



GLASSBOX DIGITAL UK LTD

REDACTED TEXT under FOIA Section 40, Personal Information.

ATTN: **REDACTED TEXT under FOIA Section 40, Personal Information.**

Date: **13/05/2022**

Contract Reference: CCZN22A03

Dear Sir/Madam,

Award of contract for the Provision of Glassbox - Session Replay Software

Following your bid / proposal for the provision of **Provision of Glassbox – Session Replay Software** to **Crown Commercial Service**, (The Contracting Authority) we are pleased to award this contract to you.

This letter (Award Letter) and its Annexes set out the terms of the contract between **Crown Commercial Service** as the Contracting Authority and **Glassbox Digital UK Ltd** as the Supplier for the provision of Session Replay Software. The Annexes to this letter are attached as **CCZN22A03 Attachment 5 Terms and Conditions**. Annex 6 contains Supplier Terms and Conditions, where there is conflict between the two, CCZN22A03 Attachment 5 Terms and Conditions will take precedence.

1. For the purposes of the Agreement, the Contracting Authority and the Supplier agree as follows:

- 1.1. The Services shall be delivered/performed virtually / in a virtual environment.
- 1.2. The charges for the Goods/Services shall be as set out in Annex 2. The total contract value shall be £18,059.00 ex VAT, there will be no option to extend. Total £21,670.80 inc VAT.
- 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 Date of Delivery shall be confirmed between the Contracting Authority and Supplier.
- 1.5. The Term shall commence on **20th May 2022** (the "Start Date") and the Expiry Date shall be **19th May 2023 on which the contract will end unless extended or subject to early termination.**
- 1.6. The address for notices of the Parties are:

Contracting Authority

Crown Commercial Service
REDACTED TEXT UNDER FOIA SECTION
40, PERSONAL INFORMATION.

Supplier

GLASSBOX DIGITAL UK LTD
REDACTED TEXT UNDER FOIA SECTION
40, PERSONAL INFORMATION.

OFFICIAL



Attention: REDACTED TEXT UNDER FOIA
SECTION 40, PERSONAL
INFORMATION.

Attention: REDACTED TEXT UNDER FOIA
SECTION 40, PERSONAL
INFORMATION.

Email: REDACTED TEXT UNDER FOIA
SECTION 40, PERSONAL
INFORMATION.

Email: REDACTED TEXT UNDER FOIA
SECTION 40, PERSONAL
INFORMATION.

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

1.7.1. For the Supplier:

Name	Title/Role for the Supplier
REDACTED TEXT UNDER FOIA SECTION 40, PERSONAL INFORMATION.	REDACTED TEXT UNDER FOIA SECTION 40, PERSONAL INFORMATION.
REDACTED TEXT UNDER FOIA SECTION 40, PERSONAL INFORMATION.	REDACTED TEXT UNDER FOIA SECTION 40, PERSONAL INFORMATION.

1.7.2 For the Contracting Authority:

Name	Title/Role for the Contracting Authority
REDACTED TEXT UNDER FOIA SECTION 40, PERSONAL INFORMATION.	REDACTED TEXT UNDER FOIA SECTION 40, PERSONAL INFORMATION.
REDACTED TEXT UNDER FOIA SECTION 40, PERSONAL INFORMATION.	REDACTED TEXT UNDER FOIA SECTION 40, PERSONAL INFORMATION.

2. Payment

2.1. Payment will be made after contract signature.

2.2. A purchase order will be raised and shared with the Supplier. The purchase order number must be displayed on the invoice.

2.3. Invoices should be submitted to: REDACTED TEXT under FOIA Section 40, Personal Information and display a correct purchase order number.



3. Liaison

For general liaison your contact will continue to be REDACTED TEXT under FOIA Section 40, Personal Information or, in their absence, REDACTED TEXT under FOIA Section 40, Personal Information.

Please confirm your acceptance of the award of this contract by signing and returning the enclosed copy of this letter to REDACTED TEXT under FOIA Section 40, Personal Information by return email by **10:00am Wednesday 18th May 2022**. 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.

Thank you for your cooperation.

Yours faithfully,

Signed for and on behalf of **Crown Commercial Service** ("the Procurement Lead")

Name: REDACTED TEXT under FOIA Section 40, Personal Information

Job Title: REDACTED TEXT under FOIA Section 40, Personal Information

Signature:

REDACTED TEXT under FOIA Section 40, Personal Information

Date: 12/05/2022

Signed for and on behalf of **Crown Commercial Service** ("the Customer")

Name: REDACTED TEXT under FOIA Section 40,
Personal Information

Job Title: REDACTED TEXT under FOIA Section 40,
Personal Information

Date: 20th May 2022

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

Signed for and on behalf of GLASSBOX DIGITAL UK LTD ("the Supplier")

Name: REDACTED TEXT under FOIA Section 40, Personal Information

Job Title: REDACTED TEXT under FOIA Section 40, Personal Information

Date: 18th May 2022