

Existing Supplier

Sopra Steria

Annual Contract Value

£5.2 million

Duration of the contract

The contract started on 1 November 2015 and is initially for a period of 5 years, with an option to extend for a further 3 years.

Number of users

2191

Number of devices

Desktops = 1552

Laptops = 434

Thin clients = 358

Key business applications

SAP

Civica EDRMS

CCPH

iWorld

Frameworki

Libraries

Northgate OHMS

IKEN

EMS

MVM M3

Radius Icon

Modern Gov

Civica Parking

Internal contact responsible for reviewing and renewing contracts

Carol Cutler – Director of Customer Services & Business Transformation

Brief Contract Description

Sopra Steria will be responsible for ICT provision in the council and all costs are included as part of the incremental partnership agreement. The services comprise:

- Service management
- Service desk
- Incident management
- Compliments and complaints management
- Major incident management
- Problem management
- Change management
- Procurement services
- Desktop services
- Infrastructure hosting
- Network services
- Application management
- Configuration management
- Release and deployment management
- Capacity management
- Service continuity & availability management
- Service reporting
- Information security management
- Business relationship management
- Professional services
- Supplier management
- Service level management