without following the Change Control Procedure for proposed Contract Changes provided they do not:

- 4.1.1 have an impact on the Authority;
- 4.1.2 require a change to this Contract;
- 4.1.3 have a direct impact on use of the Services; or
- 4.1.4 involve the Authority in paying any additional Charges or other costs.

4.2 The Authority may request an Operational Change by submitting a written request for Operational Change ("RFOC") to the Service Provider Representative.

4.3 The RFOC shall include the following details:

- 4.3.1 the proposed Operational Change; and
- 4.3.2 time-scale for completion of the Operational Change.

4.4 The Service Provider shall inform the Authority of any impact on the Services that may arise from the proposed Operational Change.

4.5 The Service Provider shall complete the Operational Change by the timescale specified for completion of the Operational Change in the RFOC, and shall promptly notify the Authority when the Operational Change is completed.

5. CHANGE CONTROL AUTHORISATION

5.1 Any proposed Contract Change processed in accordance with this Schedule will not be authorised and the Service Provider shall not implement any proposed Contract Change until the Change Control Note is signed and executed by the Authority's Authorised Representative in accordance with the Authority's Contract Change authorisation and sign off procedure(s), as notified to the Service Provider in writing from time to time.

6. COMMUNICATIONS

6.1 For any Change Communication to be valid under this Schedule 11 (*Change Control Procedure*), it must be sent to either the Authority's Change Manager or the Service Provider's Change Manager, as applicable. The provisions of clause 10 (*Notices*) shall apply to a Change Communication as if it were a notice.

**Annex 1
Change Request Form**

CR NO.:	TITLE:	TYPE OF CHANGE:
PROJECT:	REQUIRED BY DATE:	
ACTION:	NAME:	DATE:
RAISED BY:		
AREA(S) IMPACTED (OPTIONAL FIELD):		
ASSIGNED FOR IMPACT ASSESSMENT BY:		
ASSIGNED FOR IMPACT ASSESSMENT TO:		
SUPPLIER REFERENCE NO.:		
FULL DESCRIPTION OF REQUESTED CONTRACT CHANGE (including any specifications):		
DETAILS OF ANY PROPOSED ALTERNATIVE SCENARIOS:		
REASONS FOR AND BENEFITS AND DISADVANTAGES OF REQUESTED CONTRACT CHANGE:		
SIGNATURE OF REQUESTING CHANGE OWNER:		
DATE OF REQUEST:		

Signature

Signature