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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 000-076465

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

Published 24 November 2025, 1:20pm

Scope

Reference

CRN-24-01

Description

Scope – Procurement Description:

DVLA maintains the records of over 50 million drivers and about 47 million vehicles in the UK. We collect an estimated £8 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 July 2028 to 30 June 2033
- Possible extension to 30 June 2035

- 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

23 October 2025

The engagement was carried out before this notice was published.

Engagement process description

This notice outlines DVLA's recent market engagement activity. It is being published in

the interest of transparency, to promote fair competition, and to ensure that all potential suppliers have access to the same information, including those who did not participate in the early engagement.

Engagement Dates:

- Round 1: 29 January 2025 – 28 February 2025
- Round 2: 10 September 2025 – 23 October 2025

Engagement Methods:

- Round 1:

Promoted through the publication of a Prior Information Notice under PCR2015, this round was conducted via an Online Survey.

- Round 2:

Promoted through the publication of a Preliminary Early Market Engagement Notice, this round was delivered via a Virtual Market Engagement Event, which included:

- o Supplier Event
- o 1:1 Engagement Sessions
- o Market Engagement Questionnaire (survey)

Supplementary materials from this early market engagement process are available upon request. This includes an Early Market Engagement Outcome Report, presentation slides from the Market Engagement Event held on 10 September 2025, and an anonymised summary of the questions and answers from the 1:1 sessions held on 11 September 2025. Request for these materials to be directed to TransactionsAtCounterServices@dvla.gov.uk

Please note that the revised indicative contract start date of 01 July 2028 suggests the new TCS service will start sometime after the current Front Office Counter Services contract ends in March 2027. DVLA is in discussion with its incumbent supplier about ways to ensure service continuity whilst remaining compliant with procurement regulations. Any continuity arrangements that are put in place are not expected to affect the scope of this TCS opportunity. All dates remain indicative and subject to change as the requirements and the procurement process are developed.

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

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Morrison

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United Kingdom

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Website:

<https://www.gov.uk/government/organisations/driver-and-vehicle-licensing-agency>

Region: UKL18 - Swansea

Organisation type: Public authority - central government