

Freedom of Information Request

Ref: UHB 20-018

31 January 2020

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

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?
Service Desk.
3. What is the lifetime value of the contract and over how many years?
75k for five 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).
175.
5. When is the contract due for renewal?
Next Financial year, 2021.
6. How was the current solution procured – directly with the Vendor, through a Framework or via G Cloud?
Through a Framework.
7. What are your published procurement thresholds for tendering purposes?
5k, 25k, 125k. Each point requires sign-off from a senior staff member. For the above 125k an OJEU process is required.
8. What is the Authority's strategy with regards to Cloud solutions as opposed to In House installations?

Cloud first.

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

Yes.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Director of Corporate Governance
University Hospitals Bristol NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

FOI Team
UH Bristol NHS Foundation Trust