



Commercial Directorate

DVLA
Longview Road
Morriston
Swansea SA6 7JL
Phone:

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

Institute of Customer Services
Mill House
8 Mill Street
London SE1 2BA

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

Your ref:

Our ref: PS/21/01

Date: 21 July 2021

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

CONTRACT REFERENCE NUMBER: PS/21/01

CONTRACT TITLE: Provision of UK Customer Satisfaction Index Report

On behalf of the Secretary of State for Transport, I accept your tender dated 21 June 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 one (1) year, with the option to extend for a further two (2), one (1) year periods (1 + 1 + 1), commencing on 2 August 2021 and expiring on 1 August 2022.

The Firm Price for the Contract is £8,300, 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.



Please contact the Contract Owner 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

Please sign the Order Form/Award 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

Jean.jackson@dvla.gov.uk

On behalf of the Secretary of State for Transport