



EAST CAMBRIDGESHIRE DISTRICT COUNCIL

THE GRANGE, NUTHOLT LANE,
ELY, CAMBRIDGESHIRE CB7 4EE

Telephone: Ely (01353) 665555

www.eastcambs.gov.uk

Further to your information request FOI/EIR 23/24-061, please find your question and our response below.

Request:

- What IT Service management (ITSM) platform are you currently using? (e.g. ServiceNow, BMC, Freshworks, 4ME, Hornbill, ManageEngine, etc) Please provide the platform name.
- When is your current ITSM platform contract due for renewal? Please provide month/year.
- Who (if there is one) is your current supplier of professional and managed services for your ITSM platform?
- How many user licences do you have for your ITSM platform?
- Who is the principal contact for IT Services within your organisation? i.e. Director of IT or Head of Service Delivery. Please provide LinkedIn or available contact details (where appropriate).

Response:

In accordance with Section 16(1) of the FOI Act, the Council has a duty to provide advice and assistance to you, as far as it is reasonable to do so. We can advise that the Council does not respond to unsolicited requests regarding sales, procurement and commissioning.

Departments must follow a strict procedure as the council has a responsibility to spend public money to achieve the best possible value and outcomes for its citizens whilst maximising the wider social, economic and environmental benefits.

We can direct you to the Council's website pages for procurement opportunities, events and how to sell to the Council: <https://www.eastcambs.gov.uk/east-cambs-district-council/doing-business-council>

This concludes your request FOI/EIR 23/24-061.

If information has been refused please treat this as a Refusal Notice for the purposes of the Act.

If you disagree with our decision or are otherwise unhappy with how we have dealt with your request in the first instance you may approach foi@eastcambs.gov.uk and request a review. A request for review must be made in no more than 40 working days from the date of this email.

Should you remain dissatisfied with the outcome you have a right under s50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.