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Contract

DVSA Contact Centre Additional Capacity - Call Surges 2023

Department for Transport

F03: Contract award notice

Notice identifier: 2023/S 000-023933

Procurement identifier (OCID): ocds-h6vhtk-03f010

Published 15 August 2023, 3:54pm

Section I: Contracting authority

I.1) Name and addresses

Department for Transport

Berkeley House, Croydon Street

Bristol

BS5 0DA

Email

commerciaLENquiries@DVSA.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

www.gov.uk/dvsa

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

DVSA Contact Centre Additional Capacity - Call Surges 2023

Reference number

K280021966

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

Surges in call volumes during the Covid-19 pandemic resulted in the Driver and Vehicle Standards Agency (DVSA) requiring additional call centre resource at short notice. These surges were managed on DVSA's behalf by Capita and details of the volumes handled are included within this tender pack. 'Normal' call volumes are also illustrated.

DVSA wishes to establish a formal call off arrangement to allow for rapid response to future surges be they Covid-19-related or not. The resource would be used sparingly – and only in the event that call volume pressures are experienced as such that DVSA-employed call centre staff cannot cope. No surges of the magnitude experienced in 2020 are forecast unless further national lockdown restrictions are imposed

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: £3,417,608

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

DVSA wishes to establish a formal call off arrangement to allow for rapid response to future surges be they Covid-19-related or not. The resource would be used sparingly – and only in the event that call volume pressures are experienced as such that DVSA-employed call centre staff cannot cope. No surges of the magnitude experienced in 2020 are forecast unless further national lockdown restrictions are imposed

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:

This is a call off from a CCS 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

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

19 July 2023

V.2.2) Information about tenders

Number of tenders received: 3

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

V.2.3) Name and address of the contractor

Foundever GB Ltd

Earlsdon Park, 53-55 Butts Road

Coventry

CV1 3BH

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: £3,417,608

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Driver and Vehicle Standards Agency (DVSA)

Berkeley House, Croydon Street

Bristol

BS5 0DA

Email

commercialenquiries@DVSA.gov.uk

Country

United Kingdom