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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): ocids-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](mailto:commercialenquiries@DVSA.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

#### **Internet address(es)**

Main address

[www.gov.uk/dvsa](http://www.gov.uk/dvsa)

#### **I.4) Type of the contracting authority**

Body governed by public law

#### **I.5) Main activity**

General public services

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## **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

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## **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

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## **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

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## **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](mailto:commercialenquiries@DVSA.gov.uk)

Country

United Kingdom