

Ref: FOI/CAD/ID 3428

Please reply to:
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Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to ICT service desk.

- 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) *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?*

1) In House

2) On Premise

3) LanDesk

4) Renewal is due spring 2017. The Trust is unable to place a value on it as we are a new division within the Trust (IT was outsourced now insourced)

5) No more than 50

6) April 2017

7) It was gifted as part of the KMHIS closure.

8) All purchases over £50k must be tendered.

<https://www.lppsourcing.org/procontract/lpp/portal.nsf/vLiveDocs/SD-DEVV-6UGE9Y?OpenDocument&contentid=1.001>

All opportunities will be tendered on this portal. The Trust use a number of NHS frameworks which does mean a lot of the tenders will only go to those organisations who are on the framework.

9) So long as the Cloud based solution meets with the requirements set out by NHSE and HSCIC. We presently have no cloud based applications

10) Not to our knowledge