Reference: IR724

Date issued: 26 November 2019

IT Service Desk

I am writing in response to your request for information below dated 11 November 2019 in which you requested information regarding IT Service Desk.

For ease of reference, I have reproduced your questions below and set out our corresponding responses.

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

The function is in house; the application we use is cloud-based.

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

Zoho Desk, see https://www.zoho.com/desk

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

It's a rolling monthly contract, currently costing USD 60 per month.

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).

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5) When is the contract due for renewal?

See answer to question 3 above.

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

Directly with vendor

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

Up to £500 – 1 quote

£501 to £30,000 - two quotes

Above £30,000 - at least three quotes, formal tender process

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

We assess solutions for our business applications on a case by case basis.

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

Yes

If you have any queries, or questions about my handling of your request, please do not hesitate to contact me.

Yours sincerely

Information Officer