



**G4S Government & Outsourcing Services (UK) Ltd**  
**REDACTED**

Attn: REDACTED

Date: **29<sup>th</sup> March 2022**  
Contract ref: **CCTS22A10**

Dear Sir/Madam,

**Award of contract for the supply of Provision of Contact Centre Services for the EASS Helpline**

Further to your submission of a bid for the above Procurement, on behalf of The Cabinet Office (the "Authority"), I am pleased to inform you that you ranked first in our evaluation and therefore we would like to award the contract to you.

The attached appendix provides detailed feedback on your submission.

The call-off contract shall commence 1<sup>st</sup> July 2022 and the Expiry Date will be 30<sup>th</sup> day of June 2025. The Contracting Authority reserves the option to extend the call-off contract by one period of 1 year. The maximum contract value shall be £5,000,000.00 including all extension options.

This procurement activity was a Call Off under Commercial Agreement RM3815 Contact Centre Services, Lot 2 and the Commercial Agreement Terms and Conditions shall apply. A copy of the contract is provided with this Award Letter and includes those terms and conditions.

Please sign the Call-Off Contract/Terms and Conditions (Attachment 5) and forward to the Procurement Lead electronically via the e-Sourcing Suites' messaging service by 31<sup>st</sup> March 2022.

A copy signed on behalf of the Contracting Authority will be returned for your records.

Should you have any queries regarding this or any other matter please do not hesitate to contact me.

Yours faithfully,

Signed for and on behalf of the Cabinet Office

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Crown  
Commercial  
Service

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GWG T32-Call Off Award letter v3.1 28<sup>th</sup> March 2022  
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