

FOI REF:	15366
RESPONSE SENT:	08/04/2025

Request

I am writing to request information under the Freedom of Information Act 2000 regarding the council's IT Service Management (ITSM) contracts and related services. I would appreciate if you could provide the following details:

Current IT Service Management (ITSM) Provider(s)

Name of the supplier(s) providing ITSM software and/or services.

Contract Details

Contract start date

Contract end date

Details of any contract extensions (if applicable)

Total annual cost of the contract(s)

ITSM Tools & Software in Use

Name of the ITSM tool(s) used by the council (e.g., ServiceNow, Jira Service Management, BMC Remedy, etc.).

Procurement & Renewal

Contract renewal date

Procurement framework or tendering process used (e.g., G-Cloud, CCS Framework, Open Tender, etc.).

Response

Name of Supplier	Start date	End date	Contract Extension	Annual Cost	ITSM tools used	Contract Renewal Date	Procurement Framework
Richmond Systems	01/10/2024	31/12/2025	n/a	£8,292	RichDesk	n/a	CCS Framework
Manage Engine	21/02/2025	20/02/2026	n/a	£1,980	Asset Explorer	n/a	CCS Framework

