



# Department for Transport

Userfocus

FAO: [REDACTED]

**\*SENT ELECTRONICALLY\***

[REDACTED]  
Commercial Relationship Manager  
Group Commercial Directorate  
Great Minster House  
33 Horseferry Road  
London SW1P 4DR

Direct line:

Contact no. [REDACTED]

Email: [REDACTED]

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

**Thursday, 28 November 2019**

Dear Sir/Madam,

DfT Reference: TRGA3101

**Title: User Research Essentials 5 day course**

1. On behalf of the Secretary of State for Transport, the Department for Transport accepts your quotation dated 03 October 2019 (supplied via email by [REDACTED] of Userfocus).
2. The contract is to be let under Department for Transport's short-form standard terms of agreement for services (pasted below on pages 3,4 and 5)
3. The Price for this Contract is £15,970.00 excluding VAT for the provision of 5 days' worth of User Research Fundamentals training course over the span of:
  - 18<sup>th</sup>-19<sup>th</sup> December 2019 (2 days)
  - Between 6<sup>th</sup> and 10<sup>th</sup> January 2020 (3 days).
4. The validity of this contract is from 28<sup>th</sup> November 2019 – 31 January 2020.
5. You will be issued with a Purchase Order number for this contract and will need to quote this number on all invoices, which should be submitted directly to:

*Accounts Payable,  
Shared Services Arvato,  
5 Sandringham Park,  
Swansea Vale,  
Swansea  
SA7 0EA.*

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

The Contract Manager for this contract is [REDACTED] – email:  
[REDACTED]

If you are content to enter into a binding contract please sign and return a copy of this letter. This letter (including the documents referred to in it) and the copy you return will form the binding contract.

Signed:.....
Name.....
Position .....
Date:.....

Yours sincerely,

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