



Department for Transport

Department for Transport
Great Minster House
33 Horseferry Road
London
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Systra Limited
3rd Floor, 1 Carey Lane,
London
EC2V 8AE

Website: www.gov.uk/dft

Date: 09 January 2026

[Redacted]

[Redacted],

Contract Name: PDFH Training
Contract Reference: TROO0424

On behalf of the Secretary of State for Transport, the Department of Transport (DfT) confirms a variation in time to the contract under the same DfT short form terms and conditions to deliver the work in the scope set out at Annex A.

This letter is to take up the final extension option and vary the agreement in time by enacting the final optional 1-year extension. The contract will now expire on 1 January 2027.

The total value of the contract remains at £50,000 with DfT under no obligation to utilise the full value of the contract.

Please acknowledge your receipt, understanding and acceptance of this letter by signing in the allocated space below and returning to me via email to [Redacted]

[Redacted]

Accepted for and on behalf of Systra Limited

[Redacted]

Annex A – Scope

Scope

This training should cover the Passenger Demand Forecasting Handbook and the key principles underpinning it. It should cover aspects such as the use of exogenous factors, limitations of the framework, and how it fits into appraisal more broadly.

- Throughout the life of the contract, the precise content may vary as focus on certain areas shifts to suit the current needs of the delegates. The contract is flexible to allow for this.
- The training provided should be tailored as appropriate for two distinct audiences – the first being **expert practitioners** and the second a **mixture of analysts and policy professionals** who wish to have a developed working knowledge and understanding of PDFH.
- In the case of training provided to expert practitioners, this will typically take the form of the training provided by SYSTRA and ITS Leeds to PDFC (Passenger Demand Forecasting Council) members and as facilitated by RDG. The training to DfT may be alongside other PDFC members, aligned with the standard format, or may include bespoke training that provides DfT with tailored requirements. The nature of this training, delivered to small groups, means that engagement can be expected, and attention can be given to individual attendees.
- In the case of the higher-level training mixture of analysts and policy professionals, this is expected to be provided to a large group – both in person and online – and cover topics such as an introduction to PDFH, PDFH limitations, and use of PDFH in forecasting and appraisal.

Costings/booking process

Expert Practitioner Course (Same content as course arranged via RDG) (priced per delegate):

- Base price is the market "per delegate" price matching that offered when the course is run via RDG.
- Confirmation of who will provide facilities for the course ie room, catering and printing when being booked. If DfT providing the facilities, this should be taken into account when costing.
- A minimum of 10 attendees to run the course.
- Cancellation policy – Where possible, DfT should notify up to 2-weeks in advance of the training where a substitute place for another attendee can be offered or a refund in place if attendees' book on and then cancel.
- Two months' notice from booking to delivery where possible.

Introductory Course for Analysis and Policy (bespoke) (priced per course)

- Price to be agreed on a case by case basis.
- Two months' notice from booking to delivery where possible.

Annex B – Invoicing Procedures

DfT's invoicing procedures are detailed below:

1. All invoices and/or credit notes must be an original document.
2. **Any correspondence/enquiries which are sent to the designated email address for invoices/credit notes and are not an original invoice and/or credit note will be deleted, with no action being taken.**
3. All invoices and/or credit notes will either need to be sent electronically as an attachment to an email or as a hard copy document through the post to the designated email or postal address listed below:

Email: Ssa.invoice@sharedservicesarvato.co.uk

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

4. If an original invoice and/or credit note is sent electronically, then the same document **must not** be sent as a hard copy through the post and vice versa.
5. All electronics 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.
6. All invoices or credit notes must quote a valid Purchase Order number i.e. one that is in the format 8000XXXXXX. This will be found on the Purchase Order you receive.
7. A 10Mb maximum file size per email is applicable.
8. If the e-invoice is encrypted, this could result in the invoice being blocked by Arvato email security filters.
9. 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.
10. You should not provide goods or services without receipt of a valid Purchase Order.
11. Do not undertake new work or supply goods or services in excess of the original Purchase Order Value.
12. 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.
13. 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.
14. Identify the business unit the invoice or credit note relates to, e.g. DfT.
15. Shared Services Arvato cannot be responsible for any e-invoice until it has been received. Responsibility for ensuring the e-invoice is received by Arvato in a timely manner lies with the supplier.

All supplier invoices and payment enquiries must be directed to Shared Services Arvato. If you contact the relevant business unit directly, they will direct you to Shared Services Arvato.