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Contract

Provision of a Front Office Counter Service

Driver and Vehicle Licensing Agency

F03: Contract award notice

Notice identifier: 2024/S 000-000919

Procurement identifier (OCID): ocds-h6vhtk-042c44

Published 11 January 2024, 11:19am

Section I: Contracting authority

I.1) Name and addresses

Driver and Vehicle Licensing Agency

Swansea

Email

bethan.foster-bromham@dvla.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

www.gov.uk

I.4) Type of the contracting authority

National or federal Agency/Office

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of a Front Office Counter Service

Reference number

PS/23/205

II.1.2) Main CPV code

- 79342300 - Customer services

II.1.3) Type of contract

Services

II.1.4) Short description

The Front Office Counter Service (FOCS) provides face-to-face services for both Driver and Vehicle transactions on behalf of DVLA. The service is for those customers who are unable or are unwilling to use the online service.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £39,900,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The Front Office Counter Service (FOCS) provides face-to-face services for both Driver and Vehicle transactions on behalf of DVLA. The service is for those customers who are unable or are unwilling to use the online service.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

Call-off contract via Framework

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

Section V. Award of contract

Contract No

PS/23/205

Title

Provision of a Front Office Counter Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

15 December 2023

V.2.2) Information about tenders

Number of tenders received: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Post Office Ltd

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £39,900,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Driver and Vehicle Licensing Agency

Swansea

Country

United Kingdom