

Ref: CCG Sept23

17th October 2016

Corporate Services
NHS Liverpool Clinical Commissioning Group
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Re: Freedom of Information Request

Thank you for your Freedom of Information request which we received on 21 September 2016, with regards to Informatics Merseyside and our IT procurement.

Request/Response

I would like to ask:

1. What services do Informatics Merseyside provide you with?

IM provide LCCG with the following services for themselves and the 92 practices:

- **Service Desk**
- **Desktop**
- **Technical Services**
- **Voice and Data**
- **Programme and Project Management**
- **Systems Support**
- **Web Development**
- **Service Delivery & Account Management**
- **Training**
- **IT Security**

2. What is your spend with Informatics Merseyside?

£2.4 million

3. How much was your spend last year on, Professional Services, Cloud technologies and Software licensing?

The spend for computer software/licences in 2015/2016 is £439,295. These are items that are ordered through our system and by the programmes or

iMerseyside but directly from the CCG budget, i.e. not included in any iMerseyside recharge.

Cloud Technology – we have not had any expenditure

Professional Services – we have not had any expenditure

4. Please can you provide details of IT Managers within the Trust?

No internal IT Managers, operational IT Management is provided through the partnership with IM

5. How do you procure software/services and Hardware?

We procure in line with the Trusts Standing Financial Instructions (SFI's). Depending on cost and number of suppliers, we would normally go with 3 or 5 competitive quotes. Although sometimes we are limited by the small number of suppliers who sell specific software. Majority of the Hardware is purchased via Public Service Network (PSN) Frameworks.

6. Do you use any frameworks for IT procurement?

Yes, Various frameworks are used for purchase.

PSN SERVICES FRAMEWORK AGREEMENT (reference RM1498): Dated 04.02.2016, Reference number MM/TT/ SR-00057198/00007325/04.02.2016 for Network services, Mobiles etc.

PSN Technology Products Contract ID: RM1054 Start Date: 17/11/2014 End Date: 16/11/2016 for (Technology Products, Hardware PC's Laptops etc).

7. What Microsoft agreements do you have in place?

LCCG have an Microsoft Product and Services Agreement (MPSA) Agreement with Trustmarque number 4100024066.

We wish to take this opportunity to inform you that a formal complaints and internal review procedure is available to applicants who are unhappy with responses provided to FOI requests. You can formally request an internal review within a reasonable period of time (2 calendar months) from the date this response was issued.

Where you are not satisfied with the decision of the internal review you may apply directly to the Information Commissioners Office (ICO) for a further review of that decision. Generally, the ICO cannot make a decision unless you have exhausted our complaints procedure in the first instance.

The ICO can be contacted at:

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
www.ico.gov.uk

Should you require any further information, clarification regarding this response or do not feel that your request has been answered as you would expect, please contact us to discuss.

Yours sincerely

Customer Relations Lead
NHS Liverpool CCG