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Award

## **K280022574 tender\_6262 - ServiceNow Managed Services 2025**

Driver and Vehicle Standards Agency

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-053592

Procurement identifier (OCID): ocds-h6vhtk-04f878 ([view related notices](#))

Published 3 September 2025, 2:47pm

### **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.

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## **Contract 1. K28002257 – Service Now Managed Services 2025**

### **Supplier**

- Deloitte LLP

### **Contract value**

- £10,000,000 excluding VAT
- £12,000,000 including VAT

Above the relevant threshold

### **Award decision date**

2 September 2025

### **Date assessment summaries were sent to tenderers**

2 September 2025

### **Standstill period**

- End: 12 September 2025
- 8 working days

### **Earliest date the contract will be signed**

30 September 2025

## **Contract dates (estimated)**

- 1 October 2025 to 1 October 2027
- Possible extension to 1 October 2029
- 4 years, 1 day

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)

## **Main procurement category**

Services

## **Options**

The right to additional purchases while the contract is valid.

Yes, optional deliverables shall be included within the scope/specification.

## **CPV classifications**

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

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## **Information about tenders**

- 5 tenders received
- 5 tenders assessed in the final stage:

- 0 submitted by small and medium-sized enterprises (SME)
  - 0 submitted by voluntary, community and social enterprises (VCSE)
  - 1 supplier awarded contracts
  - 4 suppliers unsuccessful (details included for contracts over £5 million)
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### **Unsuccessful suppliers**

- [IBM LIMITED](#)
  - [Flyform Limited](#)
  - [CAPGEMINI UK PLC](#)
  - [Methods Holdings Limited](#)
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## **Submission**

### **Submission type**

Requests to participate

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## **Procedure**

### **Procedure type**

Competitive flexible procedure

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## Suppliers

### **CAPGEMINI UK PLC**

- Public Procurement Organisation Number: PDLY-8986-RMHM

95 Queen Victoria Street

London

EC4V 4HN

United Kingdom

Region: UKI31 - Camden and City of London

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

### **Deloitte LLP**

- Public Procurement Organisation Number: PQZJ-4654-XTJY

1 New Street Square

London

EC4A 3HQ

United Kingdom

Telephone: 0

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

Region: UKI31 - Camden and City of London

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. K28002257 - Service Now Managed Services 2025

### **Flyform Limited**

- Public Procurement Organisation Number: PLZH-7477-CTYL

12 Cathedral Rd, Pontcanna

Cardiff

CF11 9LJ

United Kingdom

Region: UKL22 - Cardiff and Vale of Glamorgan

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

### **IBM LIMITED**

- Public Procurement Organisation Number: PNQM-8935-PYGQ

20 York Road

London

SE1 7ND

United Kingdom

Region: UKI45 - Lambeth

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

### **Methods Holdings Limited**

- Public Procurement Organisation Number: PQHR-7986-WGRZ

Saffron House 6-10 Kirby Street

London

EC1N 8TS

United States

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

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### **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](mailto:dstcommercial@dvsa.gov.uk)

Region: UKK11 - Bristol, City of

Organisation type: Public authority - central government