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Planning

SPS-02278 ServiceNow ITSM Support and Development

Scottish Prison Service

F01: Prior information notice

Prior information only

Notice identifier: 2025/S 000-019721

Procurement identifier (OCID): ocids-h6vhtk-050ec2

Published 8 May 2025, 1:31pm

Section I: Contracting authority

I.1) Name and addresses

Scottish Prison Service

One Lochside, 1 Lochside Avenue

Edinburgh

EH12 9DJ

Contact

Christina McKelvie

Email

christina.mckelvie@prisons.gov.scot

Telephone

+44 1313303858

Country

United Kingdom

NUTS code

UKM75 - Edinburgh, City of

Internet address(es)

Main address

<http://www.sps.gov.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00384

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

National or federal Agency/Office

I.5) Main activity

Public order and safety

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

SPS-02278 ServiceNow ITSM Support and Development

Reference number

SPS-02278

II.1.2) Main CPV code

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

II.1.3) Type of contract

Services

II.1.4) Short description

In order to enhance IT service management (ITSM) capabilities, the SPS are seeking a comprehensive support contract that includes platform coordination, support, and development time.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

The purpose of this Prior Information Notice (PIN) is to determine interest within the marketplace for this project. Those who are interested in this PIN should contact the SPS representative detailed in this PIN in the first instance to discuss the scope further. The SPS are currently developing a strategy for this project, meaning that the procurement route has not yet been determined. Further details will be provided in due course after a decision has been reached.

II.3) Estimated date of publication of contract notice

5 June 2025

Section IV. Procedure

IV.1) Description

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

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=798255.

(SC Ref:798255)