Freshworks INC

**REDACTED TEXT under FOIA Section 40, Personal Information.**

Attn:  **REDACTED TEXT under FOIA Section 40, Personal Information.**

Date: 22/11/2022

Contract ref: CCIT22A19

Dear **REDACTED TEXT under FOIA Section 40, Personal Information.**

,

**Award of contract for the supply of PROVISION OF IT SERVICE MANAGEMENT (ITSM)**

Further to your submission of a bid for the above Procurement, on behalf of Cabinet Office (the “Authority”), I am pleased to inform you that you ranked first in our evaluation and therefore we would like to award the contract to you.

The call-off contract shall commence 1st December 2022 and the Expiry Date will be 30th November 2023. The Contracting Authority reserves the option to extend the call-off contract by 1 period of 12 months. The total contract value shall be £211,680.00 including all extension options. The initial contract term will be £105,840.00.

This procurement activity was in line with G Cloud 12 Supplier Service Selection and Evaluation approach. under Commercial Agreement G-CLoud 12 RM1557.12 Lot 2 Cloud Software and the Commercial Agreement Terms and Conditions shall apply. A copy of the contract is provided with this Award Letter and includes those terms and conditions.

Please sign the Call-Off Contract and forward to the Procurement Lead electronically via e-mail.

A copy signed on behalf of the Contracting Authority will be returned for your records.

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

Yours faithfully,

# *REDACTED TEXT under FOIA Section 40, Personal Information.*

| Signed for and on behalf of Cabinet Office | |
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| Name: **REDACTED TEXT under FOIA Section 40, Personal Information.** |  |
| Signature: **REDACTED TEXT under FOIA Section 40, Personal Information.** |  |
| Date: 22/11/2022 |  |