



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

Tel: 0151 556 5000
Web: www.clatterbridgecc.nhs.uk

Date: 16 October 2019

Re: Freedom of Information Request
Ref: 272 - 2019

Thank you for your email dated the 26th September 2019, requesting information regarding our IT Service Management function and software.

The information that you require is as follows:

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

This is based In-House

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

House on the Hill v2019.00m (Build: 12508)

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

This is an annual contract with contract value - £6,360.00

- 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 25 Licenses

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

The current annual contract expires 31/03/2020

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

Direct with the vendor

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

QUOTATIONS AND TENDERS		
Head of Purchasing and Supplies /Divisional General Managers/Head of Department/Head of Technical Services as appropriate	£20,000 to £50,000	Quotations: <u>Obtaining</u> a minimum of 3 written quotations for goods/services.
Two officers as per the approved signatory list One of the two (Board Director and Board Secretary)	Over £50,000 Supplies and Services: £113,057 Works: £4,348,350	Competitive Tenders: <u>Obtaining</u> a minimum of 3 written competitive tenders for goods/services.

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

We do not have a strategy with regards to this.

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

No, our Trust has never procured through the G Cloud Framework.

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:

<https://www.surveymonkey.co.uk/r/H39RFMM>