

Dear [REDACTED]

I am writing to respond to your request sent on the 4th July 2016. OUHFT can confirm that it holds the data that you requested which is provided below.

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?

In House

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 - N/A

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) - N/A

6) When is the contract due for renewal? - N/A

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

8) What are your published procurement thresholds for tendering purposes? NHS standard

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

10) Has the organisation ever procured through the G Cloud Framework? - No

Please note that on 1 November 2011 the Oxford Radcliffe Hospitals NHS Trust (ORH) merged with the Nuffield Orthopaedic Hospital NHS Trust (NOC) to form the Oxford University Hospitals NHS Trust (OUH). Our response reflects these changes. Therefore, we consider that Oxford University Hospitals Trust has released to you all of the information that it holds in relation to your request.

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Yours sincerely,

