

Joint Schedule 2 (Variation Form)
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Joint Schedule 2 (Variation Form)

This form is to be used in order to change a contract in accordance with Clause 24 (Changing the Contract)

| Contract Details | | |
|--|---|--|
| This variation is between: | UK Health Security Agency ("the Buyer") And Ankura Consulting (Europe) Ltd ("the Supplier") | |
| Contract name: | BPO Audit 2022_23 ("the Contract") | |
| Contract reference number: | PRO5689 | |
| Details of Proposed Variation | | |
| Variation initiated by: | Buyer | |
| Variation number: | 1 | |
| Date variation is raised: | 17/11/2022 | |
| Proposed variation | | |
| Reason for the variation: | The variation is required to extend the period for the External Audit of BPO (Business Process Outsourcing) Suppliers of Telephone Services to Test & Trace/National Operations | |
| An Impact Assessment shall be provided within: | Not required | |
| Impact of Variation | | |
| Likely impact of the proposed variation: | N/A | |
| Outcome of Variation | | |
| Contract variation: | This Call of Contract is varied by extending the term for external audit of BPO, all as identified in Annex 1. | |
| Financial variation: | Original Contract Value: | |
| | Additional cost due to variation: | |
| | New Contract value: | |

1. This Variation must be agreed and signed by both Parties to the Contract and shall only be effective from 14 November 2022 to 31 March 2023. Words and

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expressions in this Variation shall have the meanings given to them in the Contract.

2. The Contract, including any previous Variations, shall remain effective and unaltered except as amended by this Variation.

Annex 1

Proposed Scope of Services

The proposed scope of services to be performed is as follows:

- Extension of the sampling approach, focused on areas of heightened risk that were identified in the initial phase across all three suppliers – to identify areas of overcharging, quantify these areas and provide recommendations for recovery
- Capture observations of potential control weaknesses in the supplier processes that were apparent from the auditors' review of financial data
- Recommendations on any additional controls or processes within UKHSA to ensure accuracy of future billing and to mitigate risk of overpayment
- Producing individual issue summaries for all identified risk areas or overbilling, including accounting evidence and argument for recovery
- Insight into any observations on the effectiveness of the programme structure that were observed during the fieldwork and discussions with the suppliers (e.g. short credit terms leading to limited window to review and approve invoices, with implications on working capital management)
- Provide UKHSA with a knowledge transfer workshop to implement lessons learned from the audit programme
- Provide support to appropriate legal and commercial team(s) in understanding the implications of the findings in terms of overbilling and support potential recovery action

Deliverables and timeline

1. An Interim Report setting out summary findings from the first phase of review, including quantification of identified overbilling, indicative value of any potential overbilling, other areas of audit risk, and a summary of any financial control deficiencies identified within the supplier processes.

The interim report will include proposed audit plan for the extended phase of work, with enhanced sampling focusing on the areas of identified risk from the initial phase.

Expected delivery – end of January 2023

2. A Final Report of the completion of the review of the extended sample, control observations, recovery arguments

Expected delivery – end of March 2023

Joint Schedule 2 (Variation Form)
Crown Copyright 2018

3. A presentation and knowledge transfer workshop (in-person or online) covering:

1. Findings and recommendations in relation to programme processes and operations, as identified in the course of the audit review.
2. Proposed recovery actions, in the event of identified overbilling

Expected delivery – April 2023 (to be agreed)

Monitoring:

Weekly meetings between [REDACTED] and/or [REDACTED] and the auditor, transcribed using Microsoft Teams.
Progress monitored against audit plan and milestones identified above.

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

| | |
|-----------------|------------------------------|
| Signature | DocuSigned by: [REDACTED] |
| Date | [REDACTED] |
| Full Name: | [REDACTED] |
| Job Title/Role: | [REDACTED] |
| Date Signed: | 22/11/2022 |

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

| | |
|-----------------|------------------------------|
| Signature | DocuSigned by: [REDACTED] |
| Date | [REDACTED] |
| Full Name: | [REDACTED] |
| Job Title/Role: | [REDACTED] |
| Date Signed: | 21/11/2022 |