

24/10/2022

Dear Requester,

**FOI**

Thank you for your Freedom of Information request. Please note, this is a cross-site response for Bedford site and Luton site.

You asked:

1. **Number of IT Staff**

Circa 150

1. **The name of your current IT Service Management Software and the company that supplies it**

Hornbill Service Manager

1. **Whether this this a Cloud / SaaS or On-Premise Solution**

Cloud

1. **The number of licences and whether these are Named or Concurrent**

180 Named

1. **The length of your current contract for this Software / Service**

36 Months

1. **The contract expiry date, and whether you intend to change it –**

2025 / No not looking to change this

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

2025

1. **The Annual cost of the contract**

Commercially sensitive information relating to the trust’s spend on the above has not been disclosed here as we consider that Section 43 (2) ‘prejudice to the commercial interests of any party’ of the FOI act is engaged. Disclosure of this information could distort competition between other providers and result in less competitive quotes. The likely consequence of this would be an increased cost to the trust. We have considered how the public interest might apply, and although recognising that there is a strong public interest in openness, there is a greater public interest in ensuring an ability to obtain best value for money.

1. **The Total cost of the contract**

As above

1. **The person responsible for this Software / Service and their contact details (name + email + direct phone number if possible)**

Exempt under Section 40 – Personal information

1. **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)**

Exempt under Section 40 – Personal information

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

1. **Do you have a cloud migration strategy? N/A**
2. **If so, is there specific budget allocated to this? N/A**
3. **Would you be looking to move to a cloud service at the end of the current contract ? N/A**

This information is provided for your personal use and is the property of Bedfordshire Hospitals NHS Trust and subject to any existing Intellectual Property and Database Rights. Any commercial application or use of this information may be subject to the provisions of the Re-use of Public Sector Information Regulations 2015 (RPSI). This means that if you wish to re-use the information provided for commercial purposes for any reason you must ask the Trust for permission to do so.

Please note that the Trust has a formal internal review and complaints process which is managed by the Information Governance Manager/Data Protection Officer. Should you have any concerns with our response, you can make a formal request for an internal review. Requests *for internal review* should be submitted within three months of the date of receipt of the response to your original letter, and should be addressed to: dataprotectionofficer@ldh.nhs.uk. This option is available to you for up to three calendar months from the date your response was issued.

If you are not satisfied with the Trust review under the Freedom of Information Act 2000 you may apply directly to the Information Commissioners Officer (ICO) for a review of your appeal decision. The ICO can be contacted at: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF [www.ico.org.uk](http://www.ico.org.uk/)

Yours sincerely,

*FOI Officer*

Bedfordshire Hospitals NHS Foundation Trust