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Award

## **K280022080 - ServiceNow Managed Services**

DVSA

F15: Voluntary ex ante transparency notice

Notice identifier: 2023/S 000-016046

Procurement identifier (OCID): ocds-h6vhtk-03d421

Published 6 June 2023, 4:39pm

### **Section I: Contracting authority/entity**

#### **I.1) Name and addresses**

DVSA

Swansea

##### **Email**

[dstcommercial@dvsa.gov.uk](mailto:dstcommercial@dvsa.gov.uk)

##### **Country**

United Kingdom

##### **Region code**

UK - United Kingdom

##### **Internet address(es)**

Main address

<https://www.gov.uk/government/organisations/driver-and-vehicle-standards-agency>

#### **I.4) Type of the contracting authority**

National or federal Agency/Office

## **I.5) Main activity**

General public services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

K280022080 - ServiceNow Managed Services

#### **II.1.2) Main CPV code**

- 72261000 - Software support services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

ServiceNow is the IT Service Management platform used by DVSA to provide Incident, Problem, Change, Request and Hardware Asset Management support to all its IT support services, including digital and Theory Test. It provides the 4500 DVSA employees with an IT self-service portal which provides access to a 100% self-service request catalogue for IT kit and access, 24/7 access to a virtual agent (chatbot) to provide IT support, in hour access to webchat with the IT Service Desk, an IT Knowledge Base and a 100% self-service Front Line Logistics catalogue. It also provides an automated feedback process for users so that we can better understand their experience. It is integrated with Happy Signals an Experience Management platform.

To ensure a continuation of this service and further development using the system, a contract is required for the managed service and development services.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £1,837,977.40

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

#### **II.2.4) Description of the procurement**

ServiceNow is the IT Service Management platform used by DVSA to provide Incident, Problem, Change, Request and Hardware Asset Management support to all its IT support services, including digital and Theory Test. It provides the 4500 DVSA employees with an IT self-service portal which provides access to a 100% self-service request catalogue for IT kit and access, 24/7 access to a virtual agent (chatbot) to provide IT support, in hour access to webchat with the IT Service Desk, an IT Knowledge Base and a 100% self-service Front Line Logistics catalogue. It also provides an automated feedback process for users so that we can better understand their experience. It is integrated with Happy Signals an Experience Management platform.

To ensure a continuation of this service and further development using the system, a contract is required for the managed service and development services.

### **II.2.11) Information about options**

Options: No

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

This procurement has been conducted is in line with regulation 32 2(b)(ii) of Public Contracts Regulations (PCR) 2015.

2(b)(ii)competition is absent for technical reasons:

We have complex projects in flight with Flyform (ITAM project Phase 1 and CMDDB Phase 2 and 3) which are technically complex. Flyform have been working on these for over a year and the phase 2 and 3 will continue into Year 2 of the STA contract. Changing supplier at this time would pose serious risk and delays to project deliverables which are directorate objectives.

Service Now has now been selected as a strategic government technology which has resulted in an uptake in demand to what was originally forecasted, business areas are considering Service Now for digitalisation of non-IT processes. As a result, the previous contract value reached its limit and a new contract is needed.

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: No

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## **Section V. Award of contract/concession**

A contract/lot is awarded: Yes

### **V.2) Award of contract/concession**

#### **V.2.1) Date of conclusion of the contract**

1 June 2023

#### **V.2.2) Information about tenders**

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor/concessionaire**

FlyForm Ltd

Cardiff

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

Yes

#### **V.2.4) Information on value of contract/lot/concession (excluding VAT)**

Total value of the contract/lot/concession: £1,837,977.40

#### **V.2.5) Information about subcontracting**

The contract/lot/concession is likely to be subcontracted

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Department for Transport

London

Country

United Kingdom