

FOI – 271/2015

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.

RESPONSE

Further to your FOI request submitted on 3 June, please find below the answers to your questions:-

Helpdesk, Network and Desktop Support Services - contractual information regarding primary contracts for support services around help/service desk, desktop support and network support:

Please be advised that Tendring District Council has a comprehensive outsourced IT Service which provides all of the services detailed below.

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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. **IT and Related Services Agreement (comprehensive outsourced service contract)**
2. What is the Support for Hardware, Software or other please state? **As above**
3. Who is this supplier: If there is more than one supplier please input their contract information in another contract profile. **The IT Contract is with Liberata UK Ltd, now trading as Trinity / Trustmarque**
4. What is the annual average spend this can be over 3 or 5 years? **The average spend over the previous 5 fiscal years is £597,133 per annum**
5. What is the duration of the contract please also include any extension periods? **7 years plus 5 year extension clause which has been invoked**
6. When does the contract expire? **31st April 2016**
7. When will this contract be reviewed by the organisation? **A review was undertaken in September 2015 and a decision reached to return service to in-house delivery.**
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. **John Higgins, IT Manager, 01255 686339, jhiggins@tendringdc.gov.uk**