Crown Commercial Service

9<sup>th</sup> Floor, The Capital, Old Hall Street, Liverpool. L3 9PP Tel: 0345 010 3503 Email: info@crowncommercial.gov.uk

www.gov.uk/ccs

go-centric Limited Level 5 Portland House 17 Renfield Street Glasgow G2 5AH

## Attn: Redacted Under FOIA, Section 40, Personal Information

Date: 30 June 2022 Contract ref: CCST22A52

Dear Sir/Madam,

## Award of contract for the Provision of Public Enquiry Line & Switchboard Service

Further to your submission of a bid for the above Procurement, on behalf of HM Treasury (the "Authority"), I am pleased to inform you that your submission met the Buyer's Technical requirement in full and therefore we would like to award the contract to you.

The call-off contract shall commence 4th day of July 2022 and the Expiry Date will be 3rd day of July 2024. The Contracting Authority reserves the option to extend the call-off contract by 2 further periods of 12 months. The total contract value shall be £93,500 excluding VAT including all extension options. The Call Off Order Form will make provision for the call charge for Year 3 and 4 to be determined by the parties before the commencement of Year 3 and 4 to take account of any inflationary factors that might affect the price.

This procurement activity was a Direct Award under Commercial Agreement RM6181 Outsourced Contact Centre and Business Services – Lot 1 (Contact Centres) and the Commercial Agreement Terms and Conditions shall apply. A copy of the contract is provided with this Award Letter and includes those terms and conditions.

Please sign the Call-Off Contract/Terms and Conditions (Attachment 5) and complete the highlighted section relating to Key Staff. Please return to the Procurement Lead electronically via the e-Sourcing Suites' messaging service by 17:00 on Friday 01 July 2022.

You are reminded that no engagement with the Contracting Authority is permitted until a copy of the signed contract is received.

A copy signed on behalf of the Contracting Authority will be returned for your records.

Should you have any queries regarding this or any other matter please do not hesitate to contact me.

## OFFICIAL

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Yours faithfully,

Signed for and on behalf of HM Treasury

Redacted Under FOIA, Section 40, Personal Information

Signature: Redacted Under FOIA, Section 40, Personal Information Date: 30 June 2022