

Our Ref: 347/2019
September 2019

Re: Your request made under the Freedom of Information Act 2000

- 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?

SiteHelpDesk

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

£1,465 per annum

- 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).

73 staff members are licensed

- 5) When is the contract due for renewal?

Annually renewed (each June)

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

Direct

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

£50,000

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

For this product and associated value, this is not something we would look to migrate to a cloud environment. Such options more widely need to take into account the capital replacement and depreciation weighed against the annual revenue op ex. of a cloud solution.

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

Yes