

7 October 2019

Information Rights & Compliance Team
99 Waverley Road
St Albans
Hertfordshire
AL3 5TL

Tel: 01727 804954
Email: Hpf.foi@nhs.net

Our Ref: FOI/03448

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.

QUESTIONS:

- 1) **Is your current IT Service Management function and associated software application based in house or Outsourced to a 3rd Party?**
- 2) **Please provide the full name and version of the ITSM software application in use?**
- 3) **What is the lifetime value of the contract and over how many years?**
- 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).**
- 5) **When is the contract due for renewal?**
- 6) **How was the current solution procured – directly with the Vendor, through a Framework or via G Cloud?**
- 7) **What are your published procurement thresholds for tendering purposes?**
- 8) **What is the Authority's strategy with regards to Cloud solutions as opposed to In House installations?**
- 9) **Has the organisation ever procured through the G Cloud Framework?**

ANSWER:

All this information is already in the public domain; please follow this [link](#) to a previously published response¹. I can confirm that nothing has changed.

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 Rights Officer

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](#).



¹ Section 21 – Information is accessible through other means