

CALL OFF SCHEDULE 12: VARIATION FORM

No of Call Off Order Form being varied:

Contract **CPD4119155**

Variation Form No: 008

BETWEEN:

Department for Levelling Up, Housing and Communities ("the Customer")

and

Exela Technologies Limited ("the Supplier")

1. This Call Off Contract is varied as follows:

This Call Off Contract is varied in accordance with the provisions of the Framework Agreement for the provision of a **Homes for Ukraine Service Desk**. The Service is incorporated into the Call-off Contract utilising Part D 22 – Change, Paragraph 22.1 - Variation and Call Off Schedule 12, Variation Form, and forms the Agreement between the Customer and Supplier to take on this additional Service.

The Supplier agrees to supply the Goods and/or Services specified below and detailed fully in Appendix A and subject to the terms of this Call Off Contract Variation Form No 8.

Homes for Ukraine Service Desk

The DLUHC are rolling out a programme to support the rehoming of Ukrainian refugees in UK households. The immediate priority is to ensure that case workers in the 193 top tier local authorities of have access to the data platform being used to manage the re-homing process.

The service desk is initially required to support these caseworkers (circa 1000) in accessing the platform provided by Palantir with FAQ's and password resets. Given that this is a new service requiring rapid deployment – the exact scope and potential volumes are undefined. There may be the requirement in the short term to extend support to other sponsor organisations such as charities involved in the rehoming program.

Details regarding the inbound telephone number are to be confirmed. Initially, this is a telephony only service. SLA's and KPI's will mirror the standard DLUHC service: 90% or calls to be answered within 30 seconds after the IVR message / less than 10% or calls abandoned within 20 seconds after the IVR message. Service credits will not apply at this initial stage.

Solution and Charges

Initially establish a team of 5FTE trained to support inbound calls from case workers/other sponsor organisations in the use and support of the platform developed by 3rd party Palantir. Hours of operation are 09:00-18:00 Monday-Friday inclusive. Support may be extended to other channels such as email.

Billing will be weekly.

Back Up MI for billing will detail how many agents on duty for how many hours and numbers of agents additionally trained. Telephony performance MI will be standard in line to that presented to DLUHC at present, on a monthly basis.

<REDACTED>

Estimated initial estimated monthly ceiling costs of £30,000.00 excluding VAT.

Service Go Live

The Homes for Ukraine Service Desk will go live on 23 March 2022 for an initial period of one month and may continue to be provided by the Supplier on a rolling monthly basis, subject to written confirmation by the Customer.

- 2. Words and expressions in this Variation shall have the meanings given to them in this Call Off Contract.
- 3. This Call Off Contract, including any previous Variations, shall remain effective and unaltered except as amended by this Variation.

Signed by an authorised signatory for and on behalf of the **Customer**

Signature _____

Date _____

Name (in Capitals) _____

Address _____

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

Signature _____

Date _____

Name (in Capitals) _____

Address _____

Appendix A

Change Request Form

| | |
|---|---|
| Change Request Number: (UNIQUE ID NUMBER OF REQUEST) | CR011 |
| One line Description of Change: | Homes for Ukraine Service Desk |
| Originator: (NAME OF INDIVIDUAL) | <REDACTED> |
| Originator's Organisation: (CUSTOMER/SUPPLIER) | DLUHC (customer) |
| Date of Submission: | 22/03/2022 |
| Proposed timetable for implementation: (DESIRED IMPLEMENTATION DATE) | 24/03/2022 |
| Type of Change: (MARK X IN RELEVANT BOXES) | IT: <input type="checkbox"/> Operational: <input checked="" type="checkbox"/> Contractual: <input type="checkbox"/> |
| Priority of Change: (PROVIDE REASON) | High: <input checked="" type="checkbox"/> Medium: <input type="checkbox"/> Low: <input type="checkbox"/> |
| Length of Service: *Date to start service From and To | Indefinite (BAU): <input type="checkbox"/> Not Known: One off <input checked="" type="checkbox"/> Time Bound*: <input type="checkbox"/> From: Click here to enter text. To: Click here to enter text. |
| Proposed Change Description (DESCRIBE IMPACT OF IMPLEMENTATION OF THE CHANGE) NB: THIS SHOULD INCLUDE ANY CHANGES TO THE SERVICES THAT WOULD RESULT FROM THE CHANGE (OTHER THAN AMENDMENTS TO THE SERVICE LEVELS), THE RISKS ASSOCIATED WITH IMPLEMENTING THE CHANGE AND HOW THESE COULD BE MITIGATED (LIST WHAT IS REQUIRED OF THE CUSTOMER) | <p>The DLUHC are rolling out a programme to support the rehoming of Ukrainian refugees in UK households. The immediate priority is to ensure that case workers in the 193 top tier local authorities of have access to the data platform being used to manage the re-homing process</p> <p>The service desk is initially required to support these caseworkers (circa 1000) in accessing the platform provided by Palantir with FAQ's and password resets. Given that this is a new service requiring rapid deployment – the exact scope and potential volumes are undefined. There may be the requirement in the short term to extend support to other sponsor organisations such as charities involved in the rehoming program.</p> <p>Details regarding the inbound telephone number are to be confirmed. Initially, this is a telephony only service. SLA's and KPI's will mirror the standard DLUHC service: 90% or calls to be answered within 30 seconds after the IVR message / less than 10% or calls abandoned within 20 seconds after the IVR message. Service credits will not apply at this initial stage.</p> |
| Proposed Solution (Exela to complete) (INCLUDE TIMETABLE, SEPARATE DESCRIPTION OF IMPACTS, BACK OUT PLANS)(SPECIFY THE NUMBER/CATEGORY OF SUPPLIER PERSONNEL TO BE INVOLVED IN IMPLEMENTING CHANGE AND IDENTIFY ANY (KEY SUPPLIER PERSONNEL SUPPORT ROLE) INCLUDED IN THE CHANGE) | <p>Initially establish a team of 5FTE trained to support inbound calls from case workers/other sponsor organisations in the use and support of the platform developed by 3rd party Palantir. Hours of operation are 09:00-18:00 Monday-Friday inclusive. Support may be extended to other channels such as email.</p> <p>Billing will be weekly.</p> <p>Back Up MI for billing will detail how many agents on duty for how many hours and numbers of agents additionally trained. Telephony performance MI will be standard in line to that presented to DLUHC at present, on a monthly basis</p> |
| Benefits | Rehoming process for Ukrainian refugees is not impaired by lack of platform access by case workers. |

| | |
|--|---|
| Risk Assessment | Volume will be assessed regularly and shared with DLUHC to agree how many additional agents will be required. DLUHC to confirm the telephony number details |
| Control | Quality matrix to be agreed with DLUHC once service is defined post live date |
| Details of any changes or effects to the Service Levels (DESCRIBE ALL CHANGES TO THE SERVICE LEVELS THAT WOULD RESULT FROM IMPLEMENTATION OF THE CHANGE) | None |
| Deliverables required from the Change (if any): (SPECIFY ANY REQUIRED DELIVERABLES, INCLUDING FULL SPECIFICATIONS) | TBC |
| Cost of Changes: Fixed BAU or Project (DESCRIBE THE LIKELY IMPACT OF THE COST OF THE CHANGE CONTROL REQUEST) | <REDACTED> |
| Impact on Contract charges: | None |
| Any other Relevant Information: | |

AUTHORISATION FOR IMPLEMENTATION OF CHANGE

To be completed by authorized signatory of DLUHC:

Name: Signature: Date:

To be completed by authorized signatory of Exela:

Name: Signature: