
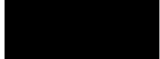
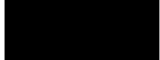
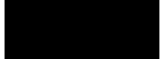
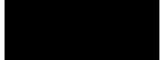
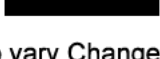
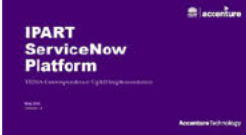
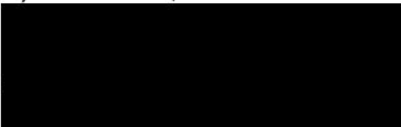




Schedule 5 - Change Request Form

Change Request number	Change Request 10
Purchase Order Number and Agreement reference	<p>Purchase Order Number: [REDACTED]</p> <p>Agreement reference: The ICT Agreement between Accenture Australia Pty Ltd (ABN 49 096 776 895 ("Supplier) and the Independent Pricing and Regulatory Tribunal of New South Wales (ABN 49 202 260 878 ("Customer") with a Commencement Date of 23 December 2021 (as amended).</p>
Effective date for Change Request	The date on which both parties have signed this Change Request
Details of Change Request	<p>The parties have agreed that the Supplier will provide additional services as set out in this Change Request in relation to the Solution set out in the TESSA Statement of Work at Annexure B to the Agreement. This is in addition to the development work that forms part of the Ongoing Support Services and enhancement hours identified in the TESSA Statement of Work at Annexure B to the Agreement.</p> <p>The Supplier will deliver to the Customer a Customer Interaction Tracking (CIT Solution) including the implementation and testing of this CIT Solution in TESSA to enable better management of ESS customer interactions and enhanced correspondence functionality.</p> <p>In Change Request #6, the parties agreed that the Supplier would provide certain additional services, including in relation to the CIT Solution Delivery. The parties intend for this Change Request to supersede Change Request #6 to the extent it relates to CIT Solution Delivery.</p>
Specifications	<p>Implementation phase of the CIT Solution (as set out in Attachment A to this Change Request), including:</p> <ul style="list-style-type: none"> • Development up to a maximum of 480 points covering each of the stories in Attachment B to this Change Request (where a point comprises 1 hour of developer effort apportioned as 75% development / 25% unit test) in 2 x 10-day sprints. • Unit test developed stories. • Remediate all 'critical' and 'high' defects identified in Business Verification Testing (BVT). • Support User Acceptance Tests (UAT) organised and conducted by the Customer. • Deploy solution to the Production environment (Go-live) • Provide Hypercare services for a period of 10 working days <p>For clarity, penetration testing and performance testing are out of scope</p>
Plans	<p>Project Plan is as set out in the 'Proposed Schedule' in Attachment A to this Change Request subject to the following:</p> <p>The parties agree that the commencement date for the 'Proposed Schedule' is the Effective date for this Change Request.</p>
Date for Delivery and Key Milestones	<p>The Key Milestones are:</p> <ol style="list-style-type: none"> 1. Completion of Sprint Planning.

	<ol style="list-style-type: none"> 2. Delivery of sprint 1 development as confirmed by the Customer after conducting Business Verification Testing (BVT) against Stories and Acceptance Criteria. 3. Delivery of sprint 2 development as confirmed by the Customer after conducting Business Verification Testing (BVT) against Stories and Acceptance Criteria. 4. Completion of UAT. 5. Go- live of the CIT Solution. 6. Hypercare services for a period of 10 working days. <p>The Date for Delivery of each of the above Milestones is set out under 'Proposed Schedule' of Attachment A to this Change Request.</p> <p>By this Change Request, the parties agree to vary Change Request #6 to delete the following from 'Accent':</p> <p style="text-align: center;"><i>"Delivery date – 15 Business Days from start of the implementation phase for the CIT Solution (see Plans above)"</i></p>
Effect on Price	<p>The price (excluding GST) is as follows:</p> <p style="padding-left: 40px;">for completion of Key Milestone 1 above, </p> <p style="padding-left: 40px;">for completion of Key Milestone 2 above, </p> <p style="padding-left: 40px;">for completion of Key Milestone 3 above, </p> <p style="padding-left: 40px;">for completion of Key Milestone 4 above, </p> <p style="padding-left: 40px;">for completion of Key Milestone 5 above, </p> <p style="padding-left: 40px;">for completion of Key Milestone 6 above, </p> <p>By this Change Request, the parties agree to vary Change Request #6 to delete the following from 'Effect on Price':</p> <p style="text-align: center;"><i>"CIT Solution Delivery - \$59,600 (excl GST)"</i></p>
Nominated Personnel	<p>Technical lead - Chandan Padhy</p> <p>Scrum Lead – Vivek bm Kumar</p> <p>and such other suitably qualified and experienced personnel to deliver the services the subject of this Change Request as advised in writing by the Supplier to the Customer.</p>
Implementation	See 'Dependencies' in Attachment A to this Change Request.
Effect on Customer Users	TESSA, LG and WILMA functionality and availability will not be impacted during the provision of these services, with the exception of planned and agreed maintenance windows that may be required for the implementation.
Other matters	The Supplier will document and provide to the Customer impact analysis for the development proposed in each sprint before any development work commences in that sprint.

<p>List documents that form part of this Change Request</p>	<p>Attachment A 'IPART ServiceNow Platform: TESSA Correspondence Uplift Implementation - TESSA_Enh_Correspondence_Uplift_Implementation_Proposal V1.4'.</p>  <p>Attachment B 'Customer Interaction Tracking (CIT) stories'</p> <p>To the extent that there is any conflict between this Change Request Form and Attachment A to this Change Request Form, the conflict shall be resolved by giving priority to this Change Request Form.</p>
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<p>Customer</p> <p>Name (Print): Ben Strate, A/ Chief Executive Officer</p> <p>Signature: </p> <p>Date: 14 May 2024</p>	<p>Supplier</p> <p>Name (Print): Robert Holt, Accenture Managing Director, New South Wales Government</p> <p>Signature: </p> <p>Date: 14 May 2024</p>
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	<p>Guidance note: Only persons with the necessary authorisation or delegation may execute Change Request Forms.</p>
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