

Compliance Team – Health Records

Kestrel House
Hellesdon Hospital
Drayton High Road
Norwich
Norfolk
NR6 5BE

Tel: 01603 421687
Fax: 01603 421411

FOI REQUEST NUMBER 160 2015

Request:

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.

If there is more than one contract within the response please can you separate the information into a separate contract profile.

Please acknowledge this request so that I have confirmation you are working on this new request.

Response:

Thank you for your recent request under the Freedom of Information Act. Please see our response attached.

The Trust provides a complaints procedure to deal with complaints about the Trust's handling of requests for information. If you feel you need to make a complaint, in the first instance, you should contact a Non-Executive Director via the Chair of the Trust. If you feel you have exhausted our internal complaints procedure, you also have the right and may feel you wish to write to the Information Commissioner who can be contacted on telephone number 01625 545740 or at www.ico.gov.uk.

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EXAMPLE	Network Support	Hardware	Networks Gem	£20,000.00 3 plus 1 year	01/01/2016	01/12/2015	John Smith	Network manager	0121 556 4	john.smith@birmingham
	Network Support - HotPin 2 Factor Authentication	Software	Celestix	£17,604.00 1 Year	10/09/2015	10/07/2015	Tom Bevan	Systems and Infrastructure Manager	01473 633	t.bevan@nsft.nhs.uk
	Desktop Support - disposals	Hardware	Secure IT Recycling Ltd	£6,000.00 1 Year	31/03/2016	29/01/2016	Dave Jones	Service Delivery Manager	01603 420	dave.jones@nsft.nhs.uk
	Network Support - Cisco network and telecoms	Hardware and Software	Cisilion Ltd	£43,200.00 1 year	31/03/2016	29/01/2016	Tom Bevan	Systems and Infrastructure Manager	01473 633	t.bevan@nsft.nhs.uk

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