



UserTesting Inc.
144 Townsend Street
San Francisco
CA 94107
USA

Attn: REDACTED

Date: 23/07/2021

Contract Reference: CCZN21A59

Dear REDACTED

Award of contract for the Provision of CCS User Research Platform – STA

Following your proposal for the provision of CCS User Research Platform to Crown Commercial Service, (The Contracting Authority) 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 Crown Commercial Service as the Contracting Authority and UserTesting Inc. 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.

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

- 1.1. The Services shall be delivered from the Supplier’s home/chosen offices. The Contracting Authority’s home office for the project will be 10 South Colonnade, London E14 4QQ.
- 1.2. The charges for the Services shall be as set out in Annex 2. The total contract value shall be \$71,475 USD (equivalent to £52,000 incl. VAT as of the date of this award letter).
- 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 2. Where there is conflict Annex 3 shall take precedence.
- 1.4. The Term shall commence on 27 July 2021 (the “Start Date”) and the Expiry Date shall be 26 July 2022. There shall be no option to extend.
- 1.5. The address for notices of the Parties are:

Contracting Authority

Supplier

OFFICIAL



Crown Commercial Service
10 South Colonnade
London
E14 4QQ.
Attention: REDACTED
Email: REDACTED

UserTestingInc.
144 Townsend Street
San Francisco
CA 94107
USA
Attn: REDACTED
REDACTED

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

1.6.1. For the Supplier:

Name	Title/Role for the Supplier
REDACTED	REDACTED
REDACTED	REDACTED

1.7.2 For the Contracting Authority:

Name	Title/Role for the Contracting Authority
REDACTED	REDACTED

2. Payment

All invoices must be sent, quoting a valid purchase order number (PO Number), to: Crown Commercial Service 10 South Colonnade, London, E14 4QQ. Within 10 working days of receipt of your countersigned copy of this letter, the Contracting Authority will send you a unique PO Number. You must be in receipt of a valid PO Number before submitting an invoice.

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 Contracting Authority contact (i.e. Contract Manager). Non-compliant invoices will be returned, which may lead to a delay in payment. If you have a query regarding an outstanding payment please contact Accounts Payable either by email to info@crowncommercial.gov.uk or by telephone 0345 410 2222.

3. Liaison

For general liaison your contact will be REDACTED.

Please confirm your acceptance of the award of this contract by signing and returning the enclosed copy of this letter to the Procurement Lead via Jaggaer within 2 working days from the date of this letter. 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,

OFFICIAL



Signed for and on behalf of Crown Commercial Service (“the Customer”)

Name: Paul Coombs

Job Title: Director of Finance, Planning and Performance

Signature: REDACTED

Date: 19/07/21

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

Signed for and on behalf of UserTesting Inc. (“the
Supplier”)

Name: REDACTED

Job Title:

Signature:

Date: