**Request 6580 - ICT Service Desk**

I hope you can help me with an exercise we are conducting, to understand more about the Procurement Strategies and the take up of G Cloud in the Public Sector.  
  
The information you provide as part of this Freedom of Information exercise will help us to understand the most appropriate way of interacting with Public Sector during their buying cycles.   
  
1) Is your current IT Service Management function and associated software application based in house or Outsourced to a 3rd Party?  
  
2) Please provide the full name and version of the ITSM software application in use?  
  
3) What is the lifetime value of the contract and over how many 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).  
  
5) When is the contract due for renewal?  
  
6) How was the current solution procured – directly with the Vendor, through a Framework or via G Cloud?  
  
7) What are your published procurement thresholds for tendering purposes?  
  
8) What is the Authority’s strategy with regards to Cloud solutions as opposed to In House installations?  
  
9) Has the organisation ever procured through the G Cloud Framework?

**Response**

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

2) Please provide the full name and version of the ITSM software application in use? Hornbill Service Manager

3) What is the lifetime value of the contract and over how many years? We have no cost for lifetime value as the contract is on annual renewal so would depend on the length of time we remain with the product.

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). 77

5) When is the contract due for renewal? The success plan renewal date for Hornbill is May (annually).

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

7) What are your published procurement thresholds for tendering purposes? £25k (via Contract Finder), Supplies and Services £189,330/Works £4,733,252 (Official Journal of the European Union, after 31/1/2020 the Cabinet offices replacement system).

8) What is the Authority’s strategy with regards to Cloud solutions as opposed to In House installations? Cloud solutions are preferred but successful tenders will also be scored against a number of different criteria such as cost, functionality etc.

9) Has the organisation ever procured through the G Cloud Framework? On a number of occasions.