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| --- | --- |
| Our ref: **T0407**  Your ref:    **SPaTS 2 Lot 1 - FUTRAN Joint Venture**  via Bravo | SPaTS 2 Procurement Team  National Highways  The Cube  199 Wharfside Street  Birmingham  B1 1RN    **21 December 2022** |

**OFFICIAL**

To whom it may concern,

**SPECIALIST PROFESSIONAL AND TECHNICAL SERVICES FRAMEWORK 2**

**Lot 1 - Technical consultancy, engineering advice, research, innovation and post implementation evaluation**

**Reference**

**T0407 Critical Success Factors to Re-mode Customer Journey**

**AWARD LETTER**

On behalf of National Highways, I am authorised to accept your proposal on **09 December 2022** for the above Package Order at the prices/rates quoted.

This Package Order start date is **01 January 2023**, and the completion date is **31 March 2024**

The authorised maximum Package Order cost is **£159,989.57** (excluding VAT). This cost is not to be exceeded without prior written approval of the Procurement Officer.

X is the Project Sponsor and can be contacted direct on X to arrange an Inception Meeting. Please see Annex A overleaf for invoicing information.

Any queries relating to this letter and its contents should be sent via Bravo messaging.

Yours faithfully

X

SPaTS 2 Procurement Team

[SPaTS2@highwaysengland.co.uk](mailto:SPaTS2@highwaysengland.co.uk)