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Contract

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

Driver and Vehicle Standards Agency

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-080169

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

Published 5 December 2025, 1:48pm

### **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

### **Date signed**

4 November 2025

### **Contract dates**

- 10 November 2025 to 9 November 2027
- Possible extension to 9 November 2029
- 4 years

Description of possible extension:

1-year plus 1-year

### **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

## Key performance indicators

Name	Description	Reporting frequency
KPI-001 - Response Times	The service provider shall respond to incidents and requests within the specified timeframes.	12 months
KPI-002 - Incident Resolution Time	The average time elapsed between the initial report of an incident and its full resolution.	12 months
KPI-003 - Incident Resolution First time	75% Incident Resolution First Time	12 months
KPI-004 Incident backlog	Maximum age of incidents	12 months
KPI-005 Request fulfilment time	Access requests-Total resolution time is 8 hours or less for all access requests/total number of resolved access requests	12 months
KPI-006 Request backlog volume	Maximum age of requests in the backlog	12 months
KPI-007 Change Management	The percentage of changes successfully implemented without failure	12 months
KPI-008 Reporting – including Service Now availability	Timely delivery of all Service Reports	12 months

<b>Name</b>	<b>Description</b>	<b>Reporting frequency</b>
KPI-009 - Statement of Work	The Supplier must provide a fully costed response within 10 working days of submission by the Buyer.	12 months
KPI-010 - Mobilisation of resource following signed Statement of Work	Once a Statement of Works has been signed by both parties supplier resource must be mobilised and ready to work within 10 working days of a signed SOW	12 months
KPI-011 - SOW Kick off Meeting	Once a Statement of Works has been signed by both parties a SOW Kick Off meeting must take place with 10 working days.	12 months
KPI-012 - Service Desk Call Answered	% of calls answered within 60 seconds	12 months
KPI-013 - Service Desk Abandoned calls	% of calls answered by Service Desk and Abandoned	12 months
KPI-014 User Satisfaction	Number of positive responses/total number of responses x 100 based on minimal sample size of ten (10) responses.	12 months
KPI-015 Service Credit Issuance Time	Total time taken to issue all service credits ÷ Total number of service credits issued	12 months
KPI-016 - Invoicing Accuracy	The percentage of invoices issued without errors, such as incorrect amounts, missing information, or discrepancies.	12 months

## Signed contract documents

[Pages from ecm\\_16757\\_2\\_SIGNED\\_Redacted.pdf](#)

Redacted Contract for ServiceNow Managed Services 2025

## Submission

### Submission type

Requests to participate

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## Other information

### Conflicts assessment prepared/revised

Yes

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## Procedure

### Procedure type

Competitive flexible procedure

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## Supplier

### Deloitte LLP

- Public Procurement Organisation Number: PQZJ-4654-XTJY

1 New Street Square

London

EC4A 3HQ

United Kingdom

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

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

Region: UKK11 - Bristol, City of

Organisation type: Public authority - central government