

## CALL OFF SCHEDULE 12: VARIATION FORM

No of Call Off Order Form being varied:

Contract **CPD4119155**

Variation Form No: 009

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:

### Homes for Ukraine Service Desk

The Homes for Ukraine Service Desk is extended for further series of one-month periods from 23 April to 22 March 2023. The costs are varied as follows:

Service Period	Maximum Costs
23 March 2022 to 22 April 2022	£30,000 (excluding VAT)
23 April 2022 to 22 March 2023	£330,000 (excluding VAT)
<b>Revised Maximum Costs for Service Desk Provision</b>	<b>£360,000 (excluding VAT)</b>

Volumes will continue to be assessed on a regular basis. In the event that additional agents are required to deliver the required service, the maximum monthly costs will be reviewed and agreed between the Customer and the Supplier. Any such change will be subject to written confirmation from the Customer.

In the event of additional agents being required, the follow charge to train a new Agent will apply:

FTE Training Charge	<REDACTED>
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Invoices will be submitted by the Supplier on a monthly basis, with effect from 1 June 2022. The monthly management fee shall be <REDACTED> (excluding VAT), calculated as follows:

Weekly Cost	Annual Cost	Monthly Cost (Annual Cost/12)
<REDACTED>	<REDACTED>	<REDACTED>

The Customer shall have the right to terminate the Homes for Ukraine Service Desk provision at any time by issuing a Termination Notice to the Supplier giving at least thirty (30) days written notice.

The Homes for Ukraine Service Desk may continue to be provided by the Supplier on a rolling monthly basis, beyond 22 March 2023, 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 .....  
.....