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Pipeline

Provision of Transactions at Counter Services

Driver and Vehicle Licensing Agency

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

Notice identifier: 2025/S 000-025553

Procurement identifier (OCID): ocds-h6vhtk-052001

Published 23 May 2025, 9:23am

Scope

Reference

CRN-24-01

Description

DVLA maintains the records of 50 million drivers and 40 million vehicles in the UK. We collect £7 billion a year in vehicle tax and process over 77 million transactions a year. Most transactions are digital, but we also offer an in-person channel for our customers who want or need it.

DVLA plans to re-procure the supply of in-person services to DVLA's customers on our behalf, which would include the ability for DVLA customers to transact in-person, with widespread coverage across England, Wales, Scotland & Northern Ireland and with wide-ranging opening hours to cater for a diverse range of customers.

The services could involve one or more third party suppliers being able to:

- Enable customers to carry out, in-person, a variety of DVLA transactions (including vehicle tax).

- Enable access to DVLA application forms.
- Accept a variety of payment methods.
- Complete transactional & payment reconciliation, and report routinely on transactional and financial data.
- Verify customer identity, including physical documentation checking.
- Exchange data securely with DVLA's systems to support customer transactions.
- Return customer documents to DVLA.

Please note that the scope and contract duration are still being considered, so the services and dates stated in this notice are provisional and subject to change.

Contract dates (estimated)

- 1 April 2027 to 31 March 2032
- 5 years

Main category

Services

CPV classifications

- 79342300 - Customer services
- 75110000 - General public services
- 75130000 - Supporting services for the government
- 75200000 - Provision of services to the community

Contract locations

- UK - United Kingdom

Submission

Publication date of tender notice (estimated)

30 April 2026

Procedure

Above or below total value threshold

Above or equal to threshold

Contracting authority

Driver and Vehicle Licensing Agency

- Public Procurement Organisation Number: PYVZ-4215-PGYM

Longview Road

Morrison, Swansea

SA6 7JL

United Kingdom

Contact name: Dominique Dyer / Bethan Foster-Bromham

Email: Sourcetopay.helpdesk@dvla.gov.uk

Website:

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

Region: UKL18 - Swansea

Organisation type: Public authority - central government