



Response to Request for Information

Reference FOI 000157
Date 18 May 2016

G Cloud

Request:

I hope you can help me with an exercise we are conducting, to understand more about the Procurement Strategies in the Public Sector; specifically within Local Authorities and around the take up of G Cloud.

The information you provide as part of this FOI exercise will help us to understand the most appropriate way of interacting with Local Authorities in their buying cycles.

- 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?
[System Centre Service Manager 2012 R2](#)
- 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?
[This is part of our Enterprise Agreement costs with Microsoft and unfortunately Microsoft do not provide itemised cost per product.](#)
- 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)
[There is no requirement to license operatives of System Centre. There are about 55 resolvers across ICT.](#)
- 6) When is the contract due for renewal?
[Enterprise Agreement is up for renewal June 2017.](#)
- 7) How was the current solution procured – directly with the Vendor, through a Framework or via G Cloud?
[The agreement was procured under the Pro5 framework agreement.](#)
- 8) What are your published procurement thresholds for tendering purposes?

[NOT PROTECTIVELY MARKED]

Anything above £50,000 has to be tendered.

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

The Council operates a cloud first strategy.

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

Yes.