

Dear

I am writing to you in reply to your Freedom of Information Act (FOIA) request to Nottinghamshire County Council. I have the following information.

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

In house

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

Microsoft System Centre Service Manager (SCSM)

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

This is included in the Microsoft licence package, so it is not possible to separate the cost.

*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).*

Unlimited – currently approximately 70

*5) When is the contract due for renewal?*

N/A

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

Software partner contract

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

These are available at:

<https://www.nottinghamshire.gov.uk/business-community/doing-business-with-us/procurement-process>

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

<https://www.nottinghamshire.gov.uk/policy-library/43869/ict-strategy>

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

Yes

If you have any queries or concerns then please contact me. Please remember to quote the reference number above in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to the Team Manager, Complaints and Information Team, County Hall, West Bridgford, Nottingham, NG2 7QP or e-mail [foi@nottscc.gov.uk](mailto:foi@nottscc.gov.uk).

Yours sincerely

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