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Department for Work and Pensions

**CONTRACT CHANGE CONTROL PRO-FORMA**

<b>Contract Change Note</b>	<b>CCN005</b>
Sequential Number	
Title	Benchmarking Notice
Number of pages attached	2 (total 3)

The AUTHORITY entered into the Managed Services Agreement with reference [insert reference number of Agreement] (the "Agreement"), in accordance with Schedule 9, Benchmarking, the AUTHORITY and the CONTRACTOR now wish to agree the benchmarking notice as follows:

IT IS AGREED that:

With effect from [insert date], this Benchmarking notice shall be added to the Agreement in accordance with this Contract Change Note.

Save as herein added, all other terms and conditions of the Agreement shall remain in full force and effect.

<b>Signed for and on behalf of the CONTRACTOR</b>
By
Name
Title
Date

<b>Signed for and on behalf of the AUTHORITY</b>
By
Name
Title
Date

## Benchmarking notice

1. In accordance with the Agreement this Benchmarking notice was originally been issued on **9<sup>th</sup> November 2007 with 60** working days notice to the Contractor prior to the planned start date for the Benchmarking project. This annual Benchmarking project shall be executed as follows:
2. The Authority proposes that Gartner is selected to carry out the Benchmarking 07. The exercise should take place between **4<sup>th</sup> February 2008 and 19 March 2008**; this is subject to agreement with the third party.
3. The services have been grouped into the following areas:
  - a. Service Desk
  - b. Managed Service (Service Delivery and Support ITIL Functions)
  - c. Hosting
  - d. Development Service
  - e. Service Build
  - f. Governance, Audit and business services
4. It is the Authority's intention for Benchmarking 07 to obtain an evaluation of the "**Managed Services**" service identified in section 3 above. The evaluation will be performed in accordance with the methodology described in the Gartner offer (Gartner\_RFI Cabinet Office SOW v2.pdf) as an "**ITIL Process evaluation – four processes**" which will cover the **incident management, release management, problem management and change management processes**.
5. The benchmark period for the 07 exercise will be the period from **19<sup>th</sup> November 2006** (TORD) until **19<sup>th</sup> November 2007** (one calendar year)
6. The Authority has not selected any specific entities for comparison. Where applicable, the entities to be used for comparison will be those anonymous entities from the Gartner database that are matched with the MSP service as part of the "Market Basket Selection" phase of the methodology..
7. The third party shall work to an agreed Terms of Reference, a template for which is attached to this change note. For this benchmarking exercise, the terms of Reference for the TTP are to be developed in conjunction with the MSP. The scope and overall price for the exercise must be agreed with the third party before work commences.
8. The costs of benchmarking shall be split equally between the Contractor and the Authority.
9. The identified Benchmarking Managers are:  
  
The Authority: Mike McGinley  
The Contractor: John Russell

10. In accordance with schedule 9 of this contract the Contractor shall make all information available as requested by the third party. The key information that will be required is: -

- Service delivery metrics used for SLA reporting
- Financial and cost data as defined in the open book arrangements
- Organisational information
- Process and procedure definition documents
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The above information will be provided in either electronic format or verbally at interview sessions in accordance with the Gartner-provided “data collection and interview guides”.

Where additional information is requested by the third party, it will be provided by the Contractor subject to the provisions of Schedule 9 (Benchmarking) and Schedule 25 (Confidentiality).