



Information Governance Team
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Our Ref: FOI 2278

Thank you for your request concerning G Cloud procurement.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

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

It is outsourced to an NHS shared service.

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

Please see the answer to question 4.

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

We use 'Service Now'.

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.

All our information technology functions are provided by Hertfordshire, Bedfordshire and Luton ICT (HBLICT). They own the 'Service Now' contract; you can contact them at the address below.

Hertfordshire, Bedfordshire and Luton ICT
Charter House
Parkway
Welwyn Garden City
Hertfordshire AL8 6JL

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)

Please see the answer to question 4.

6) When is the contract due for renewal?

Please see the answer to question 4.

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

Please see the answer to question 4.

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

Please see our Tendering Procedure attached.

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

We use Cloud First.

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

We have not used the G Cloud framework to date.

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

Sue Smith

**Sue Smith
Information Governance Analyst**

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

