



LONDON FIRE BRIGADE

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Request and response:

I am currently doing some research into IT Service Management and Desktops ITAM trends in the UK public sector. Could you kindly provide me with the below information about your organisation:

What software product(s) are you using to manage your IT Service Management (e.g. ServiceNow, Cherwell, Hornbill etc.)?

MSM Expert

Who is your current vendor?

Marval Software Limited

When does the contract with your current service desk provider end?

March 2022

How much does your current ITSM service desk tool cost annually?

£27,459

When will you be looking to review your current service desk tool?

April 2021

What software product(s) are you using to manage your desktops ITAM e.g SCCM, Manage engine etc.)?

SCCM

Who is your current vendor?

Microsoft

When does the contract with your current desktop provider end?

December 2020

How much does your current ITAM desktop tool cost annually?

Free

When will you be looking to review your current desktop tool?

Unknown

Who is your primary IT company contact?

Julian Martin CIO

You may also find the following information useful: The Local Government Transparency Code 2015 requires the publication of the details of every contract, commissioned activity (including external consultants), purchase order, framework agreement and any other legally enforceable agreement with a

value that exceeds £5,000. The LFB contracts and tender process are updated quarterly and are published on the London Data Store: [here](#)

In addition, details of any purchase orders of between £5,000 and £10,000 is also available on the London Datastore [here](#) and this data is updated on a quarterly basis. All payments of £250 or more is published monthly and is available for the current year [here](#).

The LFB website provides information in relation to the advertisement and management of any tender opportunities, [here](#)