



Llywodraeth Cymru
Welsh Government

Our ref: ATISN 13435
Date: 8 October 2019

Dear

Request for Information – ATISN reference 13435

Thank you for your request which I received on 23 September 2019. Clarification was sought from you on 25 September. As no response was received, information has been provided below in relation to the Welsh Government.

- 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?
Remedy on Demand v9.1.04.
- 3) What is the lifetime value of the contract and over how many years?
Approximately £150k over 12 months
- 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).
120
- 5) When is the contract due for renewal?
31st November 2019
- 6) How was the current solution procured – directly with the Vendor, through a Framework or via G Cloud?
G-Cloud
- 7) What are your published procurement thresholds for tendering purposes?



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- up to £4,999 - one written quote.
- between £5,000 to £24,999 - a minimum of three written quotes.
- between £25,000 to the EU threshold (which currently for service contracts is £118,133 and works contracts £4,551,413) – these are advertised on Sell2Wales.
- above the EU threshold – these are also advertised on Sell2Wales and are subject to EU procurement regulations.

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

The Corporate ICT Strategy requires a 'Cloud first or justify' approach when considering and evaluating ICT solutions.

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

Yes

For further information about the information which the Welsh Government holds and its use, or if you wish to exercise your rights under the GDPR, please see contact details below:

Data Protection Officer
Welsh Government
Cathays Park
CARDIFF
CF10 3NQ
E-mail: DataProtectionOfficer@gov.wales

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 e-mail: Freedom.ofinformation@gov.wales

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

Telephone: 01625 545 745 or 0303 123 1113
Website: www.ico.org.uk

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

Any information released under the Freedom of Information Act 2000 or Environmental Information Regulations 2004 will be listed in the Welsh Government's Disclosure Log (at <https://gov.wales/about/open-government/freedom-of-information/responses/?lang=en>).