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Planning

The Provision of Transactions at Counter Services

Department for Transport

F01: Prior information notice

Prior information only

Notice identifier: 2025/S 000-002909

Procurement identifier (OCID): ocds-h6vhtk-04d6e9

Published 29 January 2025, 9:10am

Section I: Contracting authority

I.1) Name and addresses

Department for Transport

DVLA

Swansea

SA6 7JL

Email

TransactionsatCounterServices@dvla.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.gov.uk/government/organisations/driver-and-vehicle-licensing-agency>

I.3) Communication

Additional information can be obtained from the above-mentioned address

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

The Provision of Transactions at Counter Services

Reference number

CRN/24/01

II.1.2) Main CPV code

- 79342300 - Customer services

II.1.3) Type of contract

Services

II.1.4) Short description

Market Engagement Survey for The Provision of Transactions at Counter Services

II.1.5) Estimated total value

Value excluding VAT: £65,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 75110000 - General public services
- 75130000 - Supporting services for the government
- 75200000 - Provision of services to the community

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Could you supply in-person services on behalf of DVLA?

DVLA is conducting early market engagement for a potential future opportunity under contract to supply in-person services to our customers.

We maintain the records of more than 50 million drivers and 40 million vehicles. We also collect more than £7 billion a year in vehicle tax and process over 77 million transactions. Most are digital, but we also offer an in-person option for our customers.

We would like to hear from third-party providers who are interested in providing DVLA's in-person services.

Who we're looking for

We're looking for third-party suppliers who can offer:

- the ability for DVLA customers to transact in-person (for example, vehicle keepers and driving licence holders)
- widespread coverage across England, Wales, Scotland and Northern Ireland
- wide ranging opening hours to cater for a diverse range of customers
- a commercial contract lasting a number of years

Suppliers must also be able to:

- allow customers to carry out a variety of DVLA vehicle and driver transactions in-person (including vehicle tax and driving licence renewal)
- enable access to DVLA application forms
- accept a variety of payment methods
- complete transactional and payment reconciliation, report routinely on transactional and financial data
- verify customer identity, including checking physical documentation
- exchange data securely with DVLA's systems to support customer transactions
- return customer documents to DVLA

Opportunities to modernise services

To harness this opportunity to inspire market thinking and innovation, we are open to exploring:

- a range of delivery models
- modern integration methods to DVLA services
- ways to reduce postage in delivering the services
- ways to increase customer take-up of digital services through the use of digitally assisted services
- a range of funding models for the services

This procurement will be governed by new UK Procurement Regulations which are due to come into force in February 2025, which will bring some changes to how public sector procurements may be conducted. To learn more about these changes please visit:

<https://www.gov.uk/government/collections/transforming-public-procurement>

Interested parties are invited to participate in this early market engagement by completing an online survey. The survey will be open until 28/02/25 and can be accessed here:

<https://online1.snapsurveys.com/TCS>

Further market engagement is expected to follow this survey, including an event that is provisionally planned for Spring 2025 to enable more detailed engagement with DVLA about this opportunity.

II.2.14) Additional information

The estimated contract value in this notice is a ceiling value which has been estimated based on an assumed contract duration of up to 5 years. Furthermore, the information provided about lots in this contract notice is yet to be finalised. The contract duration, estimated value and information about lots are subject to change as the design of this sourcing project evolves.

II.3) Estimated date of publication of contract notice

28 January 2026

Section IV. Procedure

IV.1) Description

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

The procurement is covered by the Government Procurement Agreement: No