Ref: FOI/CAD/ID 2784/2868

8 February 2016

Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Desktop Network Helpdesk Support.

I wish to submit a freedom of information request relating to the following contractual information the organisation may hold with regards to the organisation's primary contracts relating to support services around help/service desk, desktop support and network support:
1.   Help / service desk support:
The single point of contact between a service provider and users within an organisation. A typical service desk manages incidents and service requests, and also handles communication with the users.
2.   Desktop support:
The technical services offered by a support organisation to a user(s) experiencing problems with their computers. Support may be on either hardware or software running on the affected computing device. Support may include but is not limited to installations, moves, adds, changes and disposition, and local remote services.
3.   Network support:
The technical services offered by a support organisation to a user(s) experiencing problems with their network. Support may be on either hardware or software running on the affected computing device. Support may include but is not limited to installations, moves, adds, changes and disposition, and local remote services.
For each of the contract type above can you please provide me with the following information set out below:
1.   Contract Type: Please choose from above the type of contract this is related to.
2.   What is the Support for Hardware, Software or other please state?
3.   Who is this supplier: If there is more than one supplier please input their contract information in another contract profile.
4.   What is the annual average spend this can be over 3 or 5 years?

5.   What is the duration of the contract please also include any extension periods?
6.   When does the contract expire?
7.   When will this contract be reviewed by the organisation?
8.   Please can you provide me with specific contact details of the person responsible for reviewing/owner of each contract. I'd like their full name, job title, contact number and direct email address.

1. Contract Type: Please choose from above the type of contract this is related to.	2. What is the Support for Hardware, Software or other please state?	3. Who is this supplier: If there is more than one supplier please input their contract information in another contract profile.
Network Support	Hardware & Software	KMHIS
Telephony	Hardware & Software	Block
Desktop	Hardware & Software	KMHIS
Printing	Hardware	Danwood
Mobile Phones	Hardware	Vodafone
Mobile Phones	Hardware	o2

4. What is the annual average spend this can be over 3 or 5 years? Please see below: **	5. What is the duration of the contract please also include any extension periods?	6. When does the contract expire?
	1 year	31/03/2016
	1 year	31/12/2015
	1 year	31/03/2016
	5 year	
	2 year contract for each phone	each device is different
	2 year contract for each phone	each device is different

** The information requested is exempt from disclosure under the Freedom of Information Act 2000 Section 43 as its disclosure would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).

7. When will this contract be reviewed by the organisation?	8. Please can you provide me with specific contact details of the person responsible for reviewing/owner of each contract. I'd like their full name, job title, contact number and direct email address.					
01/01/2016	Donna Jarrett	Director of Health Informatics	donnajarrett@nhs.net			
01/11/2015	Donna Jarrett	Director of Health Informatics	donnajarrett@nhs.net			
01/01/2016	Donna Jarrett	Director of Health Informatics	donnajarrett@nhs.net			
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