

Date: Tuesday, 22nd October 2019
Our Ref: MB/SS FOI 4050

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Re: Freedom of Information Request FOI 4050

We are writing in response to your request submitted under the Freedom of Information Act, received in this office on 26th September 2019.

Your request was as follows:

1) Is your current IT Service Management function and associated software application based in house or Outsourced to a 3rd Party?

3rd party

2) Please provide the full name and version of the ITSM software application in use?

Layton ServiceDesk version 6.8.2

3) What is the lifetime value of the contract and over how many years?

£1305 per year exVAT - rolling contract

4) As part of the existing contract how many support operatives (agents) are licenced/subscribed to use the solution? (These are individuals who work on the desk in resolver groups, not customers using a Self-Service function).

Approx 20

5) When is the contract due for renewal?

31/03/2020

6) How was the current solution procured - directly with the Vendor, through a Framework or via G Cloud?

Direct award.

7) What are your published procurement thresholds for tendering purposes?

Obtain competitive price for goods/services - up to £9,999 (inc. VAT)

Quotations: Obtain a minimum of 3 written competitive quotations for good/services -£10,000 to £49,999 (Inc. VAT)

Under Threshold Tenders: Undertake a competitive tendering exercise for goods/services - Over £50,000 (Inc. VAT)
(Local tendering procedures)

Over EU Threshold Tenders: Undertake a competitive tendering exercise for goods/services - £181, 302 (excludes VAT) Good/ services contracts, £4,551,413 (excludes VAT) Works Contracts, £615,278 (excludes VAT) Social& other specific services (Light Touch)

8) What is the Authority's strategy with regards to Cloud solutions as opposed to In House installations?

Can currently be considered if data stored within the EU.

9) Has the organisation ever procured through the G Cloud Framework?

No, however the Trust intends to utilise the Crown Commercial Services G Cloud Framework for future purchases

Please see our response above in [blue](#).

Re-Use of Public Sector Information

All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

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Further information can be found at www.opsi.gov.uk where a sample license terms and fees can be found with guidance on copyright and publishing notes and a Guide to Best Practice and regulated advice and case studies, at www.opsi.gov.uk/advice/psi-regulations/index.htm

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to the Freedom of Information Office at the address above.

Please remember to quote the reference number, FOI 4050 in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

Mike Burns

Mr. Mike Burns, Executive Lead for Freedom of Information