

Executive Corridor  
Darlington Memorial Hospital  
Hollyhurst Road  
Darlington  
DL3 6HX  
Switchboard Tel: 01325 38 0100  
Foundation Trust Office: 01325 74 3625  
Corporate Records Office: 01325 74 3700

Request for Information Reference: 09.19.59

Direct line: 01325 743700  
Email: [cdda-tr.cddftfoi@nhs.net](mailto:cdda-tr.cddftfoi@nhs.net)

Email only

23 October 2019

### **Freedom of Information Act 2000 – Request for Information**

Thank you for your request for information received on 26 September 2019 in relation to the County Durham and Darlington NHS Foundation Trust (Trust). We are dealing with your request under the provisions of the Freedom of Information Act 2000.

You requested information regarding the Procurement Strategies and the take up of GCloud. Specifically you requested information as follows:

***I hope you can help me with an exercise we are conducting, to understand more about the Procurement Strategies and the take up of GCloud 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 Local Authorities in their buying cycles.***

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

Answer: In-house.

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

Answer: Ivanti Servicedesk 2017.3

***3) What is the lifetime value of the contract and over how many years?***

Answer: 6 years - although we do not have a lifetime contract value recorded however we can confirm that the 2019/20 cost is £8,274.68 exc. VAT.

**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).**

Answer: 78 Agents.

**5) When is the contract due for renewal?**

Answer: 2020.

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

Answer: Framework.

**7) What are your published procurement thresholds for tendering purposes?**

Answer: ITQ 10k-50k under threshold tender 50k – 181,302k OJEU 181,302+

**8) What is the Authority's strategy with regards to Cloud solutions as opposed to In House installations?**

Answer: Considered on a case by case basis

**9) Has the organisation ever procured through the G Cloud Framework?**

Answer: Yes.

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the County Durham and Darlington NHS Foundation Trust website.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the way your request for information has been handled, you can request a review by writing to:

The Chief Executive  
County Durham & Darlington NHS Foundation Trust  
Darlington Memorial Hospital  
Hollyhurst Road  
Darlington  
DL3 6HX



County Durham  
and Darlington

NHS Foundation Trust

If, you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Telephone: 0303 123 1113

Website: [www.ico.gov.uk](http://www.ico.gov.uk).

There is no charge for making an appeal.

Yours sincerely

**Joanna Tyrrell**  
Freedom of Information Officer