

Reference: FOI 33543 BUCKS 14Y

Subject: ICT Service Desk

I can confirm that the CCG does hold some of the information requested; please see responses below:

QUESTION	RESPONSE
<p>1. Is your current IT Service Management function and associated software application based in house or Outsourced to a 3rd Party?</p>	<p>NHS Buckinghamshire CCG currently receives its IT Support Services, including software asset management, as part of the overall Lead Provider Framework (LPF) between NHS Buckinghamshire CCG and NHS South Central & West Commissioning Support Unit.</p>
<p>2. Please provide the full name and version of the ITSM software application in use?</p>	<p>The CCG buys fully hosted IT Support Service which includes ITSM.</p>
<p>3. What is the lifetime value of the contract and over how many years?</p>	<p>ITSM software management is not separately costed in the overall LPF.</p>
<p>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).</p>	<p>This is a fully hosted supported service; Buckinghamshire CCG is part of the collective.</p>

<p>5. When is the contract due for renewal?</p>	<p>31-03-2020</p>
<p>6. How was the current solution procured – directly with the Vendor, through a Framework or via G Cloud?</p>	<p>Lead Provider Framework (LPF)</p>
<p>7. What are your published procurement thresholds for tendering purposes?</p>	<p>This is part of the LPF</p>
<p>8. What is the Authority’s strategy with regards to Cloud solutions as opposed to In House installations?</p>	<p>The CCG buys fully hosted IT Support Services which may involve cloud solutions. It therefore has no in-house installations.</p>
<p>9. Has the organisation ever procured through the G Cloud Framework?</p>	<p>Yes, this is used as a common route to market by NHS SC&S CSU non-Clinical Procurement team</p>

The information provided in this response is accurate as of 03 December 2019, and has been authorised for release by Robert Majilton, Deputy Chief Officer and Director of Sustainability & Transformation for NHS Buckinghamshire CCG.