The Dudley Group
NHS Foundation Trust

Date: 26/07/2016

FREEDOM OF INFORMATION REQUEST FOI/012898 – IT Procurement strategy

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

2) If this In House, is this an On Premise or a SaaS solution? On Premise

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

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 years £60k 8% support

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) 60

6) When is the contract due for renewal? 2021

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

8) What are your published procurement thresholds for tendering purposes – see attached

9) What is the Authorities strategy with regards to Cloud solutions as opposed to In House installations? Best fit solution

10) Has the organisation ever procured through the G Cloud Framework? Yes