



# Department for Transport

ITSO Ltd,  
Aurora House,  
Deltic Avenue,  
Milton Keynes,  
MK13 8LW

**Group Commercial Directorate**  
Department for Transport (DfT)  
Great Minster House  
33 Horseferry Road  
Westminster  
London  
SW1P 4DR

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

Date: 28 February 2023

Dear Supplier

**Contract Title: ITSO Membership 2023-24**

**Contract Number: TROP0082**

On behalf of the Secretary of State for Transport, I accept your proposal, invoice reference COST SUMMARY-23/24- DEP002. The contract will be subject to the Terms and Conditions set within your quote. The documents listed below form a binding contract between you and the Department for Transport.

1. This award letter; and
2. Your proposal reference COST SUMMARY-23/24-DEP002 (see Appendix 1).

The contract will commence on 01/04/2023 and will expire on 31/03/2024. The total contract value is £91,810 excluding VAT.

You must be in possession of a written purchase order (PO), before commencing any work, or supplying any goods or services, under this contract. The Purchase Order Number for this contract will be provided as soon as possible. Invoices submitted to the Department must also quote the PO number and must be submitted in accordance with DfT's Invoicing Procedures (see Appendix 2).

Please contact [REDACTED]  
[REDACTED] to discuss arrangements for commencement of the contract.



Department  
for Transport

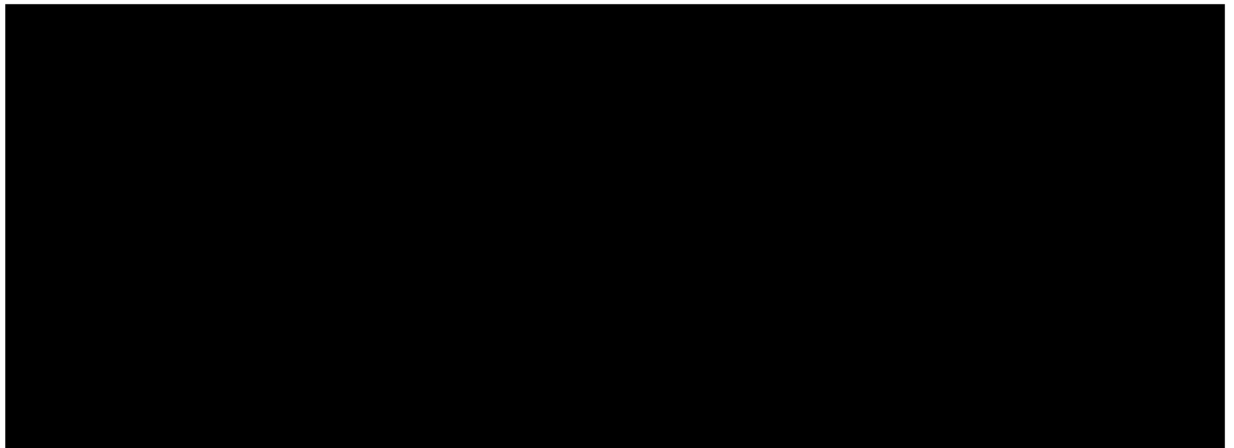
Please acknowledge your receipt acceptance of this letter by signing in the allocated space below and return to Paul Rees in a pdf format via email to [REDACTED]

I look forward to hearing from you.

Yours sincerely



[REDACTED]  
[REDACTED] Relationship Advisor  
By Authority of the Secretary of State for Transport





# Department for Transport

## Appendix 1



### COST SUMMARY

Department for Transport  
Great Minster House  
33 Horseferry House  
London  
SW1P 4DR  
GREAT BRITAIN

Invoice Date  
Invoice Number  
COST  
SUMMARY-23/24-  
DEF002

VAT Number  
765639388

ITSO Limited  
Studio A1  
302 Wilton Gate West  
Milton Keynes  
MK9 1EJ  
UNITED KINGDOM  
VAT Number:  
GB 765 6393 88

Description	Quantity	Unit Price	VAT	Amount GBP
Annual ITSO Membership Fee (Public Sector - Government Body)	1.00	91,810.00	20%	91,810.00
			Subtotal	91,810.00
			TOTAL VAT 20%	18,362.00
			TOTAL GBP	110,172.00



## Appendix 2

This guidance outlines key points to note and information on how to escalate issues should they arise.

### Key points to note

1. To send invoices and/or credit notes electronically, the documents must be an original document. All other documentation (e.g. copy invoices, statements, reminders), must continue to be sent through the post.
2. All invoices and credit notes must be sent to the designated address:  
**Email:** [SSa.invoice@sharedservicesarvato.co.uk](mailto:SSa.invoice@sharedservicesarvato.co.uk)  
**Postal Address:** Shared Services Arvato  
5 Sandringham Park  
Swansea Vale  
SA7 0EA
3. All invoices and/or credit notes must come direct to Shared Service Arvato.
4. **Any correspondence/enquiries which are sent to the designated email address (above), which are not an original invoice and/or credit note will be deleted, with no action being taken.**
5. If an original invoice and/or credit note has been sent electronically, then the same document **must not** be sent as a hard copy through the post and vice versa.
6. All 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.
7. All invoices or credit notes must quote a valid Purchase Order number i.e. one that is in the format 8000XXXXXX for DfT, DVLA and DVSA (DSA only) invoices or 45xxxxxxx (DVLA only) and 238XXXXXX for MCA invoices. This will be found on the Purchase Order you were sent.
8. A 10Mb maximum file size per email is applicable.
9. If the e-invoice is encrypted, this could result in the invoice being blocked by Arvato email security filters.
10. 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.
11. You should not provide goods or services without receipt of a valid Purchase Order, except where a valid exception have been granted prior by the DfT Agency.
12. Do not undertake new work or supply goods or services in excess of the original Purchase Order Value.
13. 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.
14. 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.
15. Identify the Department for Transport Agency the invoice or credit note relates to.
16. Arvato cannot provide Purchase Order numbers to suppliers. These must be sought from the ordering source within the DfT Agency.



# Department for Transport

## **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 0344 892 0343. When calling you will need to quote the Purchase Order number, your vendor account number (if known) and the business unit you are invoicing (e.g. DfT, DVLA, DVSA (DSA only), MCA).
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 will need to quote the service ticket number in any follow up conversations.