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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](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.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

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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**

- 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

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## **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](#)

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## **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

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## **Section VI. Complementary information**

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

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

Driver and Vehicle Standards Agency

Berkeley House, Croydon Street

Bristol

BS5 0DA

Email

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

Country

United Kingdom