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Contract

## **Single Service Centre - HGS**

Secretary of State for Health and Social Care acting as part of the Crown through UK Health Security Agency

F20: Modification notice

Notice identifier: 2024/S 000-003267

Procurement identifier (OCID): ocds-h6vhtk-04361c

Published 31 January 2024, 4:35pm

### **Section I: Contracting authority/entity**

#### **I.1) Name and addresses**

Secretary of State for Health and Social Care acting as part of the Crown through UK Health Security Agency

10 South Colonnade

London

E14 4PU

#### **Contact**

Procurement Operations

#### **Email**

[procurement.operations@ukhsa.gov.uk](mailto:procurement.operations@ukhsa.gov.uk)

#### **Country**

United Kingdom

**NUTS code**

UKI42 - Tower Hamlets

**Internet address(es)**

Main address

<https://www.gov.uk/government/organisations/uk-health-security-agency>

Buyer's address

<https://www.gov.uk/government/organisations/uk-health-security-agency>

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

Single Service Centre - HGS

**II.1.2) Main CPV code**

- 79512000 - Call centre

**II.1.3) Type of contract**

Services

**II.2) Description**

**II.2.2) Additional CPV code(s)**

- 79512000 - Call centre

**II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

**II.2.4) Description of the procurement at the time of conclusion of the contract:**

Provision of Contract Centre Services for Single Service Centre. Utilising new framework. HGS Contract. 1 of 2 contracts for Provision of Contact Centre Services for The Single

Service Centre

**II.2.7) Duration of the contract, framework agreement, dynamic purchasing system or concession**

Start date

18 January 2022

End date

18 January 2024

**II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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**Section IV. Procedure**

**IV.2) Administrative information**

**IV.2.1) Contract award notice concerning this contract**

Notice number: [2019/S 206-502142](#)

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**Section V. Award of contract/concession**

**Contract No**

C66500

**V.2) Award of contract/concession**

**V.2.1) Date of conclusion of the contract/concession award decision:**

18 January 2022

**V.2.2) Information about tenders**

The contract/concession has been awarded to a group of economic operators: No

**V.2.3) Name and address of the contractor/concessionaire**

HINDUJA GLOBAL SOLUTIONS UK LIMITED

Part Eleventh Floor West Vantage, Great West Road

London

TW8 9AG

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

03017799

Internet address

[www.teamhgs.com](http://www.teamhgs.com)

The contractor/concessionaire is an SME

No

**V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)**

Total value of the procurement: £211,876,932.50

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

High Court and Court of Appeal of England and Wales

Strand

London

WC2A 2LL

Email

[InternationalRelationsJudicialOffice@judiciary.uk](mailto:InternationalRelationsJudicialOffice@judiciary.uk)

Country

United Kingdom

Internet address

<https://www.judiciary.uk/>

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## **Section VII: Modifications to the contract/concession**

### **VII.1) Description of the procurement after the modifications**

#### **VII.1.1) Main CPV code**

- 79512000 - Call centre

#### **VII.1.3) Place of performance**

NUTS code

- UK - United Kingdom

Main site or place of performance

United Kingdom, Isle of Man, Channel Islands, British Oversea Territories, Europe, Rest of the World

**VII.1.4) Description of the procurement:**

Extension of original contract term

**VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession**

Start date

18 January 2024

End date

18 January 2025

**VII.1.6) Information on value of the contract/lot/concession (excluding VAT)**

Total value of the contract/lot/concession:

£211,876,932.50

**VII.1.7) Name and address of the contractor/concessionaire**

HINDUJA GLOBAL SOLUTIONS UK LIMITED

Part Eleventh Floor West Vantage, Great West Road

London

TW8 9AG

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

03017799

Internet address

[www.teamhgs.com](http://www.teamhgs.com)

The contractor/concessionaire is an SME

No

## **VII.2) Information about modifications**

### **VII.2.1) Description of the modifications**

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

Contract Extension for 12 months and updating FY25 Contract Call Off Schedule 5 - Annex 1 Updated Price Tables to reflect the Real Living Wage.

### **VII.2.2) Reasons for modification**

Need for modification brought about by circumstances which a diligent contracting authority/entity could not foresee.

Description of the circumstances which rendered the modification necessary and explanation of the unforeseen nature of these circumstances:

To extend the term of the contract for 12 months until 18th January 2025 act extension price updated to include changes in Real Living Wages and reflect changes in operations costs for delivery of services.

### **VII.2.3) Increase in price**

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £211,876,932.50

Total contract value after the modifications

Value excluding VAT: £211,876,932.50