

Sent via email

FOI 2016/108

8th August 2016

Dear

Information Governance

Christopher Ward, West Pavilion
St Charles Centre for Health & Wellbeing
Exmoor Street
London
W10 6DZ

www.clch.nhs.uk
foi.request@clch.nhs.uk

Freedom of Information Act 2000 request: ICT Service Desk (IT Service Management)

With reference to your request for information, dated 4th July 2016, made under section 1(1) of the Freedom of Information Act, I am writing to inform you of the outcome of your information request.

You asked the following:

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?*

Our response:

1. *Offered via a strategic partnership with Capita.*
2. *NA.*
3. *Remedy V8.*
4. *7 Years.*
5. *38.*
6. *26th June 2022.*
7. *Unknown to CLCH.*

8.

Requirement with values below £5K	A single quote using the trust standard template is required
Requirement with values between £5K up to £50K	A minimum of 3 quotes from separate suppliers and demonstrate value for money using the Trust standard quotation template.
Requirement above £50K up to the EU financial threshold	Call off from an EU compliant framework agreement or formally tender requirement(s)
Requirement above the respective EU thresholds	Procurement must be consulted

	Supplies	Services	Works
Entities listed in Schedule 1	£106,047	£106,047	£4,104, 394
Other public sector contracting authorities	£164,176	£164,176	£4,104, 394
Indicative Notices	£589,148	£589,148	£4,104, 394
Small lots	£62,842	£62,842	£785,530

Advice must be sought from the Trust's Procurement team at the earliest opportunity if there is any indication that products or services to be procured are above the EU thresholds.

9. *Central London Community Healthcare NHS Trust (CLCH) follows the TOM (target operating model) as laid out in the partnership contract between CLCH and Capita.*
10. *Our Procurement team is very new; no one member being with the Trust for more than 6 months, so our corporate memory is short. We have though, performed a review of our contracts register to search for possible G-Cloud sourced contracts along with discussions with the IM&T department. In each case we cannot find any evidence of the Trust having used G-Cloud Framework.*

This completes our response to your request for information. If you are unhappy with our response, please write to us giving your reasons and we will address them. If you remain dissatisfied you are entitled to appeal to the Information Commissioner:

Customer Contact
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow SK9 5AF
Tel: 0303 123 1113
http://ico.org.uk/concerns/getting/report_concern_foi

Yours sincerely,

Jonathan Walmsley
Information Governance Facilitator
Central London Community Healthcare NHS Trust