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### Freedom of information request

I am writing in response to your request for information which has been handled under the Freedom of Information Act 2000 (FOIA).

Your questions and our response are below.

I hope you can help me with an exercise we are conducting, to understand more about the Procurement Strategies in the Public Sector; specifically within the NHS and around the take up of G Cloud.

- 1) Is your IT Service Management function and associated software application based In house or Outsourced to a 3rd Party? [Outsourced](#)
- 2) If this In House, is this an On Premise or a SaaS solution? [n/a](#)
- 3) Please provide the full name and version of the ITSM software application in use? [Cherwell v 8.02](#)
- 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. [The value per year is approx. £90k+VAT](#)
- 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) [16](#)
- 6) When is the contract due for renewal? [Oct 2016](#)
- 7) How was the current solution procured – directly with the Vendor, through a Framework or via G Cloud? [Through a framework.](#)
- 8) What are your published procurement thresholds for tendering purposes? [Tendering Thresholds are £20k to OJEU limit \(Local Tender\), OJEU limit and over \(Full EU Tender\)](#)

9) What is the Authorities strategy with regards to Cloud solutions as opposed to In House installations? There is not a written strategy for specifically cloud services, however the Trust will consider all aspects of a service in relation to the benefits derived from a cloud offering.

10) Has the organisation ever procured through the G Cloud Framework? No