



Further to your information request FOI/EIR 23/24-429, please find your question and our response below.

Request:

I am writing to you to submit a Freedom of Information (FOI) request regarding your ITSM software.

1. Number of employees
2. Number of IT staff
3. Current ITSM solution
4. Cloud or on-premise
5. If on-premise, do you have a cloud migration strategy?
6. If yes, please share more details, including budget allocation.
7. Number of licenses
8. Length of contract
9. Contract expiry date
10. Contract review date
11. Annual cost of contract
12. Total cost of contract
13. Person responsible for the software and their contact details
14. Person responsible for any future projects on reviewing or replacing the software and their contact details

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 23/24-429.

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.