

Evaluation Quotation Report (EQR)
for
Change Order UPC0006

Supporting Information for Telephone Enquiry Usage

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Document Purpose & Summary

The purposes of this report are...

- To provide a quotation for xoserve to evaluate the business change outlined in the relevant change order, i.e. a quote to provide a Business Evaluation Report (BER).
- To identify the impacted areas that will be analysed during the evaluation.

Evaluation service offered:

Analysis of the change order to produce a Business Evaluation Report that will include estimated costs for delivery of the business change.

During business evaluation xoserve may provide other appropriate deliverables.

Quotation Dependencies

- There are no changes in the scope or complexity of the change between provision of this EQR and delivery of the BER.
- The BER delivery time scale quoted is elapsed time. Actual start date depends upon [a] when the BEO is received and [b] the relative priorities and availability of resource at that time.

Disclaimer

This Evaluation Quotation Report has been prepared pursuant to Schedule 2 of the Framework Contract for the Provision of Non-Code User Pays Services.

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Nothing in this document is intended to have any contractual or legal force.

Change type:	Change Order (User Pays) Non-Code Services
Service Change Details (describe new requirements and expected beneficiaries):	<p>Additional reporting to provide users of the Telephone Enquiry Service with the following supplementary data items for the previous calendar month.</p> <ul style="list-style-type: none"> • SSC • Password • Name of Caller • Date of Call <p>It is proposed that this report may be requested by users as an adhoc service or a monthly report requested annually.</p> <p>It is proposed that the report will not include the password. This will ensure the integrity of the password is maintained. It will be replaced with confirmation that the password has been verified.</p>
Xoserve's initial view of if and how Service Change can be reasonably be implemented:	Amend the Services Schedule to include additional reports. This will not impact the existing Telephone Enquiry Service.
Xoserve's impact assessment of what analysis work is required in order to deliver BER:	Assessment of changes to the existing call database and development of report.
Estimated BER delivery cost and whether recoverable:	Nil
Potential Changes to: The Framework Contract for the Provision of Non-Code User Pays Services/ Xoserve Ltd Services Schedule for the Provision of Non-Code User Pays Services/Agency Charging Statement	Additional reports as specified in the Service Schedule and an updated ACS
Period for which EQR is valid:	Valid until 1st February 2012
Lead xoserve operational manager name & contact details:	<p>David Addison</p> <p>david.addison@xoserve.com</p>

