



Date: 4 January 2021

Dear

ATISN 14638

Thank you for your request, which I received on **8 December 2020** about current **Contracts in place for IT Service Management solutions (ITSM)**. The information you requested is enclosed.

You asked for the following information for each contract -

- What is the total contract value?
- When is the contract due to end?
- Are there options to extend the agreement? If so, please provide details on the potential extensions
- The incumbent supplier

We currently have one contract in place from 1st December 2020 until the 30th November 2023. The contract value is £839,797.32 for the 3 year period. There is no option to extend the contract. The incumbent supplier is Computacentre UK Ltd.

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,
Welsh Government,
Cathays Park,
Cardiff,
CF10 3NQ

or Email: Freedom.ofinformation@gov.wales

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely