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Pipeline

## **DVSA contact centre additional capacity - Call Surges**

Driver and Vehicle Standards Agency

UK1: Pipeline notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-022141

Procurement identifier (OCID): ocids-h6vhtk-05159b

Published 16 May 2025, 11:39am

### **Scope**

### **Reference**

T280022871

### **Description**

This is for the provision of call centre resource as a business contingency. This will provide support with unforeseen call volumes in the event of a call surge, such as during the COVID-19 pandemic. DVSA therefore requires the ability to scale up its call handling capacity, at short notice, enabling it to manage any future demand should it be needed.

### **Total value (estimated)**

- £3,500,000 excluding VAT

- £4,200,000 including VAT

### **Contract dates (estimated)**

- 19 July 2026 to 18 July 2029
- Possible extension to 18 July 2031
- 5 years

### **Main category**

Services

### **CPV classifications**

- 79512000 - Call centre

### **Contract locations**

- UK - United Kingdom

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## **Participation**

### **Particular suitability**

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

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## **Submission**

### **Publication date of tender notice (estimated)**

1 June 2026

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## **Procedure**

### **Above or below total value threshold**

Above or equal to threshold

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## **Contracting authority**

### **Driver and Vehicle Standards Agency**

- Public Procurement Organisation Number: PTMM-2614-YJDV

Berkeley House, Croydon Street

Bristol

BS5 0DA

United Kingdom

Email: [commercialenquiries@dvsa.gov.uk](mailto:commercialenquiries@dvsa.gov.uk)

Region: UKK11 - Bristol, City of

Organisation type: Public authority - central government