

XXXX redacted under FOIA section 40

Post Office Ltd
100 Wood Street
London
EC2V 7ER

XXXX redacted under FOIA section 40

Commercial Directorate

DVLA
Longview Road
Morriston
Swansea SA6 7JL

Phone: 01792 788970

[@dvlagovuk](http://www.gov.uk/browse/driving)

Your ref:

Our ref: PS/23/205

Date: 11 December 2023

CONTRACT REFERENCE NUMBER: PS/23/205

CONTRACT TITLE: Front Office Counter Services

CCS FRAMEWORK REFERENCE NUMBER: RM3707 "Front Office Counters Service (FOCS)"

Dear **XXXX redacted under FOIA section 40**,

On behalf of the Secretary of State for Transport, I accept your proposal dated 24 November 2023 ("POL DVLA Financial Model 2425 for DVLA v2") for the above contract. The Call-Off Order Form sent to you electronically via the Egress file transfer system on 11 December 2023 sets out the terms of the proposed contract between **Driver and Vehicle Licensing Agency** and **Post Office Ltd** for the provision of Front Office Counter Services.

Subject to signature of the Call-Off Order Form, DVLA is awarding a contract for the specified services that are to commence from 1 April 2024 for a term of up to 3 years, comprised of an initial 12 month term followed by two separate optional extensions of 12 months' duration each (i.e. a "1+1+1 year" term). The total estimated contract value is up to £39.9 million over the maximum 3 year term, with an initial commitment of 12 months only estimated at £13.1 million (all figures exclude VAT).

For avoidance of doubt, any services relating to International Driving Permits (IDPs) are excluded from this contract.

You must be in possession of an official purchase order (PO), before commencing any work under this contract. The PO Number for this contract will follow shortly.

We thank you for your co-operation to date and look forward to a successful working relationship.

Please contact **XXXX redacted under FOIA section 40** to discuss arrangements for commencement of the contract.

Please confirm your acceptance of the contract award by signing and returning the Call-Off Order Form within 10 days from the date of this letter. No other form of acknowledgement will be accepted. Please remember to include the reference number above in any future communications relating to this contract.

Once countersigned, the Call Off Order Form will create a binding contract between the two named parties. The contract will be comprised of all the documents listed in the Call-Off Order Form, as sent to you electronically via the Egress file transfer system on 11 December 2023.

Yours sincerely,

XXXX redacted under FOIA section 40

Category Manager
Financial & Outsourced Services
Commercial Directorate
XXXX redacted under FOIA section 40