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Award

## **ServiceNow licensing extension**

Science Museum Group

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-083414

Procurement identifier (OCID): ocds-h6vhtk-05f6d2 ([view related notices](#))

Published 16 December 2025, 2:14pm

### **Scope**

### **Reference**

SCM3953M

### **Description**

Extension of existing ServiceNow licensing for 3 years.

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### **Contract 1. ServiceNow licensing extension**

## **Suppliers**

Supplier not yet selected

## **Contract value**

- £546,500 excluding VAT
- £655,799 including VAT

Above the relevant threshold

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

30 December 2025

## **Contract dates (estimated)**

- 31 December 2025 to 30 December 2028
- Possible extension to 30 December 2029
- 4 years

Description of possible extension:

One year extension

## **Main procurement category**

Goods

## **CPV classifications**

- 48000000 - Software package and information systems

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## Other information

### Conflicts assessment prepared/revised

Yes

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## Procedure

### Procedure type

Direct award

### Direct award justification

Additional or repeat goods, services or works - extension or partial replacement

This direct award is justified under Section 41 and Schedule 5, paragraph 7 of the Procurement Act 2023, which permits a contracting authority to award a contract without competition where the contract is an extension or partial replacement of existing goods/services and:

- a change in supplier would result in goods/services that are different from, or incompatible with, the existing goods/services; and
- that difference or incompatibility would result in disproportionate technical difficulties in operation or maintenance.

In this case, the award covers the continued use of our ServiceNow platform for three years. We have developed multiple bespoke services and integrations on ServiceNow;

switching to another system would render these custom elements incompatible and require extensive re-builds, complex data migration, re-integration with dependent systems, and comprehensive re-training of staff. Taken together, these impacts would create disproportionate technical difficulties and operational risk, so retaining the incumbent supplier is the only practicable route to ensure continuity, interoperability, and maintainability of our core service management capability.

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## **Contracting authority**

### **Science Museum Group**

- Public Procurement Organisation Number: PDTR-3338-MNPG

The Science Museum

London

SW7 2DD

United Kingdom

Email: [procurement@sciencemuseum.ac.uk](mailto:procurement@sciencemuseum.ac.uk)

Region: UKI33 - Kensington & Chelsea and Hammersmith & Fulham

Organisation type: Public authority - central government