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Planning

DVLA Merchant Acquirer

Driver and Vehicle Licensing Agency

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

Notice identifier: 2025/S 000-042709

Procurement identifier (OCID): ocds-h6vhtk-0518c4 ([view related notices](#))

Published 24 July 2025, 12:17pm

Scope

Reference

CRN/25/14

Description

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

The Buyer requires a Merchant Acquirer (MA) service from 1st June 2027 to ensure service continuity and enable the acceptance of credit and debit card payments from card-issuing banks.

The MA service must support payment options for a variety of DVLA services, including:

- Electronic Vehicle Licensing (EVL)
- Personalised Registrations (Sales)

- Vehicle Personalised Registrations (Retain)
- Enforcement Penalty Payments
- Driver Licence
- Tachograph Company Cards
- Tachograph Driver Cards
- Trailer Registration
- Duplicate and Replacement Registration Documents (Dup V5C & V62)
- Driver Customer Services (DCS)
- Vehicle Excise Duty (VED) Recovery
- First Registration
- Online Enforcement Penalty Payment (OEPP)
- Registration of Number Plate Suppliers (RNPS)

These are the current services that utilise debit and credit card payments. The list may change (e.g. services may be added or removed) prior to contract award. Therefore, the Supplier must be able to provide a scalable and flexible MA service.

The Agreement will cover the provision of MA services to facilitate credit and debit card processing on behalf of the Buyer within the following environments:

- Online
- Interactive Voice Recognition (IVR)
- Telephone

The service to be provided will include, as a minimum:

- Transaction processing - online, telephone, and IVR
- Integrated system links
- Online payment and settlement service accessed via the internet

What's Happening Now

DVLA will host a webinar on 13th August 2025, from 13:00 to 15:00, 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

Londview Road

Morrison

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United Kingdom

Email: sourcetopay.helpdesk@dvla.gov.uk

Region: UKL18 - Swansea

Organisation type: Public authority - central government