



[REDACTED]
MICTOM Applied Engineering Ltd & Co Kg
Dreichlinger Str. 83,
D-92318 Neumarkt i. d. Oberpfalz,
Germany

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

Your ref:

Our ref:

PS/15/245

Date:

22nd March 2016

Dear

DVLA Card Counting Machines – Support and Maintenance – PS/15/245

On behalf of the Secretary of State for Transport, I accept your tender dated 9/3/2016 for the above contract. This letter and the documents listed below form a binding contract between you and the Department for Transport:

1. Form of Tender and subsequent clarifications
2. DfT Standard Terms for Services
3. Specification including health and safety annex
4. Pricing Schedule
5. Invitation to Tender letter
6. Instructions for Tenderers
7. Collusive Tendering Certificate.

The period of the contract will be 2 years, commencing on 23/3/2016 and expiring on 22/3/2018.

The firm price for the Contract is **£11,200**, exclusive of Value Added Tax. This price is for 2 preventative maintenance visits to be scheduled for March 2017 and March 2018.

This price excludes any unscheduled service visits which may be required during the term of the contract. These will be charged as indicated in your tender response clarification.

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 be provided shortly. Invoices submitted to the Department **must also quote the PO number** and submitted in accordance with DVLA's Invoicing

Procedures below. Invoices must be submitted following completion of each scheduled preventative maintenance visit or unscheduled service visit.

Invoices received without the correct Purchase Order Number will be returned to you and will delay receipt of payment.

Invoicing Procedures

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@dftssc.gsi.gov.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. DVLA.
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.

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.gsi.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. DVLA.
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.gsi.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).

Please contact the Contract Owner [REDACTED] on telephone number [REDACTED], to discuss arrangements for commencement of the contract

Please acknowledge your receipt of this letter by signing in the allocated space below and returning to me electronically to the e-mail address below. We will also send two hard copies of this letter by post. Please countersign both and return one copy to me at the address above.

Yours sincerely,

[REDACTED]
Commercial Directorate

[REDACTED]@dvla.gsi.gov.uk

On behalf of the Secretary of State for Transport

Accepted for and on behalf of **MICTOM
Applied Engineering Ltd & Co Kg** by:-

Signature: _____

Name: _____

Capacity: _____

Date: _____