



Request under Freedom of Information Act 2000

Request Ref: NGFOI 16/17: 187

Thank you for your request for information received at Northampton General Hospital NHS Trust (NGH) on 04/07/16.

I am pleased that we are now able to provide you with a response to your request as shown below.

Response from Northampton General Hospital NHS Trust (NGH):

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?

Sitehelpdesk-IT V7.8

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.

There is no contract, the tool was purchased in 2003. Since then we have an annual support and maintenance contract. The value of this service in 2015 was £1,005.

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)

Support agents allocated 45 out of a total 48 licences available

6) When is the contract due for renewal?

June 17

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?

The Trusts SFI's are as follows:

£0-9999 – one quote

£10,000 – 49,999 - 3 competitive quotes

£50,000 upwards - tender or mini competition/direct award through national Framework

£106,047 - OJEU tender or mini competition through national framework

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

Freedom of Information gives access to recorded information held. We do not have a written strategy in regards to Cloud solutions.

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

Yes the Trust has used the Digital Marketplace G Cloud 7 Framework in the last 6 months, but generally we use specific Framework agreements i.e. RM1042, RM1054 & 1058 relating directly to technology hardware, network maintenance and back up & data services or contracts through SBS i.e. LINK IT where we can run mini competitions etc.