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| Commercial Directorate | |
| DVLA  Longview Road  Morriston  Swansea SA6 7JL | |
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| www.gov.uk/browse/driving | |
| @dvlagovuk | |
|  |  |
| Our ref: | PS/23/180 |
| Date: | 09/01/2024 |

Insight Direct (UK) Ltd

4th floor The Charter Building

Charter Place

Uxbridge

UB8 1JG

**CONTRACT REFERENCE NUMBER: PS/23/180**

**CONTRACT TITLE: Instana Monitoring Services**

**FRAMEWORK REFERENCE NUMBER: Technology, Products and Associated Services RM6068**

Dear Sir/Madam,

On behalf of the Secretary of State for Transport, I accept your tender dated **December 18th 2023,**for the above contract. The attached contract details (”Order Form”), contract conditions, and the Annexes, set out the terms of the contract between DVLA and Insight Direct UK Limited, for the provision of the deliverables set out in the order form.

We thank you for your co-operation to date and look forward to forging a successful working relationship.

You must be in possession of an official purchase order (PO), before commencing any work, or supplying any goods, under this contract. The PO Number for this contract will follow shortly. Invoices submitted to the Department **must quote the PO number** and must be submitted in accordance with DVLA’s Invoicing Procedures, as referenced in the order form.

**Please ensure invoices are sent to Shared Services arvato (SSa) and not DVLA. Invoices received without the correct PO Number will be returned to you and will delay receipt of payment.**

All proposed offshoring activity of Official level data outside the UK under this contract

has been subject to prior approval by the Department.

Please contact the Contract Owner **REDACTED**, to discuss arrangements for commencement of the contract.

Please confirm your acceptance of the Conditions by signing and returning the order form, within 7 days from the date of this Award Form. No other form of acknowledgement will be accepted. Please remember to include the reference number above in any future communications relating to this contract.

The order form will be countersigned and will create a binding contract between the two named parties.

Yours sincerely,

**REDACTED**

Category Manager

Commercial Directorate

Damian.lawson@dvla.gov.uk

**By authority of the Secretary of State for Transport**