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Planning

Transactions at Counter Services - Preliminary Market Engagement Notice

Driver and Vehicle Licensing Agency

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

Notice identifier: 2025/S 000-047849

Procurement identifier (OCID): ocds-h6vhtk-052001 ([view related notices](#))

Published 12 August 2025, 9:33am

Scope

Reference

CRN-24-01

Description

DVLA maintains the records of over 50 million drivers and about 40 million vehicles in the UK. We collect an estimated £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.

Contract value estimates are based on an assumed contract duration of up to seven years (potentially 5 years followed by two optional 1-year extensions).

However please note that the scope and contract duration are still being considered, so the service requirements, dates, and estimated values stated in this notice are provisional and subject to change.

Total value (estimated)

- £128,000,000 excluding VAT
- £153,600,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2027 to 31 March 2032
- Possible extension to 31 March 2034
- 7 years

Main procurement 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

Engagement

Engagement deadline

10 September 2025

Engagement process description

This notice is to inform interested parties of the opportunity to attend an online Market Engagement event on 10 September 2025 from 10:00am - 12:00pm, via MS Teams.

This event aims to:

- share information with the market about potential tender opportunity(s);
- provide an opportunity for attendees to ask questions; and
- seek market views on a range of topics.

To attend the Market Engagement event, please email

TransactionsAtCounterServices@dvla.gov.uk

by 12 noon on 08 September 2025, to request an invitation.

Requests must include the information listed below:

- Organisation name
- Organisation address
- Organisation contact phone number
- Full name of each attendee (maximum 3 per organisation)
- Email address of each attendee

Attendees will be sent a MS Teams appointment and Agenda by 09 September 2025.

After the event, 1-to-1 sessions with DVLA will be available. These are likely to take place on 11-12 September 2025. A consistent set of questions will be asked of all parties who schedule a 1-to-1 session. We'll also share any questions raised during these sessions, along with our answers to those questions, with all parties who participated in this round of market engagement. To request a 1-to-1 appointment, please email TransactionsAtCounterServices@dvla.gov.uk by 5pm on 10 September 2025.

We will also be contacting attendees after the event with a survey, to seek market views on certain aspects of our requirements. Survey responses will be kept confidential and are intended exclusively for DVLA's consideration, to inform our thinking as requirements are developed. Survey topics will be signposted during the event and will include, among others, questions about the social value Outcomes that are being considered which are currently as follows:

- Outcome 1 - Fair Work.
- Outcome 3 - Resilient, innovative and flexible supply chains.

- Outcome 8 - Increasing productivity through physical and mental wellbeing.

For further information about Social Value Outcomes, please see:

https://assets.publishing.service.gov.uk/media/67ae1529e270ceae39f9e1a0/2025-02-11_PPN_002_The_social_value_model.docx.pdf

Early market engagement has been conducted via a survey linked in a Prior Information Notice (PIN) published in January 2025 - <https://www.find-tender.service.gov.uk/Notice/002909-2025> . This initial survey is now closed, and responses received will form information that DVLA is considering.

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Publication date of tender notice (estimated)

30 June 2026

Contracting authority

Driver and Vehicle Licensing Agency

- Public Procurement Organisation Number: PYVZ-4215-PGYM

Longview Road

Morrison

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