



Ipsos (market research) Limited
3 Thomas More Square
London
E1W 1YW

Attn: REDACTED

Date: 19th April 2022

Contract ref: CCMK22A01

Dear REDACTED,

Award of contract for the Provision of a DWP Customer Experience Survey

Further to your submission of a bid for the above Procurement, on behalf of Department for Work and Pensions (the "Authority"), I am pleased to inform you that you ranked first in our evaluation and your total overall score was 100 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 25th April 2022 and the Expiry Date will be 31st December 2025. The total contract value shall be £1,166,540.00 (ex VAT).

This procurement activity was a Call Off under Commercial Agreement RM6126 Research & Insights DPS – Lot 1 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 13:00hrs 21st April 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.

Yours sincerely,

OFFICIAL



Crown
Commercial
Service

OFFICIAL

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

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

www.gov.uk/ccs

REDACTED

OFFICIAL