

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/083740-2025>

Award

## **Provision of Contact Centre Accreditation and Membership**

Driver and Vehicle Licensing Agency

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-083740

Procurement identifier (OCID): ocds-h6vhtk-05f79f ([view related notices](#))

Published 17 December 2025, 11:36am

### **Scope**

### **Reference**

CRN/25/20

### **Description**

DVLA has decided to utilise the CGA Global Standard as a benchmark and currently hold global Version 7 accreditation. DVLA's intention is to renew this membership & gain Version 8 accreditation for the term of this contract.

---

## **Contract 1. Provision of Contact Centre Accreditation and Membership**

### **Supplier**

- CCA GLOBAL Ltd

### **Contract value**

- £41,000 excluding VAT
- £49,200 including VAT

Below the relevant threshold

### **Award decision date**

17 December 2025

### **Earliest date the contract will be signed**

17 December 2025

### **Contract dates (estimated)**

- 17 December 2025 to 15 December 2027
- Possible extension to 15 December 2028
- 2 years, 11 months, 30 days

Description of possible extension:

12 month option to extend included

## **Main procurement category**

Services

## **CPV classifications**

- 64200000 - Telecommunications services

## **Contract locations**

- UK - United Kingdom

---

## **Procedure**

### **Procedure type**

Below threshold - without competition

---

## **Supplier**

### **CCA GLOBAL Ltd**

20 Newton Place

Glasgow

G3 7PY

United Kingdom

Email: [ewa.gora@ccaglobal.com](mailto:ewa.gora@ccaglobal.com)

Region: UKM82 - Glasgow City

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. Provision of Contact Centre Accreditation and Membership

---

## **Contracting authority**

### **Driver and Vehicle Licensing Agency**

- Public Procurement Organisation Number: PYVZ-4215-PGYM

Longview Road

Morrison

SA6 7JL

United Kingdom

Email: [sourcetopay.helpdesk@dvla.gov.uk](mailto:sourcetopay.helpdesk@dvla.gov.uk)

Region: UKL18 - Swansea

Organisation type: Public authority - central government

