

Date: 28/11/19
Our Ref: RFI2837
Your Ref: FOI Request – Procurement Strategies
Tel: 0300 1234 500
Email: foi@homesengland.gov.uk



Homes
England

██████████
By Email Only

Windsor House
Homes England – 6th Floor
50 Victoria Street
London
SW1H 0TL

Dear ██████████

RE: Request for Information – RFI2837

Thank you for your request for information, which was processed under the Freedom of Information Act 2000 (FOIA).

For clarification, you requested the following information:

- 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

We can confirm that we do hold information that falls within the scope of your request, we will address each of your questions in turn;

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

We can confirm that the software application is provided by third party but that we have an in-house service management function.

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

We use Sostenuto 5.2.

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

The value of the contract is £22,000.00 over one year.

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- 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).

There are 34 licenced/subscribed support operatives.

- 5) When is the contract due for renewal?

The contract is due for renewal on 31st March 2020.

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

The current solution was procured directly with the vendor.

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

Section 21 – Information already accessible by other means

We can inform you that we do hold the information that you have requested however we rely on section 21 of the FOIA as information surrounding this question is published on our procurement web page.

The full text of the legislation can be found on the following link;

<https://www.legislation.gov.uk/ukpga/2000/36/section/21>

We have a duty to provide advice and assistance in accordance with Section 16 of the FOIA in order to comply with this duty we enclosed the link to the web page.

<https://www.gov.uk/government/publications/procurement-at-homes-england>

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

I can confirm that Homes England does not hold the information detailed for this question within your request. This is because there is no legal or business reason for Homes England to do so.

In order to conclude that the information is not held, we have searched with our Digital and Procurement Team who would have the requested information if held.

The FOIA does not oblige a public authority to create information to answer a request if the requested information is not held. The duty under section 1(1) is only to provide the recorded information held.

The full text of section 1 in the legislation can be found here:

<https://www.legislation.gov.uk/ukpga/2000/36/section/1>

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

Homes England has procured through the G Cloud Framework.

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Advice and Assistance

We have a duty to provide advice and assistance in accordance with Section 16 of the FOIA.

Right to Appeal

If you are not happy with the information that has been provided or the way in which your request has been handled you may request an internal review by writing to;

The Information Access Team
Homes England – 6th Floor
Windsor House
50 Victoria Street
London
SW1H 0TL

Or by email to foi@homesengland.gov.uk

You may also complain to the Information Commissioner however, the Information Commissioner does usually expect the internal review procedure to be exhausted in the first instance.

The Information Commissioner's details can be found via the following link

<https://ico.org.uk/>

Please note that the contents of your request and this response are also subject to the Freedom of Information Act 2000. Homes England may be required to disclose your request and our response accordingly.

Yours sincerely,
Information Access Team
For Homes England