

Nicola Hesketh  
Project and Information Co Ordinator

**Our Ref: FOI3947/NH/02**  
**Please ask for: Nicola Hesketh**  
**Direct dial: 01827 709 587**  
**E-mail: FOImailbox@tamworth.gov.uk**

[name redacted]  
Hornbill Service Management Limited  
APOLLO  
Odyssey Business Park  
West End Road, Ruislip  
HA4 6QD

15<sup>th</sup> June 2016

Dear [name redacted]

### **Freedom of Information – Request for Information**

With regards to your recent enquiry for information held by the Authority under the provisions of the Freedom of Information Act. Please find the information you requested below with reference in the box to your original enquiry for clarity where multiple answers are required.

#### **Details of Your Request**

- 1) *Is your IT Service Management function and associated software application based In house or Outsourced to a 3rd Party?*
- 2) *If this In House, is this an On Premise or a SaaS solution?*
- 3) *Please provide the full name and version of the ITSM software application in use?*
- 4) *What is the lifetime value of the contract and over how many years? Please provide high level % in terms of software, maintenance and services.*
- 5) *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)*
- 6) *When is the contract due for renewal?*
- 7) *How was the current solution procured – directly with the Vendor, through a Framework or via G Cloud?*
- 8) *What are your published procurement thresholds for tendering purposes?*
- 9) *What is the Authorities strategy with regards to Cloud solutions as opposed to In House installations?*
- 10) *Has the organisation ever procured through the G Cloud Framework?*

**The response to your request as follows:**

1. In house
2. On premise
3. Sunrise Sostenuto V5
4. 5 years £35930
5. 8
6. March 2021
7. ITT
8. This information is publically available on our website at: <http://www.tamworth.gov.uk/tenders-and-contracts> therefore it is considered exempt under S21 of the Act where we are not obliged to provide the information again if it publicly available elsewhere.
9. Both are considered.
10. No

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Project and Information Coordinator,  
Tamworth Borough Council,  
Marmion House,  
Lichfield Street,  
Tamworth,  
B79 7BZ

Details of Tamworth Borough Council's internal review and complaints procedure are attached, in accordance with the provisions of the Act.

Yours Sincerely

Nicola Hesketh  
Project and Information Coordinator