



Crown  
Commercial  
Service

OFFICIAL

9<sup>th</sup> Floor, The Capital,  
Old Hall Street, Liverpool.  
L3 9PP

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Email: [info@crowncommercial.gov.uk](mailto:info@crowncommercial.gov.uk)

[www.gov.uk/ccs](http://www.gov.uk/ccs)

**KPMG**

**15 Canada Square**

**E14 5GL**

Attn: **REDACTED TEXT under FOIA Section 40, Personal Information**. Date: **27th March 2023**

Contract ref: **CCCC22A16**

Dear **REDACTED TEXT under FOIA Section 40, Personal Information**

**Award of contract for The Provision of a Customer Satisfaction Measurement and Reporting Solution**

Further to your submission of a bid for the above Procurement, on behalf of Crown Commercial Service (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 30th day of March 2023 and the Expiry Date will be 29th day of August 2025. The total contract value shall be £2,490,167.00 Excluding VAT. There is no extension option included within the contract.

This procurement activity was a Call Off under Commercial Agreement RM6187 Management Consultancy Framework Three Lot 2 Strategy & Policy 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 5a) and forward to the Procurement Lead electronically via the e-Sourcing Suites' messaging service by

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 faithfully,

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Call Off Award letter  
22nd March 2023  
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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: 27th March 2023

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