

**FOI 266 2016**

**REQUEST AND RESPONSE**

- 1) Is your IT Service Management function and associated software application based In house or Outsourced to a 3rd Party? **INHOUSE**
- 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?  
**SUNRISE ITSM V5.0.0-B266**
- 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. **Implementation and perpetual licence cost = £18,750 + Support & Maintenance costs of £2083 pa**
- 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) **We have 5 concurrent plus 2 named user licences.**
- 6) When is the contract due for renewal? **Phase 1 of this implementation project was completed in March 2016 and Phase 2 is due to commence in June 2016. Support & Maintenance in place for an initial 3 year period. It is unlikely that this software application will be reviewed for at least 5 years, but will be considered by its ability to continue fulfilling the business need.**
- 7) How was the current solution procured – directly with the Vendor, through a Framework or via G Cloud? **Invitation to Tender following a review of the market place and onsite demonstrations.**
- 8) What are your published procurement thresholds for tendering purposes? **This information is set out in the Council's Constitution which is available via our website at [www.tendingdc.gov.uk](http://www.tendingdc.gov.uk)**
- 9) What is the Authorities strategy with regards to Cloud solutions as opposed to In House installations? **The council does not have a strategy in relation to cloud solutions**
- 10) Has the organisation ever procured through the G Cloud Framework? **No**