



Department for Transport

NCC Services Limited
Escrow Solutions
XYZ Building,
2 Hardman Boulevard,
Spinningfields Manchester
M3 3AQ

Group Commercial Directorate

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

Website: www.dft.gov.uk

Date: 19 February 2025

Dear [REDACTED],

Contract Title: IEP Escrow Verification Services

Contract Number: TROO0467

On behalf of the Secretary of State for Transport, DfT accept your proposal dated 18 February 2025 for £82,000.00 excluding VAT. This letter and your proposal constitute a binding contract between yourselves and the Department for Transport and will be subject to the Escrow Agreement Terms and Conditions previously signed 31st July 2020, which are attached to this Award Letter. The documents listed below form a binding contract between yourselves and the Department for Transport.

1. This award letter; and
2. Your proposal dated (see ANNEX B)

This contract will start on 01 March 2025 and expire on 28 February 2026.

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 Annex A).

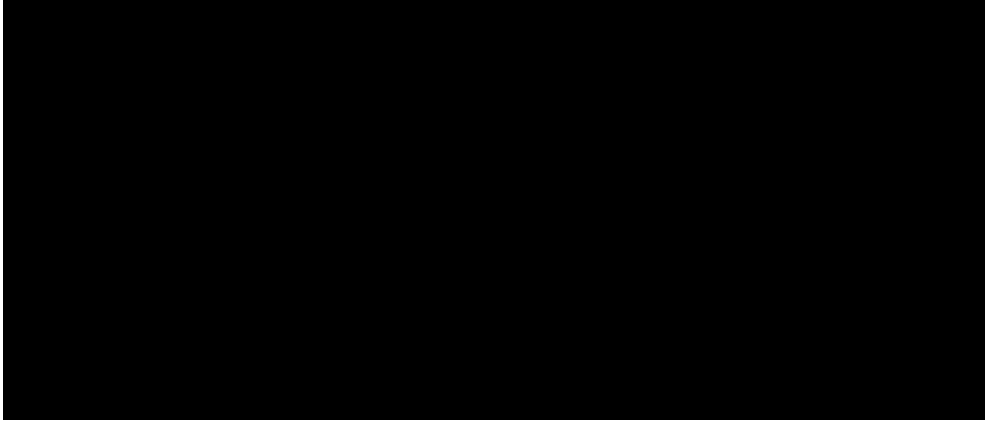
The DfT Contract Owner will be [REDACTED] who can be contacted by telephone on [REDACTED] or via email at [REDACTED] to discuss arrangements for commencement of the contract.

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

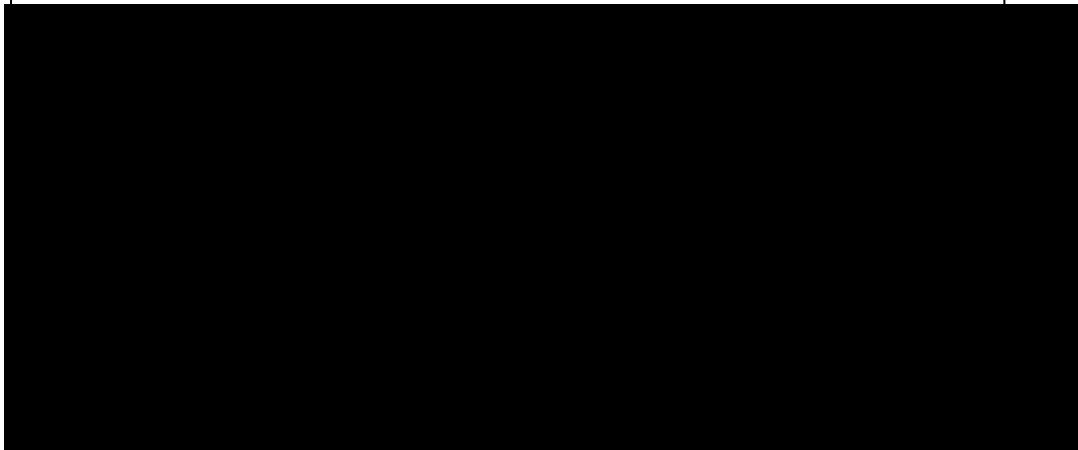


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I look forward to hearing from you.



Accepted for and on behalf of NCC Services Limited





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ANNEX A

Invoicing Procedures

DfT's invoicing procedures are detailed below:

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:
4. Identify the business unit the invoice or credit note relates to e.g. DfT.
5. 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.
6. 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.
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 UBS email security filters.
9. The e-invoices **must not** include profanities, as these will also be blocked by UBS email security filters and may delay/stop the invoice being received.
10. 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.
11. You should not provide goods or services without receipt of a valid Purchase Order.
12. Please do not submit your invoice before you have provided the goods/services
13. Do not undertake new work or supply goods or services in excess of the original Purchase Order Value.
14. 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.
15. 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.



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16. UBS cannot be responsible for any e-invoice until it has been received. Responsibility for ensuring the e-invoice is received by UBS in a timely manner lies with the supplier.

All supplier invoices and payment enquiries must be directed to UBS. If you contact the relevant business unit directly, they will direct you to UBS.

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 UBS as soon as possible:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Enquiring about progress of payments

1. For all payment and invoice queries you will need to contact the UBS Support Desk directly on [REDACTED]. When calling you should quote the Purchase Order number, your vendor account number (if known) and the business unit you are invoicing e.g. DfT.
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 UBS has the invoice but cannot release it for payment, you are required to take appropriate action to ensure it can be paid.
5. The responsibility is on you to get the invoice to UBS.
6. If a response from UBS is required, one will be provided to you within 10 working days.
7. If you have any remittance queries, these should be discussed with UBS:

[REDACTED]

[REDACTED]

[REDACTED]

8. You must also ensure that a statement is sent to UBS monthly to aid prompt payment of invoices (email and postal address as above).



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ANNEX B

