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Contract

Provision of Contact Centre Accreditation and Membership

Driver and Vehicle Licensing Agency

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

Notice identifier: 2025/S 000-084336

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

Published 18 December 2025, 12:33pm

Scope

Reference

CRN/25/20

Description

DVLA has decided to utilise the CCA 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

Date signed

17 December 2025

Contract dates

- 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

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

Region: UKL18 - Swansea

Organisation type: Public authority - central government