



December 2019

Freedom of Information Request Reference N°: FOI 004148/19

I write in connection with your request for information received by the Norfolk and Suffolk Constabularies on the 14th November 2019 in which you sought access to the following information:

What software product(s) are you using to manage your IT Service Management (e.g. ServiceNow, Cherwell, Hornbill etc.)?
Who is your current vendor?
When does the contract with your current service desk provider end?
How much does your current ITSM service desk tool cost annually?
When will you be looking to review your current service desk tool?

What software product(s) are you using to manage your desktops ITAM e.g SCCM, Manage engine etc.)?
Who is your current vendor?
When does the contract with your current desktop provider end?
How much does your current ITAM desktop tool cost annually?
When will you be looking to review your current desktop tool?

Who is your primary IT company contact?

Response to your Request

The response provided below is correct as of 18th November 2019.

Norfolk and Suffolk Constabularies have considered your request and our response is below.

Contract information is published on the Bluelight Procurement Database website. I have provided links below to both of the relevant contracts.

<https://www.blpd.gov.uk/foi/foicontractview.aspx?contractid=18322>
<https://www.blpd.gov.uk/foi/foicontractview.aspx?contractid=23693>

Under Section 21(1) of the Freedom of Information Act (2000), public authorities are not required to provide information that is reasonably accessible to the public by other means, in this case via the BLPD website, therefore in accordance with Section 17 of the Freedom of Information Act (2000), this serves as a Refusal Notice for these parts of your request.

Mr James Close is the Director of Joint ICT.