



go-centric ltd
Panoramic House,
Bankside,
The Watermark,
Gateshead,
England, NE11 9SY

Attn: REDACTED TEXT under FOIA Section 40, Personal Information

Date: 21st July 2022

Contract reference: CCPF22A01

Dear REDACTED TEXT under FOIA Section 40, Personal Information

Award of contract for the Provision of Warm Home Discount Contact Centre Services

Further to your submission of a bid for the above Procurement, on behalf of Department for Business Energy & Industrial Strategy (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 attached appendix provides detailed feedback on your submission.

The call-off contract shall commence 1st August 2022 and the Expiry Date will be 31st July 2023. The Contracting Authority reserves the option to extend the call-off contract by 1 year. The total contract value shall be £1,414,027.09 (ex VAT), including all extension options.

This procurement activity was a Call Off under Commercial Agreement RM6181 Outsourced Contact Centre and Business Services – Lot 1 Contact Services 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/Terms and Conditions (Attachment 5) and forward to the Procurement Lead electronically via the e-Sourcing Suites' messaging service by 13:00 hours 26th July 2022. You are reminded that no engagement with the Contracting Authority is permitted until a copy of the signed contract is received.

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.

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Service

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Old Hall Street, Liverpool.
L3 9PP

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Yours sincerely,

REDACTED TEXT under FOIA Section 40, Personal Information

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Call Off Award letter
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