



REDACTED TEXT under FOIA Section 40, Personal Information

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

REDACTED TEXT under FOIA Section 40, Personal Information

Date: 23/09/22

Contract ref: CCZZ22A20

Dear Sir,

Award of contract for the Provision of The Provision of Continuity of Service for Customer Experience Platform

Following your proposal for the provision of Continuity of Service for Customer Experience Platform to Cabinet Office, (The Contracting Authority) we are pleased to award this contract to you.

This letter (Award Letter) and its Annexes set out the terms of the contract between Cabinet Office as the Contracting Authority and Qualtrics LLC as the Supplier for the provision of the Services. Unless the context otherwise requires, capitalised expressions used in this Award Letter have the same meanings as in the terms and conditions of contract set out in the Agreement (the “**Conditions**”). In the event of any conflict between this Award Letter (and its Annexes) and the Conditions, this Award Letter (and its Annexes) shall prevail. Please do not attach any Supplier terms and conditions to this Award Letter as they will not be accepted by the Customer and may delay the conclusion of the Agreement.

1. For the purposes of the Agreement, the Contracting Authority and the Supplier agree as follows:

1.1. The Services shall be delivered remotely.

1.2. The charges for the Services in Schedule 6 of the contract is hereby deleted and replaced with the the total contract value of £50,000, Excluding VAT with no option to extend. The fee of £50,000 is for **REDACTED TEXT under FOIA Section 43 Commercial Interests** survey responses and **REDACTED TEXT under FOIA Section 43 Commercial Interests** dashboards users for CX.

1.3. The specification of the Services to be supplied is as set out in Annex A and within the.



1.4. The Term shall commence on 03 October 2022 (the “Start Date”) and the Expiry Date shall be 02 October 2023.

1.5. The address for notices of the Parties are:

Contracting Authority

**REDACTED
TEXT under
FOIA Section
43 Commercial
Interests,**

Attention: **REDACTED TEXT
under FOIA Section 40,
Personal Information**
Email: **REDACTED
TEXT under FOIA
Section 40, Personal
Information**

Supplier

**REDACTED TEXT
under FOIA Section
43 Commercial
Interests**

Attention: **REDACTED TEXT under FOIA
Section 40, Personal Information**
Email: **REDACTED TEXT under FOIA
Section 40, Personal Information**

1.6. The following persons are Key Personnel for the purposes of the Agreement:

1.6.1. For the Supplier:

Name	Title/Role for the Supplier
REDACTED TEXT under FOIA Section 43 Commercial Interests	REDACTED TEXT under FOIA Section 43 Commercial Interests
REDACTED TEXT under FOIA Section 43 Commercial Interests	

1.7.2 For the Contracting Authority:

Name	Title/Role for the Contracting Authority
REDACTED TEXT under FOIA Section 43 Commercial Interests	REDACTED TEXT under FOIA Section 43 Commercial Interests

2. Payment

All invoices must be sent, quoting a valid purchase order number (PO Number), to: **REDACTED TEXT under FOIA Section 40, Personal Information** Within 10 working days of receipt of your countersigned copy of this letter, the Contracting Authority will send you a unique PO Number. You must be in receipt of a valid PO Number before submitting an invoice.



Crown
Commercial
Service

OFFICIAL

9th Floor, The Capital,
Old Hall Street, Liverpool.
L3 9PP

Tel: 0345 010 3503
Email: info@crownccommercial.gov.uk

www.gov.uk/ccs

To avoid delay in payment it is important that the invoice is compliant and that it includes a valid PO Number, item number (if applicable) and the details (name and telephone number) of your Contracting Authority contact (i.e. Contract Manager). Non-compliant invoices will be returned, which may lead to a delay in payment. If you have a query regarding an outstanding payment please contact Ingrid Morris either by email to **REDACTED TEXT under FOIA Section 40, Personal Information** or by telephone **REDACTED TEXT under FOIA Section 40, Personal Information**.

OFFICIAL



Liaison

For general liaison your contact will continue to be **REDACTED TEXT under FOIA**

Section 40, Personal Information

Please confirm your acceptance of the award of this contract by signing and returning the enclosed copy of this letter to **REDACTED TEXT under FOIA Section 40, Personal Information** at the above address **within 2** days from receipt of this letter. No other form of acknowledgement will be accepted. Please remember to quote the Contract Reference number above in any future communications relating to this Contract.

Thank you for your cooperation.

Yours faithfully,

Signed for and on behalf of Cabinet Office ("the Customer")

Name: **REDACTED TEXT under FOIA Section 40, Personal Information**

Job Title: **REDACTED TEXT under FOIA Section 40, Personal Information**

Signature: **REDACTED TEXT under FOIA Section 40, Personal Information**

Date: 27 September 2022

We accept the terms set out in this letter and its Annexes, including the Conditions.

Signed for and on behalf of Qualtrics LLC

("the Supplier")

Name: **REDACTED TEXT under FOIA Section 40, Personal Information**

Job Title: **REDACTED TEXT under FOIA Section 40, Personal Information**

Signature: **REDACTED TEXT under FOIA Section 40, Personal Information**

Date: September 29, 2022