



Department
for Transport

Group Commercial Directorate

Department for Transport (DfT)
Great Minster House
33 Horseferry Road
Westminster
London
SW1P 2AA

The Railway Consultancy Ltd
1st Floor South Tower
Crystal Palace Station
London
SE19 2AZ

Website: www.dft.gov.uk

Att: [REDACTED]

Via email: [REDACTED]

Date: 17 January 2023

Dear [REDACTED]

Contract Title: Rail Training Sessions 2023/2024
Contract Number: TROO0388

On behalf of the Secretary of State for Transport, I accept your Quote dated 5 January 2023 for **£22,140** (excluding VAT). This letter and your proposal constitutes a binding contract between yourselves and the Department for Transport (DfT) and will be subject to the DfT Terms and Conditions. The documents listed below form a binding contract between you and the Department for Transport.

1. This award letter; and
2. Your proposal dated (see Appendix 1).

The contract will commence on 1 April 2023 and will be ending on 31 March 2024.

You must be in possession of a written purchase order (PO), before commencing any work, or supplying any goods or services, under this contract. The Purchase Order Number for this contract will be provided as soon as possible. Invoices submitted to the Department must also quote the PO number and must be submitted in accordance with DfT's Invoicing Procedures (see Appendix 2).

Please contact [REDACTED] as the [REDACTED], by telephone on [REDACTED] or via email a [REDACTED] to discuss arrangements for commencement of the contract.



Department
for Transport

Please acknowledge your receipt acceptance of this letter by signing in the allocated space below and returning to me in a pdf format via email.

I look forward to hearing from you.

Yours sincerely



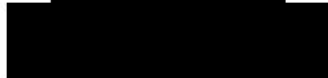
Commercial Relationship Manager
By Authority of the Secretary of State for Transport

Accepted for and on behalf of The Railway Consultancy Ltd by: -

Signature



Name



Capacity

MANAGING DIRECTOR

Date

7 FEB 2023



Appendix 1



**The Railway
Consultancy Ltd**
Specialists in Planning Economics and Management

By e-mail

[REDACTED]
DfT Rail Learning & Development,
Great Minster House,
76 Marsham Street,
London SW1P 4DR.

1st Floor South Tower
Crystal Palace Station
London SE19 2AZ

T +44 20 8675 0360
F +44 20 8775 7400
E info@railwayconsultancy.com
www.railwayconsultancy.com

5th January 2023

Dear [REDACTED]

Re: Provision of Rail Training to DfT staff, 2023-24

Further to your recent e-mail, this is to confirm that I would be happy to continue providing the above during the forthcoming financial year.

Over the 12-month period, I understand you expect to require:

12 x rail introductory training (originally covered in 2 half-day sessions, ("economics" and "operating/planning")

12 x half-day technical modules of material already developed (rolling stock, timetabling or stations)

In general, these can be delivered virtually or in person at GMH (group size up to 15). I need up to 3 hours 45 minutes to present all the material (especially for the introductory courses, where there tend to be more questions). 0915-1300 seems to work reasonably well, although afternoon slots are also possible.

I regret that the current rate of inflation means that we will have to increase our prices, although we can keep the increase to below the headline rate of inflation. We therefore offer a rate for 2023-24 of £615/preparation & delivery per half-day training module. The above would come to a total cost of £22,140 (excl. VAT) if all courses were delivered. Please therefore budget for that amount.

If this is all acceptable, I would be grateful to receive a new PO for this amount for 2023/24.

Thanks

[REDACTED]
Managing Director
[REDACTED]



Appendix 2

Dear Sirs/Madam

Key points to note

1. To send invoices and/or credit notes electronically, the documents must be an original document. All other documentation (e.g. copy invoices, statements, reminders), must continue to be sent through the post.
2. All invoices and credit notes must be sent to the designated address:
Email: SSa.invoice@sharedservicesarvato.co.uk
Postal Address: Shared Services Arvato
5 Sandringham Park
Swansea Vale
SA7 0EA
3. All invoices and/or credit notes must come direct to Shared Service Arvato.
4. **Any correspondence/enquiries which are sent to the designated email address (above), which are not an original invoice and/or credit note will be deleted, with no action being taken.**
5. If an original invoice and/or credit note has been sent electronically, then the same document **must not** be sent as a hard copy through the post and vice versa.
6. All invoice and/or credit notes **must** be sent in a PDF format. Any documents which are received and are not in a PDF format will be deleted with no action being taken.
7. All invoices or credit notes must quote a valid Purchase Order number i.e. one that is in the format 8000XXXXXX for DfT, DVLA and DVSA (DSA only) invoices or 45xxxxxxx (DVLA only) and 238XXXXXX for MCA invoices. This will be found on the Purchase Order you were sent.
8. A 10Mb maximum file size per email is applicable.
9. If the e-invoice is encrypted, this could result in the invoice being blocked by Arvato email security filters.
10. The e-invoices **must not** include profanities, as these will also be blocked by Arvato email security filters and may delay/stop the invoice being received.
11. You should not provide goods or services without receipt of a valid Purchase Order, except where a valid exception have been granted prior by the DfT Agency.
12. Do not undertake new work or supply goods or services in excess of the original Purchase Order Value.
13. If an incorrect Purchase Order number or no Purchase Order number is quoted the invoice will be returned to you. You will be able to handwrite the correct Purchase Order numbers on the invoices that are returned, however it is preferable that you change it on your system and reissue to ensure any future invoices are referenced correctly.
14. Credit notes should quote the Purchase Order number and your original invoice reference along with details of what the credit note applies to, particularly if it is not for the full value of the invoice.
15. Identify the Department for Transport Agency the invoice or credit note relates to.
16. Arvato cannot provide Purchase Order numbers to suppliers. These must be sought from the ordering source within the DfT Agency.



Department for Transport

Enquiring about progress of payments

1. For all payment and invoice queries you will need to contact the Shared Services Arvato Service and Support Desk directly on 0344 892 0343. When calling you will need to quote the Purchase Order number, your vendor account number (if known) and the business unit you are invoicing (e.g. DfT, DVLA, DVSA (DSA only), MCA).
2. You should ask for your communication to be logged on a “service ticket” along with your contact details. This will allow all issues relating to your query to be logged under a unique reference number.
3. You will need to quote the service ticket number in any follow up conversations.
4. If Shared Services Arvato has the invoice but cannot release it for payment, you are required to take appropriate action to ensure it can be paid.
5. If the invoice has not been received by Shared Services Arvato, the responsibility is on you to get the invoice to Shared Services Arvato. If you are sending invoices to anyone other than Shared Services Arvato, please change your customer invoicing address to Shared Services Arvato.
6. If a response from Shared Services Arvato is required, one will be provided to you within 10 working days.
7. If you have any remittance queries, these should be discussed with Shared Services Arvato:

Tel: 0844 892 0343

Email: support@sharedservicesarvato.co.uk

Changed your details?

If you have changed important information, such as your organisation’s contact or bank details, we will need written official correspondence. Please notify Shared Services Arvato as soon as possible:

Email: support@sharedservicesarvato.co.uk (Please do not email original invoices/credit notes to this email address)

Postal Address: Shared Services Arvato
5 Sandringham Park
Swansea Vale
SA7 0EA