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Contract

IAG/Contact Centre/Customer Service apprenticeships

Driver and Vehicle Standards Agency

F03: Contract award notice

Notice identifier: 2025/S 000-067632

Procurement identifier (OCID): ocds-h6vhtk-05d1fd

Published 22 October 2025, 5:39pm

Section I: Contracting authority

I.1) Name and addresses

Driver and Vehicle Standards Agency

Berkeley House

Bristol

BS5 0DA

Contact

DVSA

Email

commercialenquiries@dvs.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

www.gov.uk/dvsa

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

IAG/Contact Centre/Customer Service apprenticeships

II.1.2) Main CPV code

- 80000000 - Education and training services

II.1.3) Type of contract

Services

II.1.4) Short description

It supports the needs and development of contact centre and deployment colleagues in Swansea.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £285,530

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

It supports the needs and development of contact centre and deployment colleagues in Swansea.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

This contract was awarded through a framework.

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

Section V. Award of contract

Contract No

K280022993

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

8 October 2025

V.2.2) Information about tenders

Number of tenders received: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Gower College

Tycoch Road

Swansea

SA2 9EB

Email

commercialenquiries@dvs.gov.uk

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £285,530

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

DVSA

Berkeley House

Bristol

BS5 0DA

Email

commercialenquiries@dvs.gov.uk

Country

United Kingdom