



XXXXXX "redacted under FOIA section [40 Personal Information]"  
Assessment Services Ltd  
Unit 26  
Eldon Business Park  
Nottingham  
NG9 6DZ

[@dvlagovuk](https://www.gov.uk/browse/driving)

Your ref:

Our ref:

Date:

PS/20/256

5 July 2021

Dear XXXXXX "redacted under FOIA section [40 Personal Information]"

**CONTRACT REFERENCE NUMBER: PS/20/256**

**CONTRACT TITLE: Provision of Customer Service Excellence**

On behalf of the Secretary of State for Transport, I accept your tender dated 27 May 2021 for the above contract. This letter and the documents listed below form a binding contract between you and the Department for Transport (DfT).

1. Short Form Order Form and all associated Annexes

The period of the contract will be 2 years, commencing on 14 July 2021 and expiring on 13 July 2023 with an option to extend for a further period of 1 year.

The Firm Price for the Contract is £5,880 excluding Value Added Tax.

You must be in possession of a written purchase order (PO), before commencing any work, or supplying any goods, under this contract. The Purchase Order Number for this contract will follow shortly. Invoices submitted to the Department **must also quote the PO number** and must be submitted in accordance with DVLA's Invoicing Procedures below.



Invoicing  
Procedures v2.1.doc

**Please ensure invoices are sent to SSa and not DVLA. Invoices received without the correct Purchase Order 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, will be subject to prior approval by the Department/Government, as appropriate.



Please contact the XXXXXX “redacted under FOIA section [40 Personal Information]”, to discuss arrangements for commencement of the contract.

Please complete the Supplier Details form at Annex A and return to the email address below.

Please sign the Order Form (Annex B) and return to be at the email address below.

Yours sincerely,

XXXXXX “redacted under FOIA section [40  
Personal Information]”

Commercial Advisor

Commercial Directorate

XXXXXX “redacted under FOIA section [40  
Personal Information]”

**On behalf of the Secretary of State for Transport**