

## Freedom of Information request 523-19

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### Request

- 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?

### Response

1. The IT Service Management software used by NHS Borders is based in-house.
2. TOPdesk SaaS v9.11.002
3. The original contract taken out was for 2 years at £48,000 (£24,000 per year) with an opportunity to extend year on year. There have been two years added on to this individually at approximately £25,000 per year.
4. There is no limit to the number of agents. We currently have approximately 40 agents on average that are accessing the system.
5. The contract is due for renewal in November 2020. However we already have an agreement in place to move to ServiceNow in 2020 as part of a regional 3-year contract.
6. The current solution was procured directly with the vendor.
7. Contract opportunities for tender would be advertised on Public Contracts Scotland if the value of the contract exceeds £50,000.
8. NHS Borders strategy is a cloud first approach where appropriate.
9. No.

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to,

Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or [foi.enquiries@borders.scot.nhs.uk](mailto:foi.enquiries@borders.scot.nhs.uk).

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **523-19** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.