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Contract

K280022080 -ServiceNow Managed Services

Driver and Vehicle Standards Agency

F03: Contract award notice

Notice identifier: 2023/S 000-021158

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

Published 21 July 2023, 3:09pm

Section I: Contracting authority

I.1) Name and addresses

Driver and Vehicle Standards Agency

Berkeley House, Croydon Street

Bristol

BS5 0DA

Email

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.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

National or federal Agency/Office

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

K280022080 -ServiceNow Managed Services

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

The scope of this requirement extends to, but is not limited to, the following:

Managed Service

User Services Managed Service

Security Operations Managed Service

II.1.6) Information about lots

This contract is divided into lots: No

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

Lowest offer: £1,837,977.40 / Highest offer: £1,837,977.40 taken into consideration

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The scope of this requirement extends to, but is not limited to, the following;

User Services Managed Service, Security Operations Managed Service, CMDB (Phases 2 and 3) CIM Implementation, Security operations development, CMDB Development, LCIE, Other development work that may arise during contract term.

II.2.5) Award criteria

Price

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

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

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-016046](#)

Section V. Award of contract

Contract No

K280022080

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

28 June 2023

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

FlyForm Ltd.

Capital Tower, Greyfriars Road

Cardiff

CF103AG

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

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

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

V.2.5) Information about subcontracting

The contract is likely to be subcontracted

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Driver and Vehicle Standards Agency

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Bristol

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dstcommercial@dvsa.gov.uk

Country

United Kingdom