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Contract

Information Technology Service Management (ITSM) Solution

Rotherham Borough Council

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

Notice identifier: 2025/S 000-059031

Procurement identifier (OCID): ocds-h6vhtk-05a07f

Published 23 September 2025, 5:07pm

Scope

Reference

24-155

Description

The Council utilises the IFS Assyst IT Service Management (ITSM) system to support its service desk operations and IT asset management. This system is a business-critical application, underpinning the delivery of the Council's IT services by managing the inventory and lifecycle of IT assets, tracking incidents and changes, and maintaining key configuration and user data.

Ongoing maintenance and support for the ITSM system are required, including software updates and user licensing management.

Contract 1

Supplier

- INDUSTRIAL AND FINANCIAL SYSTEMS, IFS UK LTD

Contract value

- £66,834 including VAT

Below the relevant threshold

Date signed

22 May 2025

Contract dates

- 9 June 2025 to 8 June 2026
- 1 year

Main procurement category

Goods

CPV classifications

- 48000000 - Software package and information systems

Contract locations

- UKE31 - Barnsley, Doncaster and Rotherham

Procedure

Procedure type

Below threshold - unknown

Supplier

INDUSTRIAL AND FINANCIAL SYSTEMS, IFS UK LTD

- Companies House: 03277022
- Public Procurement Organisation Number: PNLC-5675-XTZQ

Bourne House Lotus Park

Staines-Upon-Thames

TW18 3AG

United Kingdom

Email: slava.kulko@ifs.com

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

Region: UKJ25 - West Surrey

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

Rotherham Borough Council

- Public Procurement Organisation Number: PGYC-3376-BGQP

Riverside House, Main Street

Rotherham

S60 1AE

United Kingdom

Email: procurement.corporate@rotherham.gov.uk

Website: <https://www.rotherham.gov.uk/>

Region: UKE31 - Barnsley, Doncaster and Rotherham

Organisation type: Public authority - sub-central government