



Freedom of Information Request FOI1963

Request:

Good Afternoon, 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 Authorities in their buying cycles. Please could you answer the following questions and respond via email to foi.request@hornbill.com

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? Many thanks Jake Gill Market Analyst at Hornbill Hornbill, Apollo, Odyssey Business Park, West End Road Ruislip, HA4 6QD United Kingdom

Submitted on 13/11/19.

Response:

1. Is your current IT Service Management function and associated software application based in house or Outsourced to a 3rd Party? **in house**
2. Please provide the full name and version of the ITSM software application in use? **FrontRange IT Service Management, Version 6.3.5 Build 945**
3. What is the lifetime value of the contract and over how many years? **S&M for 19/20 was £14,520.93 which has increased by RPI since the contract started in 2006. The initial purchase was circa £55k. The current rolling S&M contract runs to 30th November 2020**
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). **We currently have 135 Incident Management licences, 15 Change Management licences and 6 Configuration Management licences**
5. When is the contract due for renewal? **The current rolling S&M contract runs to 30th November 2020**
6. How was the current solution procured - directly with the Vendor, through a Framework or via G Cloud? **Directly with the Vendor as an upgrade of our existing solution**
7. What are your published procurement thresholds for tendering purposes? **Our internal Contract Standing Order Thresholds are**
 - Below £5000 - One quote required
 - £5,001 to £10k - 3 quotes issued & 1 returned
 - over £10k must involve Procurement Team
 - £10,001 to £20k - 3 Quotes issued & 1 returned
 - £20,001 to £50k - 5 quotes issued & 3 returned
 - Over £50k Open Tender Process advertised
 - Over £181,302 - OJEU compliant tender process

The information supplied to you is owned by the council unless otherwise stated and may be protected by copyright. You are free to use it for your own purposes, including any non-commercial research or for the purposes of news reporting. Any other re-use of a commercial nature will require the permission of North Tyneside Council. Further enquiries in this respect should be directed to Information Governance Team, North Tyneside Council, Quadrant, The Silver Link North, Cobalt Business Park, North Tyneside, NE27 0BY.



8. What is the Authority's strategy with regards to Cloud solutions as opposed to In House installations? **Cloud where appropriate**
9. Has the organisation ever procured through the G Cloud Framework? **Yes**