**Public Sector Lead**

**Zendesk UK Ltd  
30 Eastbourne Terrace**

**Paddington**

**London**

**W2 6LA**

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

Date: **18th October 2023**

Contract ref: **CCIT23AZ9**

Dear REDACTED TEXT under FOIA Section 40, Personal Information.

**Award of contract for the provision of Zendesk ITSM Tool**

Following our recent correspondence. I am delighted to inform you that your organisation has now been awarded the contract, subject to your signature.

The call-off contract shall commence 30th day of October 2023 and the Expiry Date will be 29th day of October 2024. The Buyer reserves the option to extend the call-off contract by one (1) period of 12 months. The total contract value shall be £69,120.00 excl VAT and including all extension options.

This procurement activity was a Direct Award under Commercial Agreement RM1557.13 GCloud 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/Terms and Conditions and forward to the Procurement Lead by 17:00 hours Friday 20th October 2023.

A copy signed on behalf of the Buyer 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,

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| Signed for and on behalf of Crown Commercial Service | |
| Name: REDACTED TEXT under FOIA Section 40, Personal Information.  Procurement Lead |  |
| Signature: REDACTED TEXT under FOIA Section 40, Personal Information. |  |
| Date: |  |