Schedule 4 - Change Request Form

CHANGE REQUEST BRIEF DETAILS

Change Request Number	**CR02**	*insert Change Request Number (supplied by the Customer)*
Date of Change Request	15 January 2019	*insert date of draft Change Request*
Originator of need for Change Request	Customer	*Customer or Contractor*
Proposed Implementation Date of Change	The Proposed Implementation Date of Change is the date when both the Parties have signed the Change Request.	*insert proposed date of implementation*
Date of expiry of validity of Change Request	28 February 2019	*insert validity expiry date. The Change Request is invalid after this date*
Contractor's estimated time and cost of evaluation	4 Days	*Insert estimated time and cost of evaluation*
Amount agreed to be paid to the Contractor for evaluating the draft Change Request, if any (This applies only if the Customer is the Party that originated the need for a Change Request, and the Contractor estimates the cost of evaluating and drafting the Change Request exceeds 2 Business Days)	Not Applicable	*Insert amount to be paid to the Contractor for evaluating the draft Change Request*

CHANGE REQUEST HISTORY LOG

Change Request Version History			
Date	Issue Version	Status/Reason for New Issue	Author
15/01/2019	Draft	Create the new Change Request content	Briant Kareroa

DETAILS OF CHANGE REQUEST

Summary

This change request is to make provision for changes to the scope of works described in Schedule 2 QW184320 IPART OITS Programme SOW (Agreement Document A) dated 28 June 2018.

The Contractor must now provide the following additional Services to the Customer:

1) Migrate (swap over) the support and management of network connectivity to external service providers Macquarie Telecom, Optus and SAP from the Customer to the Contractor.

2) Acquire and provide SharePoint licencing to enable IPART to be compliant with Microsoft license usage rules.

3) Remove existing Citrix platform and implement a new secure remote SSL VPN connectivity solution.

The Parties have agreed to amend the Platform Migration Project Schedule in Agreement Document A to update Finish Dates for Milestones H, I and J, and insert new Milestones L, M, N and O for the additional Services.

SCOPE

The following Table 1 details the quotations included in this Change Request, which provide a high-level description of implementation tasks, new products, and prices for new Services. These quotations are included in APPENDIX A.

Note: A detailed description of the additional Products and Services appears in Tables 2 and 3 below.

Table 1 Description of Quotations

Quotation Scope Inclusions	Quotation Reference
1. Migrate network connectivity	
Integrate IPART's hosted environment to Macquarie Telecom via Megaport at Silverwater only (routing and firewalling)	QW184644 - IPART Connectivity to Macquarie Telecom - Megaport Option v1.2
Establishment of 2 cross-connects to Optus in GovDC (Silverwater x1 and Unanderra x1)	QW184645 - IPART Connectivity to Optus SIP v1.1
If the Contractor receives written confirmation from the Customer requiring the Contractor to do so, the Contractor must provide colocation (rack space and power) to the Optus equipment required to terminate these links (up to 2 Rack Units per site allocated for Network Termination Unit and Router)	
Note: As at the date of signing this Change Request, the Parties were contemplating multiple possible models for the support and management of network connectivity to Optus and the Parties did not know which model would eventuate. For that reason, to avoid any doubt, the Contractor is required to provide items 5 and 6 in QW184645 – IPART Connectivity to Optus SIP v1.1 only upon receiving written confirmation from the Customer that the Contractor is required to do so.	
Establish Managed Services Backbone tenancy at Silverwater and Unanderra for IPART.	QW184646 - IPART Connectivity to DFSI SAP v1.2
Integrate IPART's hosted environment to the MSB (routing and firewalling).	
2. Acquire Sharepoint licenses	
Provide Share Point non-production licensing	QW184587 IPART SharePoint Non-Prod Licensing

Quotation Scope Inclusions	Quotation Reference
3. Replace Citrix Platform	
Replace Citrix XenApp environment	QW184629.2 IPART OITS Programme Variations Quote Citrix Removal (Less VPX to F5 Migration) v1.1

EFFECT OF CHANGE ON CONTRACT SPECIFICATION

Amendment to the Platform Migration Project Schedule in Agreement Document A

The existing Platform Migration Project Schedule in Agreement Document A is to be replaced by the following:

Deliverable	Start Date	Finish Date
Concept and Define	22/08/2018	28/08/2018 (Milestone A)
Plan	29/08/2018	17/09/2018 (Milestone B)
Design	18/09/2018	25/10/2018 (Milestone C)
Construct (Change Management and Build Phase)	26/10/2018	22/11/2018 (Milestone D)
Construct (Migration Phase)	23/11/2018	19/01/2019 (Milestone E)
Commission	20/01/2019	28/01/2019 (Milestone F)
Service Enablement (Service Desk and ServiceNow)	18/09/2018	04/12/2018 (Milestone G)
Project Closeout	29/01/2019	08/03/2019 (Milestone H)
Project Management	22/08/2018	08/03/2019 (Milestone I)
DR Testing	20/01/2019	01/03/2019 (Milestone J)
SharePoint Current State Assessment	29/08/2018	19/10/2018 (Milestone K)
VPN and 3rd Party Links - Planning	07/01/2019	11/01/2019 (Milestone L)
VPN and 3rd Party Links - Low Level Design	14/01/2019	30/01/2019 (Milestone M)
VPN and 3rd Party Links – Construct	09/01/2019	13/02/2019 (Milestone N)
VPN and 3rd Party Links - Variation Migration	08/02/2019	22/02/2019 (Milestone O)

Amendment to Responsibilities, Assumption and Constraints in Agreement Document A

Exclusions Item 6 (appearing under "15. Responsibilities, Assumptions and Constraints" in Agreement Document A) is no longer applicable. The following words are struck out from "Exclusions Item 6" in Agreement Document A:

> The costs associated (one off and ongoing) with the connectivity to third parties, other than services covered in the Professional Services agreement, i.e. Optus SIP, DFSI SAP, MSB, Macquarie Telecom.

Inclusion of Product and Services Descriptions

The following tables now form part of the Contract Specifications stated in Item 13 of the General Order Form:

Table 2 Additional Product Descriptions

Quotation Reference	Product Code	Brief Description
QW184644 - IPART Connectivity to Macquarie Telecom - Megaport Option v1.2	P-MGT-WAN	WAN link Management
	I-C-HW	Megaport VXC (Local Peering)
QW184645 - IPART Connectivity to Optus SIP v1.1	I-SRV-F50G	Flexiserver - Gold (4 vCPU / 8GB vRAM / 60GB)
	P-MGT-WAN	WAN Link management
	I-N-FPN-E	Fibre network port - over Ethernet incl 1G-10G SFP
	C-RACK-10	Power & Capacity - 500w -10x10G 5x1G - 10 RU
		The Contractor is only required to provide Fibre Network Port and Power & Capacity upon receiving written confirmation from the Customer that the Contractor is required to provide Fibre Network Port and Power & Capacity.
QW184646 - IPART Connectivity to DFSI SAP v1.2	MSB-NAAS-BASE	Gov DC Managed Services Backbone
	P-MGT-FWB	Firewall Management - Basic (050)
	P-MGT-WAN	WAN Link management
QW184587 IPART SharePoint Non-Prod Licensing	125-00361	Visual Studio Team Foundation Server SAL - per user
	228-05018	SQL Svr Standard Edition SAL - per user
	76P-00840	SharePoint Svr Ent (upgrade) Edition SAL - per user (76P-00742 must be included)
	76P-00742	SharePoint Svr Std Edition SAL - per user

Table 3 Additional Service Inclusions

Quotation Reference	Service	Service Inclusions
QW184644 - IPART Connectivity to Macquarie Telecom - Megaport Option v1.2	Megaport Access Management	WAN Link Management (P-MGT-WAN) This is a management and support service in place to cover ongoing management of Data Centre side of a WAN services, either MPLS or Point to Point. Service Inclusions: Coverage: routing session (GBP or static) monitoring, prefix filtering, route adjustments, fault resolution Reactive Support: Incident Management and resolution, vendor liaison and support for hardware under valid vendor maintenance

Quotation Reference	Service	Service Inclusions
		Service Delivery: ITIL process alignment, Monthly Incident and Service Request Reports Megaport VXC (Local Peering) (I-C-HW) Management and support for the VXC private, point to point Ethernet pseudo-wire connection to Macquarie Telecom. The VXC is a direct (virtual cross connect) Ethernet Megaport product enabling high-speed connectivity.
QW184645 - IPART Connectivity to Optus SIP v1.1	SIP Management	Flexiserver – Gold (I-C-SRV-F50G) The FlexiServer is a virtual computing service provides the hardware and enterprise grade system software platform. This Flexiserver is a Gold specification that includes 8GB of vRAM, 60GB (Operating System Drive). Service Inclusions: * Operating System Licence (Windows, Centos) * System Monitoring (Up / Down) * ITIL Service Desk * Antivirus * Performance tuning Data Management Service (I-S-BUS-FES, I-S-T4-B) Integrated backup and recovery service that used to enable customers to back up business data to enable effective recovery. Service selected is a File System snapshot held for 30 day retention stored in a single location. Fibre Network Port (I-N-FPN-E) This provides for a network port on an access switch in the Data Centre which is used to connect WAN services to the Network provider (Optus) – over Ethernet includes 1G-10G SFP. The Contractor is only required to provide Fibre Network Port upon receiving written confirmation from the Customer that the Contractor is required to provide Fibre Network Port. Power and Capacity (C-RACK-10) Provision data rack power and space at GovDC of 4 units of 10 rack units including 500 watts of power, 10 x 10G ports, 5 x 1Gb ports. The Contractor is only required to provide Power and Capacity upon receiving written confirmation from the Customer that the Contractor is required to provide Power and Capacity. WAN Link Management (P-MGT-WAN) This is a management and support service in place to cover ongoing management of Data Centre side of a WAN services, either MPLS or Point to Point. Service Inclusions:

Quotation Reference	Service	Service Inclusions
		Coverage: routing session (GBP or static) monitoring, prefix filtering, route adjustments, fault resolution
		Reactive Support: Incident Management and resolution, vendor liaison and support for hardware under valid vendor maintenance
		Service Delivery: ITIL process alignment, Monthly Incident and Service Request Reports
QW184646 - IPART Connectivity to DFSI SAP v1.2	MSB Access and Management	GovDC Managed Services Backbone (MSB-NAAS-BASE) Subscription and connection service that enables a customer to access shared services provided on DFSI Managed Service Backbone. Firewall Management Basic (050) (P-MGT-FWB) This is a management and support service in place to cover the Firewall appliance attached and connected to the DFSI Managed Service Backbone. Service Inclusions: **Proactive Support:** Health checks and log monitoring, Monitoring traffic levels for unusual activity, Capacity Management, Management of security zones **Reactive Support:** Incident Management, Problem Management and resolution, vendor liaison and support for hardware under valid vendor maintenance **Request Fulfilment:** Moves, Adds, Changes, and Deletions (MACD's) **Service Delivery:** ITIL process alignment, Monthly Incident and Problem Reports, Yearly Firewall Rules Report (csv) **Best Practice:** Maintaining device firmware to a vendor-supported release WAN Link Management (P-MGT-WAN) This is a management and support service in place to cover ongoing management of Data Centre side of a WAN services, either MPLS or Point to Point. Service Inclusions: **Coverage:** routing session (GBP or static) monitoring, prefix filtering, route adjustments, fault resolution **Reactive Support:** Incident Management and resolution, vendor liaison and support for hardware under valid vendor maintenance **Service Delivery:** ITIL process alignment, Monthly Incident and Service Request Reports
QW184587 IPART SharePoint Non-Prod Licensing	SPLA Licenses	Microsoft SPLA Subscription based software licensing.
QW184629.2 IPART OITS Programme Variations Quote	External SSL VPN	Single SSL Connection (I-N-VPN-SSL)

Quotation Reference	Service	Service Inclusions
Citrix Removal (Less VPX to F5 Migration) v1.1		This service provides a single user access SSL VPN to securely deliver any application with policy-based Controls. **AZURE AD+P2** Subscription service that enables defined Users to have access to use Azure Active Directory for authentication. **AZURE AD DS** Subscription service that provides use of the Azure Active Directory - Directory Services software. **NextGeneration Firewall Pair (I-N-FW-PAB2-100)** Service provides for a virtual next generation firewall (pair) with Threat Prevention, Wild Fire, URL Filter and Global Protect - AppID 2 Gbps & TP 1 Gbps - 12 month commit Service inclusions: * Threat Prevention * Wildfire for PE files * Application Defaults * File Blocking * URL Filtering * Full Wildfire Note: the Contractor can only provide this service where the Customer has also purchased Firewall — Basic (050) (P-NGT-SWB). The Customer has already purchased Firewall — Basic (050). **Firewall - Small (100) (P-MGT-FWS)** This is a management and support service in place to cover the Firewall appliance attached and connected to the SSL VPN appliances. Service Inclusions: **Proactive Support:** Health checks and log monitoring, Monitoring traffic levels for unusual activity, Capacity Management, Management of security zones **Reactive Support:** Incident Management, Problem Management and resolution, vendor liaison and support for hardware under valid vendor maintenance **Request Fulfilment:** Moves, Adds, Changes, and Deletions (MACD's) **Service Delivery:** ITIL process alignment, Monthly Incident and Problem Reports, Yearly Firewall Rules Report (csv) **Best Practice:** Maintaining device firmware to a vendor-supported release

EFFECT OF CHANGE ON PROJECT TIMETABLE

Table 4 New Project Milestone and Timetable

Milestone	Stage	OLD Finish Date	NEW Finish Date
Milestone A	Concept & Define	Completed	No change
Milestone B	Plan	Completed	No change
Milestone C	Design	Completed	No change
Milestone D	Construct (Build Phase)	Completed	No change
Milestone E	Construct (Migration Phase)	19/01/2019	No change
Milestone F	Commission	28/01/2019	No change
Milestone G	Service Enablement	Completed	No change
Milestone H	Project Closeout	01/02/2019	Changed to 08/03/2019 to cover new milestones.
Milestone I	Project Management	01/02/2019	Changed to 08/03/2019 to cover new milestones.
Milestone J	DR Testing at Unanderra	26/1/2019	Changed to 01/03/2019 to include DR testing for 3rd party links
Milestone K	SharePoint Current State Assessment	Completed	No change
Milestone L	VPN and 3rd Party Links - Planning	N/A	11/01/2019
Milestone M	VPN and 3rd Party Links - Low Level Design	N/A	30/01/2019
Milestone N	VPN and 3rd Party Links - Construct	N/A	13/02/2019
Milestone O	VPN and 3rd Party Links - Variation Migration	N/A	22/02/2019

New PIPP (annexed)

Not Applicable

EFFECT OF CHANGE ON CHARGES AND TIMING OF PAYMENT

Table 5 details the new fees that are applicable.

Table 5 New Fees

Quotation Reference	Changes to the Non-Recurring Fee	Changes to the Recurring Fee	Total Value (over the Initial Term)
QW184587 - IPART SharePoint Prod Licensing	$0	$797.55	$28,711.80
QW184629.2 IPART OITS - Variation to Remove Citrix (Less VPX to F5 Migration)	$28,429.40	-$2,688.34	-$68,350.84
QW184644 IPART Connectivity to Macquarie Telecom - Megaport Option v1.2	$7,260.00	$430.00	$22,740.00
QW184645 IPART Connectivity to Optus SIP v1.1	$13,070.00	$2,002.14	$85,147.18
QW184646 IPART Connectivity to DFSI SAP v1.2	$18,120.00	$3,119.00	$130,404.00
Sub - Total			$ 198,652.14
GST			$ 19,865.25
TOTAL			$ 218,517.35

Table 6 details in which month charges will be payable. The payment of $39,285 for Milestone I (Project Management) will be split. $30,000 will be incorporated into the payment for Milestone F (Commission Phase) and the remaining $9,285 is scheduled for payment at completion of the Non-Recurring Services.

Table 6 Payment Schedule

Cost	Milestone	Status	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
One off	Milestone A – Concept & Define	Complete	$3,492						
One off	Milestone B – Plan	Complete		$12,658.50					
One off	Milestone C – Design	Complete				$46,005.16			
One off	Milestone D – Construct	Complete				$35,447.68			
One off	Milestone E – Migrate	In Progress					$62,107.16		
One off	Milestone F – Commission	In Progress					$45,318.24		
One off	Milestone G – Service Enablement	Complete				$40,216.25			
One off	Milestone H – Project Closeout	Future Task							$1,309.50
One off	Milestone I – Project Management	In Progress							$9,285
One off	Milestone J – DR Testing	Future Task						$14,941.88	
One off	Milestone - L - VPN, 3rd Party Plan	Future Task					$16,475.00		
One off	Milestone - L - VPN, 3rd Party Design	Future Task					$11,120.00		
One off	Milestone M - VPN, 3rd Party Construct	Future Task						$33,834.00	
One off	Milestone O - VPN, 3 Party Migration	Future Task						$5,450.40	
	Total		$3,492.00	$12,658.50	$0.00	$121,669.09	$135,020.40	$54,226.28	$10,594.50

Amendment to General Order Form

The inclusion of additional services increases the Non-Recurring Fee, the estimated price for the Recurring Fee and the estimated Contract Price. Further, the amendment to the Platform Migration Project Schedule affects the timing of payments of instalments of the Non-Recurring Fee.

There is no need to amend the payment terms of the Contract (see Item 14 of the General Order Form).

However, the existing Item 11 Common Details of the General Order Form is replaced by the following:

Item 11 Common Details

The scope of works for the Customer Contract is set out in the document titled QW184320 IPART OITS Programme SOW (version IPART.1) comprising Agreement Document A listed in Schedule 2.

The prices for the Services provided under the Customer Contract are set out in the document titled QW184320 IPART OITS Programme Quote (version IPART.1) comprising Agreement Document B listed in Schedule 2, and the documents comprising Appendix A to Change Request CR02.

The unit price for each Service provided under the Customer Contract is listed in Agreement Document B and the documents comprising Appendix A to Change Request CR02, in the column titled 'Unit SELL Ex GST'.

The unit price for each Service is fixed for the Contract Period.

The Non-Recurring Services are the items listed in:

- Agreement Document B to in the Customer Contract as the 'Non-Recurring Services'; and
- the documents comprising Appendix A to Change Request CR02 as the 'One Off Services'.

All other services listed in Agreement Document B and the documents comprising Appendix A to Change Request CR02 are referred to in the Customer Contract as the Recurring Services.

The price for Non-Recurring Services (Non-Recurring Fee) is $365,035.77, excluding GST.

The estimated price for the Recurring Services (Recurring Fee) is $91,500.21, excluding GST. For certainty, while the unit price for each of the Recurring Services is fixed for the duration of the Contract Period, the units of Recurring Services consumed by the Customer may fluctuate from month-to-month.

The estimated Contract Price if the Contract runs for the Initial Term is $4,024,947.66 (including GST).

The estimated Contract Price if the Contract runs for the Initial Term and the Renewal Term is $6,440,553.20 (including GST).

CHANGES TO CSI

Not Applicable.

CHANGES TO CUSTOMER PERSONNEL

Not Applicable.

CHANGES TO CUSTOMER ASSISTANCE

Not Applicable.

PLAN FOR IMPLEMENTING THE CHANGE

The project team will implement the change in accordance to the AC3 Project Principles and Lifecycle described in Agreement Document A.

THE RESPONSIBILITIES OF THE PARTIES FOR IMPLEMENTING THE CHANGE

Responsibilities of the Contractor

Table 7 Contractor Responsibilities

Item	Description
1.	Deliver the Products and Services as described within this Change Request and the documents comprising Appendix A.

Responsibilities of the Customer

Table 8 Customer Responsibilities

Item	Description
1.	Decommission existing link to DFSI-SAP at McKell building
2.	Decommission existing Macquarie Telecom link to McKell building.
3.	Decommission of the old Optus SIP links.
4.	Testing of the SIP routing, inbound and outbound (task to be completed by the Customer, EDV and Optus).
5.	Cutover of the SIP trunks from McKell building to GovDC (task to be completed by the Customer, EDV and Optus).
6.	Retire the legacy Citrix platform and associated RSA platform.
7.	Provide SSL Certificates, as required.

EFFECT ON ACCEPTANCE TESTING OF ANY DELIVERABLE

Additional Customer acceptance testing resources and effort is required.

The Customer will need to perform scheduled business user acceptance testing for the following services during the migration phase of the additional services (Milestone O):

- Remote connectivity via SSL VPN with MFA.
- Connectivity to Macquarie Telecom Services
- Connectivity to Optus Services (voice)
- Connectivity to DFSI SAP Services

EFFECT OF CHANGE ON PERFORMANCE OF ANY DELIVERABLE

Detailed in Table 4 New Project Milestone and Timetable.

EFFECT ON USERS OF THE SYSTEM/SOLUTION

The replacement of Citrix platform will require some additional familiarisation and training of Users.

The Customer will need to provide instructions to the end users on how to use the new SSL VPN and Multi-factor authentication system. The Contractor will provide the user guides for the Customer to re-brand and distribute to the appropriate users.

EFFECT OF CHANGE ON DOCUMENTATION DELIVERABLES

Changes will be required to the following documents:

Table 9 Documentation Deliverables

Document Deliverables
As Built Document – Data Centre
As Built Document – Network and Security

Document Deliverables
As Built Document – Compute and Virtualisation
As Built Document – Storage
As Built Document – Back Up and Replication
As Built Document – Monitoring and Management
Disaster Recovery Plan
Service Delivery Handbook

EFFECT ON TRAINING

No training is required to utilise the new SSL VPN remote connectivity.

The Customer will need to provide instructions to the end users on how to use the new SSL VPN and Multi-factor authentication system. The Contractor will provide the user guides for IPART to re-brand and distribute to the appropriate users.

ANY OTHER MATTERS, WHICH THE PARTIES CONSIDER IMPORTANT

In the event of inconsistency between the documents comprising Appendix A to this Change Request and the remainder of the Customer Contract (including this Change Request), the Customer Contract is to prevail over the documents comprising Appendix A to this Change Request.

ASSUMPTIONS

Assumptions are the assumptions set out in the documents comprising Appendix A to this Change Request.

LIST OF DOCUMENTS THAT FORM PART OF THIS CHANGE REQUEST

Table 10 APPENDIX A – List of Documents

	Appendix A
1)	QW184587 IPART SharePoint Non-Prod Licensing
2) v1.1	QW184629.2 IPART OITS Programme Variations Quote Citrix Removal (Less VPX to F5 Migration)
3)	QW184644 - IPART Connectivity to Macquarie Telecom - Megaport Option v1.2
4)	QW184645 - IPART Connectivity to Optus SIP v1.1
5)	QW184646 - IPART Connectivity to DFSI SAP v1.2

CUSTOMER CONTRACT CLAUSES, SCHEDULES AFFECTED BY THE PROPOSAL ARE AS FOLLOWS:

Not applicable.

AUTHORISATION

The Contractor and the Customer agree that this Change Request will is signed by both Parties. Once signed by both Parties, the Customer Contract is updated by this Change Request and any provisions of the Customer Contract that conflict with this Change Request are superseded.

SIGNED AS AN AGREEMENT

Signed for and on behalf of [insert name of Customer]

INDEPENDENT PRICING AND REGULATORY TRIBUNAL OF NSW "IPART" (ABN 49 202 260 878)

By *[insert name of Customer's Representative]* but not so as to incur personal liability

~~Anna Brakey, Acting CEO~~   *HUGO HARMSTORF, CEO*

Signature of Customer Representative

~~Anna Brakey~~ *HUGO HARMSTORF*

Print name

30/1/19

Date

Signed for and on behalf of [insert Contractor's name and ACN/ABN]

AUSTRALIAN CENTRE FOR ADVANCED COMPUTING AND COMMUNICATION PTY LTD "AC3" (ABN 27 095 046 923)

Signature of Authorised Signatory

SIMON XISTOURIS

Print name

30/1/19

Date