



Amadeus Software

(Redacted)
(Redacted)

Attn: (Redacted)
(Redacted)

Date: 14th December 2016

Procurement ref: CCZN16A05

Dear Sir/Madam,

Award of contract for the supply of Amadeus SAS Managed Service

Following your tender / proposal for the supply of a SAS Managed Service to Home Office Digital Data and Technology we are pleased to award this contract to you. The attached appendix provides detailed feedback on your submitted proposal.

This letter (Award Letter) and its Annexes set out the terms of the contract between Home Office Digital Data and Technology as the Customer and Amadeus 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 Annex 1 to this Award Letter (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 Customer and the Supplier agree as follows:

- 1.1. The Services shall be performed at the customers premises:
(Redacted)
- 1.2. The charges for the Services shall be as set out in Annex 2. The total contract value shall be
(Redacted), including all extension options.
- 1.3. The specification of the Services to be supplied is as set out in Annex 3 and within the Supplier’s response at Annex 4. Where there is conflict Annex 3 shall take precedence.
- 1.4. The Managed Service is detailed in Annex 5.
- 1.5. The Term shall commence on 23rd December 2016 (the “Start Date”) and the Expiry Date shall be 22nd December 2017.
- 1.6. The address for notices of the Parties are:

OFFICIAL



Customer

(Redacted)
Email: (Redacted)

Supplier

(Redacted)
Email: (Redacted)

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

Name	Title/Role
(Redacted)	(Redacted)
(Redacted)	(Redacted)
(Redacted)	(Redacted)

1.8. The Customer may require the Supplier to ensure that any person employed in the provision of the Services has undertaken a Disclosure and Barring Service check. The Supplier shall ensure that no person who discloses that he/she has a conviction that is relevant to the nature of the Services, relevant to the work of the Customer, or is of a type otherwise advised by the Customer (each such conviction a “**Relevant Conviction**”), or is found by the Supplier to have a Relevant Conviction (whether as a result of a police check, a Disclosure and Barring Service check or otherwise) is employed or engaged in the provision of any part of the Services.

2. Payment

All invoices must be sent, quoting a valid purchase order number (PO Number), to: (Redacted). Within 10 working days of receipt of your countersigned copy of this letter, the Customer will send you a unique PO Number. You must be in receipt of a valid PO Number before submitting an invoice.

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 Customer 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 the Customer's Accounts Payable section either by email to (Redacted) or by telephone (Redacted) between 09:00-17:00 Monday to Friday.

3. Liaison

For general liaison your contact will continue to be Sara Passfield.

We thank you for your co-operation to date, and look forward to forging a successful working relationship resulting in a smooth and successful delivery of the Goods. Please confirm your acceptance of the award of this contract by signing and returning the enclosed copy of this letter to Catherine Hacker via email (Redacted) Mailbox, with Reference (Redacted) in the subject heading within 5 days from the date of this letter. No other form of acknowledgement will be accepted. Please remember to quote the procurement reference number above in any future communications relating to this contract

Yours faithfully,

Signed for Home Office Digital Data and Technology (“the Customer”)



Crown
Commercial
Service

OFFICIAL

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

T **(Redacted)**
E **(Redacted)**

www.gov.uk/ccs

Name: **(Redacted)**

Signature: **(Redacted)**

Date: 14th December 2016

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

Signed for and on behalf of Amadeus Software ("the Supplier")

Name: **(Redacted)**

Signature: **(Redacted)**

Date: 14th December 2016

OFFICIAL