



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

***Attn: Hinduja Global Solutions UK Ltd trading as HGS UK Ltd
11th Floor West
Vantage London
Great West Road
London
TW8 9AG***

**Date: 17 February 2022
Contract ref: CCCS20A15**

Dear Sir/Madam,

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

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 18th day of January 2022 and the Expiry Date will be 18th day of January 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 18 January 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
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Service

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Email: info@crowncommercial.gov.uk

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Yours faithfully,

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

Name: [REDACTED]
Deputy Director, Commercial

[REDACTED]

Date: 17/02/22

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