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Tender

DWP Mobile Frontline Vehicles

Department for Work & Pensions

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-055346

Procurement identifier (OCID): ocds-h6vhtk-059775

Published 10 September 2025, 12:14pm

Scope

Description

The Department for Work and Pensions (DWP) is the UK government's biggest public service department responsible for welfare, pensions and child maintenance policy. We administer the State Pension and a range of working age, disability and ill health benefits to over 24 million claimants and customers including some of the most vulnerable in the society. It is the second largest governmental department in terms of employees with over 90,000 staff.

The DWP is constantly reviewing its business delivery model to identify potential opportunities to improve engagement with UK citizens to promote DWP services.

This service is to support DWP to deliver a trial scheme to trial the use of a mobile frontline office facility which can be deployed into community areas at locations across Great Britain.

The key aim of this requirement is for up-to four suppliers to provide a total of 12 vehicles which are fit-out as mobile offices and that are fully maintained in accordance with current UK legislation. These will DWP with a mobile 'office environment' to enable engagement directly with members of the public at a variety of locations within Great Britain (England, Wales and Scotland).

The initial term is until 31 March 2026, with options to extend.

A planning notice (UK3) was previously issued under notice 2025/S 000-049591. However areas of the approach, requirement and CPV codes have changed.

Total value (estimated)

- £1,624,590 excluding VAT
- £1,949,508 including VAT

Above the relevant threshold

Contract dates (estimated)

- 5 November 2025 to 31 March 2026
- Possible extension to 31 March 2028
- 2 years, 4 months, 26 days

Description of possible extension:

Two options to extend by 12 months each. Total extension options is 24 months.

Main procurement category

Services

CPV classifications

- 34100000 - Motor vehicles
- 50111000 - Fleet management, repair and maintenance services

Submission

Tender submission deadline

6 October 2025, 12:00pm

Submission address and any special instructions

Bidders should access the DWP's e-procurement portal to access the full-set of requirements and to submit any tender.

<https://www.gov.uk/government/organisations/department-for-work-pensions/about/procurement#esourcing-portal>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

17 October 2025

Award criteria

Name	Description	Type	Weighting
Vehicle Lease Price	Average lease price of a vehicle over the entire term of the service (including extensions).	Price	25.00%
Fit Out Planning	The Buyer requires the Quality Vehicles are fit out with the equipment and fittings in the Specifications (Appendix B (The Buyer's detailed requirements ("Specification"))). Describe your proposed approach to fitting out the vehicles, including the interior layout, installation process and sequencing of works. You are required to provide a detailed proposal of what the fit out will look like, with consideration of the vehicles you propose to supply.	Quality	15.00%

Name	Description	Type	Weighting
Managing Vehicle Maintenance and Repair	Outline the processes and repair shop network(s) you have in place to manage Vehicle repairs in order to minimise Vehicle downtime and to meet the Service Levels and KPIs as defined in the Specifications. Refer to sections 2.8 (Service, Maintenance and Repairs), 2.9 (Recovery Services) and section 2.10 (Vehicle Downtime) of Appendix B (The Buyer's detailed requirements ("Specification")).	Quality	15.00%
Achieving timescales	The Buyer requires the Supplier to deliver the vehicles to meet the service timelines (note section 2.3 (Delivery Obligations) of Appendix B (The Buyer's detailed requirements ("Specification"))). Provide the delivery timeline for each vehicle proposed.	Quality	10.00%

Name	Description	Type	Weighting
Vehicle Planning and Delivery	The Buyer requires the Supplier to deliver vehicles which meet the Specification, as set out within Appendix B (The Buyer's detailed requirements ("Specification")). You are required to clearly demonstrate how you will deliver the Buyer Vehicle orders (in accordance with Appendix B (The Buyer's detailed requirements ("Specification"))) to ensure the specified vehicle is delivered to any location within Great Britain to the required date.	Quality	10.00%
Social Values	Model Award Criteria (MAC) 4.1 deliver additional environmental benefits in the performance of the contract including working towards net zero greenhouse gas emissions.	Quality	10.00%
Fit Out Price	The average fit out price of the vehicles.	Price	10.00%
Vehicle Charges	The average of Excess Mileage Charge, Monthly SMR Charge, vehicle make Good charge, Deposit, Delivery Charge and Collection Charge.	Price	5.00%

Other information

Payment terms

Payment terms are 30 days from the receipt of a valid, undisputed invoice.

Invoicing is variable, with charges such as vehicle lease charges in advance. Other charges, such as service, repair and maintenance, are in arrears.

Description of risks to contract performance

The DWP is seeking to roll out the service as quickly as possible, given an initial term which expires on 31 March 2026 (with options to extend by up-to 24 months). Therefore it is critical to obtain a service as quickly as possible which is safe, fit for purpose and minimises any vehicle downtime.

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Contracting authority

Department for Work & Pensions

- Public Procurement Organisation Number: PJCP-7274-TLRQ

Caxton House, 6-12 Tothill Street, London, SW1H 9NA

London

SW1H 9NA

United Kingdom

Contact name: Christian Harris

Email: christian.harris@dwp.gov.uk

Website: <https://www.gov.uk/government/organisations/department-for-work-pensions>

Region: UKI32 - Westminster

Organisation type: Public authority - central government