

Annexure 4: Change Request Form

1. Instructions for Use

- This form is used to request, assess, approve and track any change to the approved scope, schedule, cost, quality, resources or technical design of a Lot contract.
- Either the PA (including a Business Owner, through the PA Project Manager) or the Vendor may raise a Change Request. Change Requests may be raised during implementation, the Warranty Period and any AMC. Work arising from GA system changes approved after Final Acceptance, or from requirements outside the approved BRD baseline, is handled as a Change Request (ToR Section 14.1).
- A separate numbered series is kept for each Lot (e.g. L2-CR-001). Where a change affects more than one Lot, a separate Change Request is raised in each affected Lot's series, cross-referenced in field A9.
- **Not a Change Request:** correction of defects, security vulnerabilities or non-conformities with the BRD, NFR or GovStack specifications. These are fixed by the Vendor at no additional cost (ToR Section 13.1).
- A request to change an approved Interface Specification is a Change Request and also needs TRB approval (ToR Section 3.5, "Change to an approved interface"). Breaking changes shall be versioned, and the previous version supported for at least one release or ninety (90) days, whichever is longer.
- No change may be implemented, and no payment or time extension is due, before written approval by the authority in Part E (ToR Section 13.1).
- The official Change Request Register for each Lot is kept in the PA project repository and reported in the Monthly Progress Report (R2) and the Steering Committee Report (R6) under Annexure 3. This form defines the fields of each register entry.
- This form supports transparent change control, impact-based decision-making, audit and compliance tracking, and alignment with the project governance in ToR Section 7.3.

2. Part A – Request (completed by the requester)

#	Field	Guidance

A1	Change Request ID	Lot prefix and next sequential number from the Change Request Register, e.g. L1-CR-004. Numbering continues until project closure.
A2	Lot and Building Block(s)	e.g. Lot 2 – Identity Conversion Block (IDCB).
A3	Change Title	Short summary, e.g. "Revision of Integration Milestone Date".
A4	Change Description	What is changing, why it is needed, and the problem it solves.
A5	Source reference	BRD / NFR / ToR clause / Annexure 9 interface or TRB/PSC decision affected.
A6	Requested by	Name, role and organisation, e.g. Vendor PM, XYZ Pvt Ltd.
A7	Date requested	
A8	Change Type	Scope / Schedule / Cost-Budget / Resources / Quality / Technical-Design / Interface (tick all that apply).
A9	Linked Issue ID / Risk ID / related CR	Reference if the change was triggered by an issue or a risk (Risk and Issue Register, Annexure 3), or the related CR ID in another Lot.
A10	Screening check	Confirm that the request is not the correction of a defect, security vulnerability or non-conformity (ToR Section 13.1). If it is, close the request and log it as a defect.
A11	Decision needed by	Date by which a decision is needed to avoid impact on the Milestone Plan.

3. Part B – Change Request Analysis Report (completed by the Vendor)

Required by ToR Section 13.2. Submitted within the time set by the PA, normally ten (10) working days of the request.

#	Field	Guidance
B1	Proposed solution	How the change will be implemented.
B2	Effort and cost	Person-days per role × the rates in the Vendor's Financial Proposal, as negotiated (ToR Sections 11.4 and 13.2); any licence or hosting cost. Total in BTN, inclusive of taxes (ToR Section 12.6).
B3	Schedule impact	Milestones and deliverables affected; any change to a Go-Live date (Yes/No); any extension of time requested, in days.
B4	Resource impact	Additional or changed staff; Key Experts affected (ToR Section 4.3).
B5	Cross-Lot and platform impact	Other Lots, Annexure 9 interfaces, Cross-Lot Dependency Register entries, NDI / NDE / MyBhutan Portal / Notification / Journaling / Event Bus affected.
B6	Quality, security and data impact	Effect on NFRs, OWASP ASVS level, threat model, DPIA, SBOM/CBOM, test cases and the RTM.
B7	Cumulative CR value	Sum of all approved CRs for the Lot including this one, in BTN and as % of the original Contract Price (ToR Section 13.3). The Contract Price excludes AMC prices (ToR Definitions).
B8	Options	Alternatives considered, including "do nothing".
B9	Impact summary	One or two lines, e.g. "Cost increase, no schedule impact; improves adoption."

4. Part C – Severity (RAG Status) and Approval Route

Select one status and delete the others.

Status	Definition	Approval route
Green	No cost and no Go-Live impact; absorbed within the approved plan.	PSC
Amber	Cost, with cumulative approved CR value, including this CR, ≤ 5% of the Contract Price, and no Go-Live impact.	PSC
Red	Cumulative approved CR value, including this CR, > 5% of the Contract Price, or any change to a Go-Live date.	Head of PA / Tender Committee (PRR 2025)

Technical-Design and Interface changes also need TRB review (field D1) before approval, whatever their status. A change to a critical-path cross-Lot interface shall be flagged Red for risk reporting, but its approval route follows its cost and Go-Live impact under ToR Section 13.3.

A request that would take the cumulative value of approved CRs above 20% of the original Contract Price shall not be accepted (ToR Section 13.2); the work must be procured separately in accordance with PRR 2025.

5. Part D – PA Review and Recommendation

#	Field	Guidance
D1	Technical review (TRB)	Required for Technical-Design and Interface changes and where B6 shows a security or data impact (with the PA security officer). Comments and date.
D2	PA Project Manager	Approve / Reject / Defer / Request further information.

	recommendation	
D3	Recommendation rationale	Justification based on impact, value for money, risk and governance. The Portfolio Steering Committee (PfSC) may review and recommend where the PA's portfolio governance requires it; this does not change the approval authority in Part C.

6. Part E – Decision and Approval (Compliance Critical)

#	Field	Guidance
E1	Approval authority	PSC, or Head of PA / Tender Committee, as set in Part C (ToR Section 13.3).
E2	Decision	Approved / Approved with conditions / Rejected / Deferred.
E3	Decision date	
E4	Approved value and time	Amount in BTN and any extension of time in days. An approved extension adjusts the Milestone Plan and the dates from which liquidated damages are calculated (ToR Section 12.5).
E5	Decision notes / direction received	Key remarks and conditions, e.g. "Approved on condition that the Vendor adds resources so UAT is not delayed."
E6	Cumulative CR value after decision	In BTN and as % of the original Contract Price, updated in the Change Request Register.

An approved Change Request with a cost or time effect becomes binding when it is recorded in a contract amendment or variation order in accordance with PRR 2025.

7. Part F – Implementation, Verification and Closure

#	Field	Guidance
F1	Implementation owner	Named individual responsible.
F2	Target implementation date	
F3	Current status	Open / Under Review / Approved / Rejected / Deferred / In Implementation / Implemented / Closed.
F4	Updated artefacts	Milestone Plan, RTM, SRS/SDD, Interface Specification, Cross-Lot Dependency Register, test cases, documentation (ToR Section 16), contract amendment reference.
F5	Verification completed	Yes / No; verified by (TRB, QA, Business Owner).
F6	Closure date	The CR is closed after implementation and verification.
F7	Closure remarks	Outcome, follow-up actions and observations.

8. Governance Notes

- Final authority for changes affecting scope, cost or schedule above the PSC limit rests with the Head of PA / Tender Committee, in accordance with PRR 2025 and ToR Section 13.3.
- All approved changes must be reflected in the Milestone Plan, the Change Request Register, and the project status reports (Annexure 3).
- Each Change Request Analysis Report shall state the cumulative value of approved Change Requests as a percentage of the Contract Price (ToR Section 13.3).