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Award

ServiceNow licensing extension

Science Museum Group

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

Notice identifier: 2025/S 000-083424

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

Published 16 December 2025, 2:23pm

Scope

Reference

SCM3953M

Description

Extension of existing ServiceNow licensing for 3 years.

Contract 1. ServiceNow licensing extension

Supplier

- [SERVICENOW UK LIMITED](#)

Contract value

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

Above the relevant threshold

Award decision date

16 December 2025

Standstill period

- End: 29 December 2025
- 8 working days

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

Procedure

Procedure type

Direct award

Supplier

SERVICENOW UK LIMITED

- Companies House: 06299383

Strata Building, 1 Bridge Street

Staines

TW18 4TW

United Kingdom

Email: jenn.ostrom@servicenow.com

Region: UKJ25 - West Surrey

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. ServiceNow licensing extension

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

Region: UKI33 - Kensington & Chelsea and Hammersmith & Fulham

Organisation type: Public authority - central government