

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/011138-2025>

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)

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

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

Award criteria

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

Other information

Conflicts assessment prepared/revised

Yes

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. Recieve 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. Recieve 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

Documents

Documents to be provided after the tender notice

All documents will be provided via the Jaggaer portal.

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@dvsa.gov.uk

Region: UKK11 - Bristol, City of

Organisation type: Public authority - central government