



Llywodraeth Cymru
Welsh Government

19 September 2017

Dear ,

ATISN 11494 Business Intelligence Tools

Thank you for your request which I received on **21.08.2017** requesting the following information.

1. What Business Intelligence tool(s) do you use?
2. What is the value of the contract? (please detail what the initial up-front cost of the software platform is, and detail annual or recurring costs in perpetuity i.e. support and maintenance, and professional services invoiced for, be it with the vendor directly and or a third-party)
3. What is/are the renewal date of the contract(s)?
4. Please can you provide the name, job title, direct telephone number, and email address for the officer responsible for this contract?
5. If, the person(s) who signed the purchase order/released budget from there cost centre is different to the above, please provide their name, job title, direct telephone number and email address. Eg. if the CFO authorised purchase of the software.
6. Please can you provide the name, job title, direct telephone number, and email address for the person responsible for maintaining the provision of the service?
7. Please can you provide the name, job title, direct telephone number, and email address for the licensed end-users (beneficiaries) of this service? If that level of information is unobtainable, please detail how many end users there are and in which departments they work.
8. Please can you share the business case/specification of requirement which was proposed for the procurement of the business intelligence tool(s) and other supporting documentation?
9. Please can you provide details/a description of the service provided by the current supplier?
10. Where contracts have been renewed in the last 6 months, please can you also provide a short list of suppliers that have bid for each contract?
11. What is the appropriate route for suppliers to engage with the Trust on the above services in terms of procurement – Are any existing frameworks/preferred supplier lists in place and if so how can these be applied to? (eg – GCloud/Achilles/Other?)
12. What Department(s) within the Trust (if any) are responsible for the



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- a. analysis and management of information and producing Business Intelligence/Performance Management Reports? (eg – eHealth/ICT/Other?)

The information you requested is enclosed.

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,
Welsh Government,
Cathays Park,
Cardiff,
CF10 3NQ

or Email: FreedomOfInformationOfficer@wales.gsi.gov.uk

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely

Lisa McBride,

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	Question Detail	Response		
		1. Business Intelligence Tools Used	2. Annual Value of the contract	3. Renewal date of contract
Q1, 2 and 3	- What Business Intelligence tool(s) do you use? - What is the value of the contract? (please detail what the initial up-front cost of the software platform is, and detail annual or recurring costs in perpetuity i.e. support and maintenance, and professional services invoiced for, be it with the vendor directly and or a third-party) - What is/are the renewal date of the contract(s)?	Atamis	£233,042	31.07.2018
		D&B	£125,000	27.02.2020
		Ibis World	£4,995	26.03.2018
		Mint	Free of charge as an internal service	N/A
Q4	Please can you provide the name, job title, direct telephone number, and email address for the officer responsible for this contract?	The contracts are managed by BI on behalf of the Director of the Commercial and Procurement Unit at the Welsh Government, who holds budgetary responsibility: For Atamis and Ibis World: NPSBusinessIntelligence@gov.wales . For D&B and Mint: CCU.ICT@wales.gsi.gov.uk		
Q5	If, the person(s) who signed the purchase order/released budget from there cost centre is different to the above, please provide their name, job	As above.		



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	title, direct telephone number and email address. Eg. if the CFO authorised purchase of the software.	
Q6	Please can you provide the name, job title, direct telephone number, and email address for the person responsible for maintaining the provision of the service?	For Atamis and Ibis World: NPSBusinessIntelligence@gov.wales . For D&B and Mint: CCU.ICT@wales.gsi.gov.uk
Q7	Please can you provide the name, job title, direct telephone number, and email address for the licensed end-users (beneficiaries) of this service? If that level of information is unobtainable, please detail how many end users there are and in which departments they work.	For Atamis and Ibis World: NPSBusinessIntelligence@gov.wales . For D&B and Mint: CCU.ICT@wales.gsi.gov.uk
Q8	Please can you share the business case/specification of requirement which was proposed for the procurement of the business intelligence tool(s) and other supporting documentation?	Spend Analysis specification attached. Ibis World is a subscription service. Mint is a subscription service. The D&B Specification is as follows:



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	Access to the online Dun & Bradstreet Supplier Portfolio Manager Risk Tracker Version (https://www.dnb.co.uk/products/operations-supply/supplier-portfolio-manager.html) for all Welsh Public Sector (WPS) Organisations. The supplier uploads and matches WPS buying organisations ledger information with Dun & Bradstreet data, identifying SME information, to assist those organisations to monitor and manage their suppliers and procurement processes effectively. Provision of access to business information reports for new and existing companies. Provision of toolkit solution to link the Sell2Wales portal to Dun & Bradstreet. Service Levels: The Portfolio Manager service is normally available 24 hrs per day, 7 days per week and is actively supported from 0800 hrs to 1800 hrs during UK business working days. In order to provide optimum levels of service availability, fault tolerant systems architecture is in place that automatically manages load balancing and failover across multiple servers. On a 24 hr basis, the site is automatically called every 30 seconds to check service availability and usability and to establish actual service levels during the supported hours. For the last 6 month period, the actual service level achieved during supported hours was 99.99%
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Q9	Please can you provide details/a description of the service provided by the current supplier?	http://www.atamis.co.uk/ https://www.ibisworld.co.uk/ https://www.dnb.co.uk/products/operations-supply/dnb-supplier-risk-manager-2-0.html http://www.mintel.com/
Q10	Where contracts have been renewed in the last 6 months, please can you also provide a short list of suppliers that have bid for each contract?	The initial search run under Cloud yielded the following 3 suppliers for Spend Analysis: Atamis Ltd; Spikes Cavell Analytics Ltd; and AdviseInc Ltd. A further filter was added to the search parameter reducing the yield to 2 suppliers: Atamis Ltd and Spikes Cavell Analytics Ltd. An evaluation of both offerings was undertaken resulting in the successful supplier (Atamis Ltd) being awarded the contract.
Q11	What is the appropriate route for suppliers to engage with the Trust on the above services in terms of procurement – Are any existing frameworks/preferred supplier lists in place and if so how can these be	https://www.sell2wales.gov.wales/



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	applied to? (eg – GCloud/Achilles/Other?)	
Q12	What Department(s) within the Trust (if any) are responsible for the a. analysis and management of information and producing Business Intelligence/Performance Management Reports? (eg – eHealth/ICT/Other?)	The Business Intelligence Team NPSBusinessIntelligence@gov.wales .



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