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Request for Information Reference: 09.22.25

FOI Direct line: 01325 743700
Email: cdda-tr.cddftfoi@nhs.net

Email only

10th October 2022

Dear

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we received on 14th September 2022 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to IT service management software and I am providing the following information in response to your specific questions:

Please could you provide the following information:

1. Number of Employees

Headcount	- 7,114
Full Time Equivalent	- 6,256.83

2. Number of IT Staff

79

3. The name of your current IT Service Management Software and the company that supplies it

Ivanti Service Manager

4. Whether this is a Cloud / SaaS or On-Premise Solution

On Premise

5. The number of licences and whether these are Named or Concurrent

86 named users and 2 concurrent

6. The length of your current contract for this Software / Service

5 years

7. The contract expiry date, and whether you intend to change it

January 2027. There are no plans to change at this point.

8. The Contract Review Date: (approximate date of when the organisation is planning to review this contract.):

September 2026

9. The Annual cost of the contract

10. The Total cost of the contract

The Trust are unable to provide the information as requested on the grounds that this information is commercially sensitive and has, therefore, been withheld pursuant to Section 43 of the Act.

Section 43 (2) exempts from disclosure the following:

(2) Information, the disclosure of which would, or would be likely to, prejudice the commercial interests of any person including those of the public authority holding the information.

Our supplier has made clear representation that pricing for the cost of the contract is commercially sensitive information, the disclosure of which would be likely to prejudice their commercial interests, as it would provide alternative bidders with an understanding of their costs (which would not be reciprocated) with respect to similar contracts in the NHS, thereby undermining their ability to tender, on fair and equal terms, for such contracts. The Trust considers that there is potential for such harm to arise with reasonable proximity and, therefore, that the exemption under Section 43(2) of the Act is engaged.

The Trust acknowledges the public interest in publication of the information; specifically the interest in transparency with respect to expenditure on services, as a means of assisting the taxpayer in evaluating their value for money. However, there is a competing public interest in preserving fair market competition and the ability of public authorities to obtain value for money when sourcing services. In previous rulings the Information Commissioner has made clear that the Freedom of Information Act is not intended to distort fair market competition. In this case, the Trust therefore considers that the public interest in

preserving fair competition outweighs the general public interest in transparency and is therefore applying the exemption under Section 43(2).

11. The person responsible for this Software / Service and their contact details (name + email + direct phone number if possible)

Craig Robinson, Head of ICT, 01913332777

12. The lead person to contact about any future projects to review or replace this Software / Service, and their contact details (name + email + direct phone number if possible)

Craig Robinson, Head of ICT, 01913332777

If this solution is currently on Premise, please could you also provide the following information:

13. Do you have a cloud migration strategy?

No

14. If so, is there specific budget allocated to this?

Not applicable

15. Would you be looking to move to a cloud service at the end of the current contract?

Under review

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 on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via cdda-tr.cddftfoi@nhs.

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; www.ico.gov.uk.

Yours sincerely

Corporate Records and Freedom of Information Facilitator