Freedom of Information Act 2000 disclosure log entry

Reference

16-17101

Date sent

18/07/2016

Subject

ICT Service Desk

Details of enquiry

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)   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 Sent

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

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

3.   Please provide the full name and version of the ITSM software application in use?
     Netsupport ServiceDesk v5.0

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.
     Renewed annually

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)
    12

6.   When is the contract due for renewal?
    Circa May 2017

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

8. What are your published procurement thresholds for tendering purposes?
    £60k

9. What is the Authorities strategy with regards to Cloud solutions as opposed to In House installations?
    As an organisation we are moving closer to adopting cloud based solutions for our day to day requirements

10. Has the organisation ever procured through the G Cloud Framework?
    N/A