

Redacted under section 40 FOIA 2000 exemptions: personal information.

KPMG  
15 Canada Square  
London  
E14 5GL

Highways England  
Bridge House  
1 Walnut Tree House  
Guildford  
Surrey, GU1 4LZ

Direct Line: **Redacted**

18 August 2017

### **RESTRICTED – COMMERCIAL**

For the attention of **Redacted**

#### **Provision of Highways England Customer Services Strategy**

Dear **Redacted**,

On behalf of Highways England I am increasing / extending the above contract for the provision of Highways England Customer Services Strategy on the rates quoted in your email dated 21 July 2017.

The approved budget for this request for the period is £12,500 (excluding VAT), the overall budget for this contract is £37,500 and will not be exceeded without Procurement approval.

The project sponsor is **Redacted** who can be contacted on **Redacted**.

I would be grateful if you would confirm your receipt and understanding of this letter by signing and returning the attached acknowledgement slip to me.

**You should note Highways England will not pay for any work outside the scope of this contract unless it has been authorised by the Procurement Team.**

Invoices should be forwarded direct to Highways England, The Cube, Payments Team, 11<sup>th</sup> Floor, 199 Wharfside Street, Birmingham, West Midlands, B1 1RN.

Yours sincerely

**Redacted** ,  
Commercial & Procurement Directorate.

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**Please complete and return to the address above (retaining the original copy of this letter for your records).**

**I acknowledge receipt and understanding of this letter.**

**Name:**

**Signed:**

**Dated:**

**Company Stamp/Address:**