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Contract

ITSM Toolset

London Borough of Harrow

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-009684

Procurement identifier (OCID): ocds-h6vhtk-0615eb

Published 3 February 2026, 6:15pm

Scope

Description

IT Service Management (ITSM) processes (including, but not limited to incidents, major incidents, request fulfilment, change, problem and security event management). Management Information for reporting and performance management purposes. The ITSM platform is widely used by internal teams and key suppliers to manage demand from end users from notification of the issue through to resolution of tickets logged.

2026/2027 costs include licensing to implement a chatbot which can handle common requests as well as generative AI which helps generate ticket summaries, suggests next actions and auto-creates content such as knowledge base articles.

Contract 1

Supplier

- ULTIMA BUSINESS SOLUTIONS LTD.

Contract value

- £126,773.34 excluding VAT
- £152,128.01 including VAT

Below the relevant threshold

Date signed

3 February 2026

Contract dates

- 17 February 2026 to 16 February 2027
- 1 year

Main procurement category

Services

CPV classifications

- 72000000 - IT services: consulting, software development, Internet and support

Contract locations

- UKI74 - Harrow and Hillingdon
-

Procedure

Procedure type

Below threshold - limited competition

Supplier

ULTIMA BUSINESS SOLUTIONS LTD.

- Companies House: 02521249
- Public Procurement Organisation Number: PHLP-4331-RRXJ

Gainsborough House

Reading

RG2 0NA

United Kingdom

Email: publicsectorbids@ultima.com

Website: <http://www.ultima.com>

Region: UKJ11 - Berkshire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

London Borough of Harrow

- Public Procurement Organisation Number: PQRC-2343-GRQR

Forward Drive

Harrow

HA3 8FL

United Kingdom

Email: procurement@harrow.gov.uk

Region: UKI74 - Harrow and Hillingdon

Organisation type: Public authority - sub-central government