

# POLICE AND CRIME COMMISSIONER FOR LEICESTERSHIRE *DECISION RECORD*

To be completed in cases where a decision is required

## DECISION OF POLICE AND CRIME COMMISSIONER

Date: 11/10/23

Received in OPCC Date:

OPCC Ref: EXE0039-23

Title: ITSM Tool contract

### Summary of Issue:

IT require an IT service management (ITSM) tool, which manages IT tasks from a single workspace. This will improve efficiency, accountability and have better visibility withi IT systems. It was agreed to procure the ITSM using Crown Commercial Service G Cloud 13 framework. A shortlist of three companies were evaluated and the contract has been award to HaloITSM for a maximum value of £220,000 over a four-year period.

### Background

IT require a ITSM tool to improve their functionality to replace some of our current call logging and asset management systems.

### Tender Process

It was agreed to procure by direct award using the CCS G Cloud framework. The following key words to used "ITSM", "ITIL" "ITOM" using the n Cloud software option, where Supplier type is Not a reseller, in Digital Marketplace.

This produced a shortlist for three companies and an evaluation was completed on their offer and the contract has been awarded to HaloITSM as the best value, offering a straightforward and comprehensive pricing model that covers all features except for their native asset discovery tool. However, this can be integrated the existing tools at no extra cost. Also, there are no additional fees for approvers and users outside of IT. Halo ITSM meets our technical requirements and implementation & maintenance costs are within budget.

The recommendation was approved by Paul Dawkins, Assistant Chief Officer (Finance & Resources).

### Recommendation(s) presented:

I recommend that we award the ITSM tool contract to SS HaloITSM for a maximum price of £220,000 over four years.

**Key discussion points**

The procurement complies with the public procurement regulations and the Force's policies and procedures. The contract meets the Force's requirements and is value for money.

**It was resolved that:**

The Police & Crime Commissioner signs the contract and adds his seal.

**OFFICE OF PCC APPROVAL**

**Chief Executive or Chief Finance Officer:**

I have been consulted about the proposal and confirm that appropriate advice has been taken into account in the preparation of this report. I am satisfied that this is an appropriate request to be submitted to the Police and Crime Commissioner

**Signature:**

**Name: Kira Hughes**

**Date:23/10/23**

**Publication Scheme**

**Decision of Monitoring Officer:**

As Monitoring Officer for the Office of Police and Crime Commissioner for Leicestershire I have determined that:

It is appropriate to publish this record of decision made by the Police and Crime Commissioner : **Yes**

It is appropriate to publish details of the decision by the Police and Crime Commissioner for Leicestershire : **Yes**

**Reasons for any non Publication (referencing appropriate legislation): None**

**Signature:**

**Name: ClaireTrewartha**

**Date:13/10/23**

**Police and Crime Commissioner for Leicestershire**

Having received the advice set out above and reviewed relevant documentation my decision in regard of this matter is:

**Approved**

**Signature  
Rani Mahal**

**Date:23/10/23**