

Freedom of Information Request

Reference Number: EPUT.FOI.19.1254
Date Received: 25 September 2019

Information Requested:

The information you provide as part of this Freedom of Information exercise will help us to understand the most appropriate way of interacting with Local Authorities in their buying cycles.

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

[In-house](#)

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

[Richmond Support Desk](#)

3) What is the lifetime value of the contract and over how many years?

[Yearly Renewal](#)

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).

[54 licences](#)

5) When is the contract due for renewal?

[Annually rolling April to March](#)

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

[Directly with the vendor](#)

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

- [3 quotations for goods/services £10,000 to £24,999](#)
- [3 quotations for goods/services £25,000 to £99,999 including a clear auditable selection process and bid request form.](#)
- [Invite a minimum of 5 bidders to submit written competitive tenders for goods/services from £100,000 to £999,999 in line with EU limits](#)
- [Invite a minimum of 5 bidders to submit written competitive tenders for goods/services over £1,000,000 in line with EU limits](#)

8) What is the Authority's strategy with regards to Cloud solutions as opposed to In House installations?

[The Trust's strategy is to utilise in-house assets](#)

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

[Yes](#)

Publication Scheme:

As part of the Freedom of Information Act all public organisations are required to proactively publish certain classes of information on a Publication Scheme. A publication scheme is a guide to the information that is held by the organisation. EPUT's Publication Scheme is located on its Website at the following link
<https://eput.nhs.uk>