

Reference Number: FOI202223/292
From: Commercial
Date: 14 September 2022
Subject: Current IT Service Management Software - supplier, contract information and number of licences

Q1 Number of Employees

A1 4107

Q2 Number of IT Staff

A2 93

Q3 The name of your current IT Service Management Software and the company that supplies it

A3 We have an outsourced Service Desk provided by iMerseyside.

Q4 Whether this is a Cloud / SaaS or On-Premise Solution

A4 Information not held – as per A3

Q5 The number of licences and whether these are Named or Concurrent

A5 Information not held – as per A3

Q6 The length of your current contract for this Software / Service

A6 1 year rolling

Q7 The contract expiry date, and whether you intend to change it

A7 31/03/2023 and no, we don't intend to change it

Q8 The Contract Review Date: (approximate date of when the organisation is planning to review this contract.)

A8 October 2022

Q9 The Annual cost of the contract

A9 £350k

Q10 The Total cost of the contract

A10 £350k

Q11 The person responsible for this Software / Service and their contact details (name + email

+ direct phone number if possible)

A11 Leanne Fearnough, Leanne.Fearnough@alderhey.nhs.uk, 0151 228 4811

Q12 The lead person to contact about any future projects to review or replace this Software / Service, and their contact details (name + email + direct phone number if possible)

A12 Leanne Fearnough, Leanne.Fearnough@alderhey.nhs.uk, 0151 228 4811

If this solution is currently on Premise, please could you also provide the following information:

Q13 Do you have a cloud migration strategy?

A13 Not applicable, as per A3 above

Q14 If so, is there specific budget allocated to this?

A14 Not applicable, as per A3 above

Q15 Would you be looking to move to a cloud service at the end of the current contract?

A15 Not applicable, as per A3 above