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Tender

## **K280022574 tender\_6262 - ServiceNow Managed Services 2025**

Driver and Vehicle Standards Agency

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-011138

Procurement identifier (OCID): ocds-h6vhtk-04f878 ([view related notices](#))

Published 25 March 2025, 2:12pm

### **Scope**

### **Reference**

K280022574

### **Description**

DVSA is seeking a managed services provider for Incident Management, Hardware Asset Management, Software Asset Management, Problem Management, Change Management, Service Management, Security Operations and Vulnerability Response. Our goals are to ensure timely resolution of incidents with minimal disruption.

### **Total value (estimated)**

- £10,000,000 excluding VAT
- £12,000,000 including VAT

Above the relevant threshold

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

- 17 July 2025 to 16 July 2027
- Possible extension to 16 July 2029
- 4 years

Description of possible extension:

There will be an option for the buyer to extend the contract at its discretion, for one year plus another year (1+1)

### **Options**

The right to additional purchases while the contract is valid.

Yes, optional deliverables shall be included within the scope/specification.

### **Main procurement category**

Services

### **CPV classifications**

- 72000000 - IT services: consulting, software development, Internet and support

### **Contract locations**

- UK - United Kingdom

## **Participation**

### **Legal and financial capacity conditions of participation**

Interested Suppliers must have a minimum D&B credit rating score of 35. Suppliers in breach of the mandatory or discretionary exclusions set out in the Procurement Act 23 will not be eligible to Bid.

### **Technical ability conditions of participation**

Provide evidence of UK-based Elite (or above) ServiceNow partner status in consulting, implementation, and managed services.? To achieve Elite Partner status with ServiceNow, a partner must demonstrate a high level of competency across multiple ServiceNow products and workflows.

Be able to provide and support a direct relationship with the third-party supplier and DVSA for delivery of all services where they are a ServiceNow Reseller.?

Demonstrate recent experience in delivering managed services for UK government departments or agencies.?

Have a minimum of 5 years of experience in providing managed services for the ServiceNow platform

Have certified ServiceNow professionals with expertise in the following modules in particular: ITSM, ITOM, CSM, and SecOps ?

Have a clear methodology for project management, risk management, and quality assurance.?

Have a support team with defined SLAs for incident resolution and service requests.?

Provide ServiceNow 24/7 Managed Service, this includes:? A 24/7, 365 response for P1 & P2 incidents, whilst a response between 08:00 to 18:00 Monday to Friday (excluding bank holidays) is expected for P3 & P4 incident.?

Have the capability to build applications on the ServiceNow platform to meet specific business requirements, whilst maintaining the development to as closely out of the box as possible.?

Focus on areas that have been excessively customised, and offer guidance on best practices to revert to a more standard, out-of-the-box configuration?

Create and sustain integrations between ServiceNow and other systems?

Establish a clear process and governance strategy to determine when platform developments or enhancements are considered customisations and highlight these to the DVSA prior to development.

Have clear governance frameworks to manage the development and deployment of low/no code applications. This includes setting guidelines for developers and ensuring compliance with organisational standards.

## **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Submission**

### **Enquiry deadline**

11 April 2025, 12:00pm

### **Submission type**

Requests to participate

### **Deadline for requests to participate**

21 April 2025, 11:59pm

## **Submission address and any special instructions**

Requests to Participate must be submitted via the Jaggaer portal. To participate in the opportunity, you must first register on the portal. You can do this by clicking the grey “click here to register!” button on the link above and following the instructions. You will then be able to access the opportunity document - the PQQ code is: pqq\_557.

<https://dft.app.jaggaer.com/>

Please note that you will require a DUNS number (Dun and Bradstreet) to register. If you do not know your number access the following link to find it:

<https://www.dnb.co.uk/duns-number/lookup.html>, click on the D-U-N-S number section. If a DUNS number is not found, there is guidance on how to acquire one in the same place.

Should you have any technical issue registering on the system please contact the Jaggaer Helpdesk in the first instance:

Phone: 0800 069 8630

[help\\_uk@jaggaer.com](mailto:help_uk@jaggaer.com)

## **Tenders may be submitted electronically**

Yes

## **Languages that may be used for submission**

English

## **Award decision date (estimated)**

16 July 2025

## Recurring procurement

Publication date of next tender notice (estimated): 20 January 2027

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## Award criteria

Name	Type	Weighting
Technical	Quality	60%
Price	Price	30%
Social Value	Quality	10%

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## Other information

### Conflicts assessment prepared/revised

Yes

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## Procedure

### Procedure type

Competitive flexible procedure

### Competitive flexible procedure description

Stage One: Participation:

1. Publish Tender Notice, providing access to the Requests to Participate document via DVSA Jaggaer portal.
2. Receive Requests to Participate from interested suppliers.
3. Assess responses against conditions of participation, exclusions and objective criteria to limit suppliers.
4. Inform Suppliers not invited to participate further.
5. Invite remaining Suppliers to submit final tenders.

Stage Two: Evaluate:

1. Receive final tenders.
2. Evaluate final tenders and determine Most Advantageous Tender (MAT).

Stage Three: Award:

1. Inform Suppliers of the outcome and issue assessment summaries.
2. Publish Contract Award Notice.
3. Following standstill enter into the contract with the winning Supplier.
4. Publish contract details notice.

## **Justification for not publishing a preliminary market engagement notice**

In accordance with official guidance, a preliminary market engagement notice is not required as DVSA published an FTS PIN under PCR 2015 on 14th February 2025. Procurement identifier (OCID): ocds-h6vhtk-04e1fa

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## **Documents**

## **Documents to be provided after the tender notice**

All documents will be provided via the Jaggaer portal.

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## **Contracting authority**

### **Driver and Vehicle Standards Agency**

- Public Procurement Organisation Number: PTMM-2614-YJDV

Berkeley House, Croydon Street

Bristol

BS5 0DA

United Kingdom

Email: [dstcommercial@dvs.gov.uk](mailto:dstcommercial@dvs.gov.uk)

Region: UKK11 - Bristol, City of

Organisation type: Public authority - central government