

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/003646-2024>

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](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>

---

**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