

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/036580-2023>

Planning

## **DVSA Card Payments, Direct Debit Services and Merchant Acquirer**

Driver and Vehicle Standards Agency

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-036580

Procurement identifier (OCID): ocds-h6vhtk-042515

Published 12 December 2023, 5:40pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Driver and Vehicle Standards Agency

Berkeley House, Croydon

Bristol

BS5 0DA

#### **Email**

[DSTCommerical@DVSA.gov.uk](mailto:DSTCommerical@DVSA.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

## **Internet address(es)**

Main address

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

## **I.3) Communication**

Additional information can be obtained from the above-mentioned address

## **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 Card Payments, Direct Debit Services and Merchant Acquirer

Reference number

K280022162

#### **II.1.2) Main CPV code**

- 66000000 - Financial and insurance services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The Driver & Vehicle Standards Agency (DVSA) is looking to award a contract to a single supplier for a contract aggregating DVSA's card payments, direct debit and merchant acquirer services. The intended contract will be expected to start mid 2024. The initial contract period will be five (5) years.

The Driver and Vehicle Standards Agency (DVSA) currently has separate contracts for card payment processing, merchant acquiring, and direct debit collections.

This creates a fragmented and inefficient system, with different vendors, systems, and processes, leading to potential higher costs, increased complexity, and lower performance.

To address these challenges and improve its payment operations, the DVSA aims to combine its current contracts into one integrated contract that covers all payment processing, merchant acquiring, and direct debit collections services.

The goal is to streamline processes, reduce costs, improve service quality, and enhance customer experience. However, this task requires careful planning, coordination, and execution, as well as effective communication with stakeholders and vendors.

The purpose of the PIN and RFI is to inform the market of the requirement and gather information and feedback from the market to help develop the specification in preparation for launching the tender. Following receipt of the information from suppliers in response to the RFI, DVSA intend to finalise the tender documentation and publish a tender via Find a Tender and Contracts Finder.

Please read the Payment Services RFI document for further detail.

Please respond to the questions in the Payment Services RFI document and submit your responses via DfT's eSourcing Portal, Jaggaer, by 12:00hrs on 8th January 2024. This will appear as a Pre Qualification Questionnaire (PQQ).

If you have any questions, raise them via DfT's eSourcing Portal, Jaggaer, by 17:00hrs on 29th December 2023.

The DfT's Sourcing Portal can be accessed at:

<https://dft.app.jaggaer.com>

The RFI opportunity can be accessed at:

<https://dft.app.jaggaer.com/go/17365798018C59AE94DA>

If you have any technical issues registering, contact Jaggaer's helpdesk:

0800 069 8630

[help\\_uk@jaggaer.com](mailto:help_uk@jaggaer.com)

Note that you will require a DUNS number (Dun and Bradstreet) to register.

If you do not know your number, search for it via the following link:

<https://www.dnb.co.uk/duns-number/lookup.html>

If a DUNS number is not found, follow the guidance on how to acquire one.

### **II.1.5) Estimated total value**

Value excluding VAT: £9,500,000

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 66100000 - Banking and investment services
- 66110000 - Banking services
- 66111000 - Central bank services

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

The objective is to consolidate the PSP, Direct Debits, and Merchant Acquiring Services into a single comprehensive contract. This alignment aims to streamline operations, enhance efficiency, and foster collaboration between the services for a more cohesive and effective payment infrastructure within the DVSA.

## **II.3) Estimated date of publication of contract notice**

22 January 2024

## **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