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**Conflict Management Plus Ltd**

**Low Farm**

**Brook Road**

**Bassingbourn**

**Royston**

**SG8 5NT**

Attn: [REDACTED]

[REDACTED]

Date: 23/05/2017

Procurement ref: CCDE17A02

Dear [REDACTED],

**Award of contract for the Provision of a Training Programme to Drive Cultural Change Transformation within Immigration Enforcement**

Following your proposal for the supply of a training programme to drive cultural change to Home Office – Immigration Enforcement, 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 – Immigration Enforcement as the Customer and Conflict Management Plus 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 Customer and the Supplier agree as follows:**

- 1.1. The Services shall be performed at Immigration Enforcement sites across the UK, however there will be a requirement for regular contact with senior leaders based in London.
- 1.2. The charges for the Services shall be as set out in Annex 2. The total contract value shall be £78,475.00 ex VAT, 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.

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1.4. The Term shall commence on Thursday 1<sup>st</sup> June 2017 (the “Start Date”) and the Expiry Date shall be Thursday 31<sup>st</sup> May 2018. The Authority reserves the option to extend the contract by 1 period of 3 months.

1.5. The address for notices of the Parties are:

<b>Customer</b>	<b>Supplier</b>
Home Office – Immigration Enforcement Seacole Building 1 <sup>st</sup> Floor 2 Marsham Street London SW1P 4DF	Conflict Management Plus Ltd Low Farm Brook Road Bassingbourn Royston SG8 5NT
Attention: [REDACTED] Email: [REDACTED]	Attention: [REDACTED] Email: [REDACTED]

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

Name	Title/Role
[REDACTED]	<b>Diversity Manager – Immigration Enforcement</b>
[REDACTED]	<b>Contract Manager – Conflict Management Plus Ltd</b>

1.7. The Customer requires the Supplier to ensure that any person employed in the provision of the Services has undertaken a Counter Terrorism Check (CTC) level security clearance in order to undertake this work.

## 2. Payment

2.1. Payment will be made in two stages:

2.2. 80% of payment upon the successful delivery and presentation of the draft report as outlined within the table at 7.1 (stage 1) within Annex 3 – Statement of Requirements.

2.3. 20% upon completion of the final report and evaluation. As outlined within the table at 7.1 (stage 2) within Annex 3.

2.4. Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.

2.5. Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.



2.6. All invoices must be sent, quoting a valid purchase order number (PO Number), to: Immigration Enforcement, Seacole Building, 1<sup>st</sup> Floor, 2 Marsham Street, London SW1P 4DF. 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.

2.7. 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.

### 3. Liaison

For general liaison your contact will continue to be [REDACTED] (Tel: [REDACTED]) or, in their absence, [REDACTED] (Tel: [REDACTED]).

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 Services. Please confirm your acceptance of the award of this contract by signing and returning the enclosed copy of this letter to [REDACTED] at the above address within 7 days from the date of this letter. Please also send a signed copy to CCS via the online portal within 2 days of receiving this letter. Please remember to quote the procurement reference number above in any future communications relating to this contract

Yours faithfully,

Signed for and on behalf of Home Office (“the Customer”)

Name: [REDACTED]

Senior Procurement Specialist

Signature: [REDACTED]

Date: 23/05/2017

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

Signed for and on behalf of Conflict Management Plus Ltd (“the Supplier”)

Name:

Signature:

Date: