



**UK Health Security Agency
Nobel House
Smith Square
London
SW1P 3JR**

***Attn: Serco Limited
Serco House
16 Bartley Wood
Business Park
Bartley Way
Hook
Hampshire
RG27 9UY***

**Date: 18 March 2022
Contract ref: CCCS20A15**

Dear Sir/Madam,

Award of contract for the Provision of Contact Centre Services for the Single Service Centre

Following our recent correspondence and expiry of the standstill period I am delighted to confirm that your organisation has now been awarded the Contract.

The call-off contract commenced on the 16th day of February 2022 and the Expiry Date will be 16 day of February 2024. The Contracting Authority reserves the option to extend the call-off contract by 2 periods of 1 year. The total contract value shall be up to £211m including all extension options.

This procurement activity was a Call Off under Commercial Agreement RM6181, Lot 1 for the provision of Contact Centre Services details and the Commercial Agreement Terms and Conditions shall apply. A copy of the final signed contract was sent to you on 16 February 2022 from our external legal advisers.

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



Crown
Commercial
Service

OFFICIAL

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Yours faithfully,

Signed for and on behalf of **UK Health Security Agency**

Name: [REDACTED]
Deputy Director, Commercial

[REDACTED]

Date: 18/03/22

OFFICIAL

GWG T32-Call Off Award letter v3.0 17/02/22
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