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Contract

Single Service Centre - Serco

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 000-003646

Procurement identifier (OCID): ocds-h6vhtk-043712

Published 5 February 2024, 9:52am

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

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>

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Single Service Centre - Serco

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

Main site or place of performance

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

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. SERCO Contract. 2 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

16 February 2022

End date

16 February 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

Section IV. Procedure

IV.2) Administrative information

IV.2.1) Contract award notice concerning this contract

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

Section V. Award of contract/concession

Contract No

C71078

V.2) Award of contract/concession

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

16 February 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

SERCO LIMITED

Serco House, 16 Bartley Wood Business Park

Hook

RG27 9UY

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

00242246

Internet address

<http://www.serco.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

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The High Court

The Strand

London

WC2A 2LL

Country

United Kingdom

Internet address

<https://www.judiciary.uk/courts-and-tribunals/high-court/>

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

15 February 2024

End date

25 February 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

SERCO LIMITED

Serco House, 16 Bartley Wood Business Park

Hook

RG27 9UY

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

00242246

Internet address

<http://www.serco.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):

- (1) Call-off Expiry date '23:59 on 15th February 2024' shall be DELETED and REPLACED with '23:59 on 15th February 2025'.
- (2) Call Off Schedule 1 (Transparency Reports) Annex A: List of Transparency Reports.
- (3) Call Off Schedule 5 – (Call-Off Pricing) - Add new Definitions and factor in Real Living Wage.
- (4) Annex 5 – Invoicing Process updated
- (5) Call Off Schedule 14 – (Service Levels) Add new Definitions
- (5b) Part A: Service Levels, Service Credits and Key Performance Indicators amended.
- (5c) Part B: Performance Monitoring amended

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 15th February 2025 and vary Service Levels to meet revised requirements.

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