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Contract

DWP Mobile Frontline Vehicles

Department for Work & Pensions

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-075315

Procurement identifier (OCID): ocds-h6vhtk-059776 ([view related notices](#))

Published 19 November 2025, 3:08pm

Scope

Reference

C7867

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 supplier will provide a total of 9 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.

Contract 1. Mobile Frontline Contracts

Supplier

- [Masters of Beckenham Ltd t/a Masters Promotional Vehicles](#)

Contract value

- £210,622.28 excluding VAT
- £252,746.74 including VAT

Above the relevant threshold

Date signed

31 October 2025

Contract dates

- 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. The total extension options are 24 months.

Main procurement category

Services

CPV classifications

- 50111000 - Fleet management, repair and maintenance services

Key performance indicators

Name	Description	Reporting frequency
KPI 1 Planned and Unplanned Vehicle Downtime / Maintenance Responsiveness (excluding Accident Repairs)	Downtime per vehicle per rolling 12-month period	1 months
KPI 2 Support Request Responsiveness	% of support requests raised are resolved within SLA.	1 months
SVKPI2 Carbon Reduction plans	The development and completion of a Carbon Reduction Plan (CRP).	1 months
SVKPI1 Policy Outcome: Effective stewardship of the environment	MAC 4.1: Additional Environmental Benefits.	1 months
KPI 3 Compliance & Documentation	% of vehicles with up-to-date MOT, road tax, and lease documentation.	1 months

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Supplier

Masters of Beckenham Ltd t/a Masters Promotional Vehicles

- Companies House: 00512894

Units 3-4 North Downs Business Park

Sevenoaks

TN13 2TL

United Kingdom

Email: david@masterspv.co.uk

Region: UKJ46 - West Kent

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Mobile Frontline Contracts

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: DWP CD ABBSER Business Services

Email: cdabbser.businessservices@dwp.gov.uk

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

Region: UKI32 - Westminster

Organisation type: Public authority - central government

