

## EU Exit Contact Centre Contract Variation

14 November 2019

EU Exit Contact Centre Capacity

## **RM3815 CONTACT CENTRE SERVICES FRAMEWORK**

### **CONTRACT VARIATION**

CCS Reference of Call-Off Contract being varied: **CCC019A15**

## **EU EXIT CONTACT CENTRE ("CALL OFF CONTRACT")**

**CCN006**

BETWEEN:

**(1) The Cabinet Office ("Customer")**

and

**(2) Serco Limited ("Supplier")**

1. The Parties have agreed to vary the Call-Off Contract as detailed in this variation.
2. In a previous variation dated 5 November 2019 the Parties agreed to mobilise contact centre services to cover the period of the UK's anticipated exit from the European Union on 31 October 2019. Article 50 has now been extended until 31 January 2020 and the parties have agreed to mothball the contract as soon as possible.
3. The Customer provided written notice of the required ramp-down of support by email on 29 October 2019 and the Supplier acknowledged receipt of that notice on the same date.
4. The Supplier's charges for the provision of the services connected to the anticipated exit date of 31 October 2019 (including ramp-down costs) are detailed in the Schedule to this variation. The document embedded in the Schedule is the summary costs attached REDACTED email of 31 October 2019.
5. Whilst the contract is held in a moth-balled state a recurring monthly charge of £8,635 (plus VAT) will apply for the remainder of the contract term unless the contract is earlier terminated in accordance with the terms of the Call-Off Contract. Mothballing the contract allows the Customer to maintain access to the services at relatively short notice on a cost-effective basis.

6. Words and expressions in this Variation shall have the meanings given to them in the Call-Off Contract unless otherwise defined in this variation.
7. The Call-Off Contract, including any previous variations, shall remain in full force and effect save as expressly provided in this variation.

The parties to this variation agree to be bound by its terms.

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

Signature	REDACTED
Date	
Name (in Capitals)	REDACTED
Address	REDACTED

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

Signature	
Date	15.11.2019
Name (in Capitals)	REDACTED
Address	REDACTED

**Schedule**

**REDACTED**