

Ref: FOIA Reference 2019/20-373

Royal Stoke University Hospital
Quality, Safety and Compliance Department
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 14th October 2019

Email foi@uhn.nhs.uk

Dear

I am writing in response to your email dated 26th September 2019 requesting information under the Freedom of Information Act (2000) regarding GCloud in the Public Sector.

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 I hope you can help me with an exercise we are conducting, to understand more about the Procurement Strategies and the take up of GCloud in the Public Sector.

The information you provide as part of this Freedom of Information exercise will help us to understand the most appropriate way of interacting with Local Authorities in their buying cycles.

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

A1 IT Service Management Function is in house; the software is supplied by a 3rd party

Q2 Please provide the full name and version of the ITSM software application in use?

A2 Sunrise v5.1.0 –b519

Q3 What is the lifetime value of the contract and over how many years?

A3 The purchase order value is £13,557 this covers a 12 month period. The contract is from April 2019 to March 2020

Q4 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).

A4 71 users

Q5 When is the contract due for renewal?

A5 April 2020

Q6 How was the current solution procured – directly with the Vendor, through a Framework or via G Cloud?

A6 Framework

Q7 What are your published procurement thresholds for tendering purposes?

A7 Please see below:

Under £20k: Informal quotation process required (3 quotes)

£20k to £50k: A formal quotation process is required to be undertaken

1) For expenditure between £20,000 and £24,999 formal written quotes must be obtained.

2) For expenditure between £25,000 and £50,000 formal written quotes must be obtained and the requirement must be advertised through “Contracts Finder” or equivalent.

£50k to £118,133 (OJEU threshold Supplies & Services) or £4,551,413 (OJEU threshold Works) Formal competitive tenders must be obtained and the requirement must be advertised through “contracts finder” or equivalent.

Over £118,133 (OJEU threshold Supplies & Services) or £4,551,413 (OJEU threshold Works) An advert is to be placed in OJEU (Office Journal of the European Union) and the requirement must be advertised through “contracts finder” or equivalent.

Competition need not be sought where the product/service is available via NHS Supply Chain/SCCL or NHS Frameworks such as Crown Commercial Services (CCS) collaborative procurement partner offerings, as these have already been subject to OJEU procurement processes, however the rules/requirements for accessing these type of agreements must be observed.

In ensuring that there is an appropriate level of competition on all Trust Procurements the Associate Director - Procurement and Commercial Services also has the responsibility of reporting instances where due procurement process has not been followed to the Chair of Audit Committee.

Reasonable consideration must be given to instances where, any single tender action is appropriate, and this with careful consideration to overall value for money versus operational need/risk to the organisation.

NB: for the avoidance of doubt though any expenditure/contract value over the minimum OJEU threshold (as outlined above) cannot be single tender waived under EU Legislation.

Q8 What is the Authority’s strategy with regards to Cloud solutions as opposed to In House installations?

A8 At UHNM there is currently no formal decision to use cloud services

Q9 Has the organisation ever procured through the G Cloud Framework?

A9 Yes

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

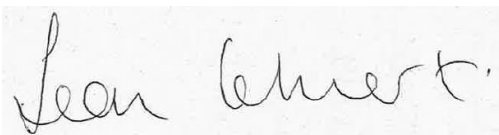
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,



Jean Lehnert
Information Governance Manager