

Variation Form V1.1

This form is to be used in order to change a contract in accordance with Appendix 3 (Change Control Process)

Contact Details	
This variation is between:	Defence Science and Technology Laboratory And Insight Direct (UK) Ltd
Contract name:	Hypercare Support
Contract reference number:	DSTL0000001060-HTE-005705
Details of Proposed Variation	
Variation initiated by:	Defence Science Technology Laboratory
Variation number:	CR002
Date variation is raised:	04/07/2022
Proposed variation	<p>DSTL require additional Hypercare for the CHES implementation. This is an extended level of support from the Project Team to help user adoption, promote effective use of the system, to facilitate the establishment of the new service model, and to support the in-house 1st level Support team in handling post go-live support ticket volumes.</p> <p>In delivering Hypercare, the following resource schedule is anticipated. It is likely that the above schedule will change during the provision of Hypercare to reflect the different functional and technical demands based on the team, therefore budget may move between each resource in order to deliver this service.</p> <p>Redacted Under FOIA Section 43, Commercial Interests</p> <p>Redacted Under FOIA Section 43, Commercial interests</p> <p>For any additional reports development, reasonable endeavours will be made to deliver reports requested by DSTL on a staff augmentation basis under the direction of Dstl.</p>

Change Control Process (Variation Form)

Call-Off Ref: HTE-005705

	Redacted Under FOIA Section 43, Commercial Interests	
Reason for the variation:	Additional Hypercare support requested by DSTL	
An Impact Assessment shall be provided within:	Impact Assessment N/A	
Impact of Variation		
Likely impact of the proposed variation:	Support the in-house 1st level Support team in handling post go-live support ticket volumes.	
Outcome of Variation		
Contract variation:	This Contract detailed above is varied as follows: Appendix 2 – Pricing and Deliverables – Additional Reports Development element	
Financial variation:	Redacted Under FOIA Section 43, Commercial Interests	
	New maximum Contract value:	£ 931,920.76

1. This Variation must be agreed and signed by both Parties to the Contract and shall only be effective from the date it is signed by the Buyer.
2. Words and expressions in this Variation shall have the meanings given to them in the Contract.
3. The Contract, including any previous Variations, shall remain effective and unaltered except as amended by this Variation.

Change Control Process (Variation Form)

Call-Off Ref: HTE-005705

Signed by an authorised signatory for and on behalf of the Buyer

Signature

Redacted Under FOIA Section 40, Personal Information

Date

21st April 2022

Name (in Capitals)

Redacted Under FOIA Section 40, Personal Information

Address

Dstl, Porton Down, Building 5, G02, Salisbury, Wilts SP4 0JQ

Signed by an authorised signatory to sign for and on behalf of the Supplier

Signature

Redacted Under FOIA Section 40, Personal Information

Date

Apr 21, 2022

Name (in Capitals)

Redacted Under FOIA Section 40, Personal Information

Address