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Planning

DVLA Payment Gateway

Driver and Vehicle Licensing Agency

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-042699

Procurement identifier (OCID): ocds-h6vhtk-0518d1 ([view related notices](#))

Published 24 July 2025, 12:07pm

Scope

Reference

CRN/25/13

Description

DVLA is an Executive Agency of the Department for Transport (DfT). Its primary aims are to facilitate road safety and law enforcement by maintaining accurate registers of drivers and vehicle keepers, and to collect Vehicle Excise Duty (VED).

The Buyer requires a Payment Card Industry (PCI) compliant Payment Gateway that meets banking standards, aligns with customer needs, and integrates seamlessly with digital and telephony services. The service must be in place from 1st June 2027 to ensure business continuity.

The Payment Gateway must:

- Support multi-channel payments (online, telephony and Interactive Voice Recognition (IVR))

- Offer customisable hosted payment pages or iFrame
- Be usable on a variety of devices, including mobile, in both English and Welsh
- Provide a PCI-compliant authorisation and settlement platform
- Handle peak loads of 120 transactions per second
- Be available 24/7/365
- Include 24/7/365 incident support for Priority 1 and 2 incidents (at minimum)

This service will support the Buyer's online and telephony channels for services including, but not limited to:

- Electronic Vehicle Licensing
- Duplicate V5C documents
- Vehicle Personalised Registrations
- Vehicle First Registration
- Trailer Registration
- Enforcement Penalty Payments
- Driving Licence Applications
- Digital Tachographs (Driver and Company)

What's Happening Now

DVLA will host a webinar on 13th August 2025, from 10:00 to 12:00, to present a slide pack and facilitate a Q&A session about the service.

Before attending, participants are required to complete a questionnaire to support the fact-finding exercise.

To register your interest and receive the questionnaire, please email cai.vickery@dvla.gov.uk by 6th August 2025. Include your organisation name and the names, job titles, and email addresses of those wishing to attend.

Please note: any information you provide will be treated as background information only

and shall not constitute any offer or commitment by either party.

Contract dates (estimated)

- 1 June 2027 to 31 May 2030
- Possible extension to 31 May 2032
- 5 years

Main procurement category

Services

CPV classifications

- 66000000 - Financial and insurance services

Engagement

Engagement deadline

13 August 2025

Engagement process description

Purpose

The purpose of this notice is to support the Driver and Vehicle Licensing Agency (DVLA) in early market engagement ahead of a potential procurement. This engagement is

intended as a fact-finding exercise only. Routes to market are still being considered and may be subject to change.

This notice is issued in accordance with the Procurement Act 2023 for the purposes of preliminary market engagement.

This notice does not formally commence a procurement process.

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Contracting authority

Driver and Vehicle Licensing Agency

- Public Procurement Organisation Number: PYVZ-4215-PGYM

Longview Road

Morrison

SA6 7JL

United Kingdom

Email: sourcetopay.helpdesk@dvla.gov.uk

Region: UKL18 - Swansea

Organisation type: Public authority - central government