



Department for Transport

Methods Business and Digital Technology Limited
Saffron House
6-10 Kirby Street
London
EC1N 8TS
England

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

Website: www.dft.gov.uk

Date: 23 May 2022

[REDACTED]
[REDACTED]

Dear Hadia,

Contract Title: REGENCY PERCY Legacy Rail Hosting and Support
Contract Number: TROP0067

On behalf of the Secretary of State for Transport, I accept your quote of 15 March 2022. This letter and your quote constitute a binding contract between yourselves and the Department for Transport and will be subject to the DfT Short Terms and Conditions. The documents listed below form a binding contract between you and the Department for Transport.

1. This award letter; and
2. DfT Short Terms and Conditions
3. Your proposal dated (see Appendix 1).

[REDACTED]

DfT would like to take up the 2-year option provided in the quote. The contract will commence on 7 July 2022 and will expire on 6 July 2024. The total value of the contract is £123,011.59 Excluding VAT.

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 Contract Manager, by telephone on [REDACTED] or via email at [REDACTED] to discuss arrangements for commencement of the contract.



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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

Sent unsigned via email

[Redacted]

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

[Redacted]

[Redacted]



Appendix 1

Indicative Regency and Percy Hosting and Support Quotation

One year cost	Development Support	Hosting	Support	H&S Total	Mark-up & Levy 15%	Total
1. Percy/Regency Hosting & Support		£2,500.00	£45,983.30	£48,483.30	£7,272.50	£55,755.80
2. Regency & Percy 1 Year development support retainer (7 days)	£5,000.00			£5,000.00	£750.00	£5,750.00
	£5,000.00	£2,500.00	£45,983.30	£53,483.30	£8,022.50	£61,505.80

Two year cost	Development Support	Hosting	Support	H&S Total	Mark-up & Levy 15%	Total
1. Percy/Regency Hosting & Support		£5,000.00	£91,966.60	£96,966.60	£14,544.99	£111,511.59
2. Regency & Percy 2 Years development support retainer (14 days)	£10,000.00			£10,000.00	£1,500.00	£11,500.00
	£10,000.00	£5,000.00	£91,966.60	£106,966.60	£16,044.99	£123,011.59

ALL PRICES EXCLUDE VAT



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Appendix 2

Dear Sirs/Madam

PROMPT PAYMENT OF INVOICES

In May 2010 the Prime Minister committed Government organisations to speeding up the payment to suppliers, with the aim of making payment wherever possible within 5 days of receipt of a valid invoice, improving on the previous target of payment within 10 days.

This change does not affect the contracted terms (generally 30 days) nor does it change the applicable periods laid down within the Late Payment of Commercial Debts (Interest) Act 1998 (as amended) at which interest and compensation may be claimed.

The 5 day prompt payment objective applies to all **valid** invoices that are sent to the **correct address**. The target will commence from the date of receipt at the organisation's designated address and payment should arrive in the destination bank account on or before the 5th working day thereafter.

This guidance outlines key points to help expedite payment of invoices and how to escalate issues if they arise. There should be no reduction in the standard of financial control required of the public sector but we aim to resolve all payment related disputes quickly. Contract management related information and queries should be provided in accordance with the contractual obligations. Suppliers to DfT are encouraged to sign-up to the Prompt Payment Code including meeting agreed payment terms.

Introduction of electronic invoice processing

In August 2015 The Crown Commercial Service directed that organisations should be ready to accept electronic invoices and should make their suppliers aware. As a result, Shared Service Arvato will now accept electronic invoices on behalf of our customers.

This guidance outlines key points to note and information on how to escalate issues should they arise.

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.



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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.

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.



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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