



## Department for Transport

Worldline IT Services UK Ltd  
Beeston Business Park  
Technology Drive  
Beeston  
NG9 1LA



### Group Commercial Directorate

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

Website: [www.dft.gov.uk](http://www.dft.gov.uk)

Date: 23/3/2022

Dear Supplier,

**Contract Title: Worldline IT Services - Access to data and Worldline mainframe**

**Contract Number: TROP0061**

On behalf of the Secretary of State for Transport, I accept your Proposal dated 11/02/2022 for £179,625 (excluding VAT). The documents listed below form a binding contract between yourselves and the Department for Transport and will be subject to the Terms and Conditions set within your quote.

1. This award letter; and
2. Your proposal dated 11/02/2022 (Annex A)

The contract will commence on 01/04/2022 and will be for a period of 12 months ending on 31/03/2023.

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 Annex B)



Department  
for Transport

[Redacted]

[Redacted]

I look forward to hearing from you.

Yours sincerely

Sent Unsigned Via Email

[Redacted]

**Commercial Relationship Advisor**  
**By Authority of the Secretary of State for Transport**

[Redacted]

[Redacted]



## Department for Transport

### ANNEX A

Taj Gul



Department for Transport  
4th Floor  
Great Minster House  
33 Horseferry Road  
London  
SW1P 4DR  
11th February 2022

Dear Taj

Worldline IT Services UK Ltd is pleased to offer the Department for Transport (DfT) a renewal of their services from 1st April 2022 until 31st March 2023.

#### Pricing Summary

Worldline IT Services UK Ltd shall supply the items listed below, at the price listed below, in accordance with the provisions of this quotation and the agreed Terms & Conditions.

Product or Service	Description	Notes	Billing Frequency	Annual Price
DEAMS and FATP	01/04/22 to 31/03/23		Monthly	£109,017
NIR	01/04/22 to 31/03/23		Monthly	£37,013
VPN	01/04/22 to 31/03/23		Monthly	£25,564
Lennon	01/04/22 to 31/03/23		Monthly	£8,031
<b>Total</b>				<b>£179,625</b>

In order to proceed with a contract based on the above services, please could you raise a Purchase Order to cover the service in full and send for the attention of myself at the e-mail address below. The charge has been increased from the previous year, by RPI, of 7.1%.



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This is a fixed price service offer, excluding VAT and valid for 30 days from the date of this quotation. Worldline IT Services UK Ltd may increase the renewal price as per the Office for National Statistics - Retail Price Index applicable on any subsequent anniversary of the contract.

If you would like to discuss this further please do not hesitate to contact me.

Yours sincerely

Harry Collison  
Worldline  
Client Manager  
Mobile : 07855 175046  
[harry.collison@worldline.com](mailto:harry.collison@worldline.com)



## 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](mailto: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.



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### **How to Notify us of a Change**

If you change 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:

**Tel:** 0844 892 0343

**Email:** [SSCSASDESK@dftssc.gov.uk](mailto:SSCSASDESK@dftssc.gov.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

### **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 0844 892 0343. When calling you should quote the Purchase Order number, your vendor account number (if known) and the business unit you are invoicing e.g. DfT.
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 should 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:** [SSCSASDESK@dftssc.gov.uk](mailto:SSCSASDESK@dftssc.gov.uk) (Please do not email original invoices/credit notes to this email address)
8. You must also ensure that a statement is sent to Shared Services arvato monthly to aid prompt payment of invoices (email and postal address as above).