**Digital Remit Ltd  
Ground Floor**

**129 Kennington Park Road**

**London**

**SE11 4JJ**

**Attn: REDACTED TEXT**

**REDACTED TEXT**

Date: 1st April 2020

Contract Reference: CCHR19A76

Dear Sir/Madam,

**Award of contract for the Provision of Customer Experience (CX) Training for GCS**

Following your bid / proposal for the provision of Customer Experience (CX) Training for the Government Communication Service (The Contracting Authority), 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 the Government Communication Service as the Contracting Authority and Digital Remit Ltd 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 Contracting Authority and the Supplier agree as follows:** 
   1. The Services shall be delivered at the Contracting Authority’s premises at GCS, 8-10 Great Smith Street, London, SW1P 3AE.
   2. The charges for the Services shall be as set out in Annex 2. The total contract value shall be £81,000.00 (excluding VAT), including all extension options.
   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.
   4. The Dates of Delivery are to be arranged and agreed between the Contracting Authority and the Supplier.
   5. The Term shall commence on Thursday 1st October 2020 (the “Start Date”) and the Expiry Date shall be Thursday 30th September 2021. The Customer reserves the option to extend the contract by 2 periods of 1 year.
   6. The address for notices of the Parties are:

|  |  |
| --- | --- |
| Contracting Authority | Supplier |
| Government Communication Service  Cabinet Office  70 Whitehall  Westminster  London  SW1A 2AS    Attention: REDACTED TEXT  Email: REDACTED TEXT | Digital Remit Ltd  Ground Floor  129 Kennington Park Road  London  SE11 4JJ  Attention: REDACTED TEXT  Email: REDACTED TEXT |

* 1. The following persons are Key Personnel for the purposes of the Agreement:
     1. For the Supplier:

|  |  |
| --- | --- |
| **Name** | **Title/Role for the Supplier** |
| REDACTED TEXT | REDACTED TEXT |
| REDACTED TEXT | REDACTED TEXT |
|  |  |

1.7.2 For the Contracting Authority:

|  |  |
| --- | --- |
| **Name** | **Title/Role for the Contracting Authority** |
| REDACTED TEXT | REDACTED TEXT |
| REDACTED TEXT | REDACTED TEXT |
|  |  |

1. **Payment**

All invoices must be sent, quoting a valid purchase order number (PO Number), to: Shared Services Connected Ltd, CAB Procure to Pay, PO Box 405, Newport, NP10 8FZ***.*** 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.

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 accounts payable via email to REDACTED TEXT.

1. **Liaison**

For general liaison your contact will continue to be REDACTED TEXT, email: REDACTED TEXT or, in their absence, REDACTED TEXT, email: REDACTED TEXT

Please confirm your acceptance of the award of this contract by signing and returning the enclosed copy of this letter to REDACTED TEXT at the above address within 4days from the date 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. You are reminded that no engagement with the Contracting Authority is permitted until a copy of the signed contract is received.

Thank you for your cooperation.

Yours faithfully,

|  |  |
| --- | --- |
| Signed for and on behalf of Government Communication Service (“the Customer”) | |
| Name: REDACTED TEXT  Job Title: REDACTED TEXT |  |
| Signature: REDACTED TEXT |  |
| Date: 3rd April |  |

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

|  |
| --- |
| Signed for and on behalf of Digital Remit Ltd (“the Supplier”) |
| Name**:** REDACTED TEXT  Job Title: REDACTED TEXT |
| Signature: |
| Date: |