FOI Request Response information

FOI request reference:	2016/170
Date request received:	04/07/2016
Date request responded to:	07/07/2016
Category:	IM&T
Tags:	IT, service, management

Request Detail:

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

2) If this In House, is this an On Premise or a SaaS solution?

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

4) What is the lifetime value of the contract and over how many years? Please provide high level % in terms of software, maintenance and services.

5) 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)

6) When is the contract due for renewal?

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

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

9) What is the Authorities strategy with regards to Cloud solutions as opposed to In House installations?

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

Response Detail:

The Trust response to your recent FOI request is as follows:

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

>>> Based in House

2) If this In House, is this an On Premise or a SaaS solution?

>>> The application is On Premise

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

Sostenuto v4.9

4) What is the lifetime value of the contract and over how many years? Please provide high level % in terms of software, maintenance and services.

>>> Our current agreement is a 3 year agreement at £19.5k which is for maintenance. The cost over the life of the product from 2007 has been £300k

5) 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)

>>>74

6) When is the contract due for renewal?

>>> 16th Dec 2018

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

>>> Framework

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

>>> The Trust both observes the advertised EU thresholds (for OJEU regulated processes) and its own SFIs which require use of OJEU compliant frameworks or formal tendering of contracts over £50k value.

9) What is the Authorities strategy with regards to Cloud solutions as opposed to In House installations?

>>> The Trust is aware of Central government drive and recommendations on hosted solutions and increasingly is contracting on this basis where appropriate and offering best value or functionality versus traditional hosted solutions.

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

>>> Yes, the Trust has procured through a number of the G-Cloud frameworks