

## FOI – 281/2015

### REQUEST

Under the Freedom of Information Act I respectfully request that you provide me with a list of suppliers providing outsourced ICT Services to your organisation at the current time. By 'outsourced ICT Services' I am more specifically interested in the supply of Service Desk/Helpdesk, Desktop Support, Infrastructure Support (Server/Network/SAN), and Service Management type services. Please present the information back by email (to this address) detailing for each supplier (where more than one is engaged):

In the interests of focussing on suppliers of a material nature it would be acceptable to respond with just those suppliers where annual spend (on any particular service) is in excess of £25,000 per annum.

### RESPONSE

Further to your FOI request received earlier today, please find below the answers to your questions:-

The Council has a comprehensive outsourced IT & Related Services Agreement as follows :-

Name of supplier **Trinity / Trustmarque UK**

- Service(s) provided by supplier

- **Disposal of Redundant Equipment**
- **Help Desk Service**
- **Support, Operation, Management and Maintenance of Distributed Servers and Associated Equipment**
- **Desktop Support Services**
- **Network and Communications Support**
- **Applications and Corporate Systems Support (1<sup>st</sup> and 2<sup>nd</sup> line support)**
- **Security Management and Disaster Recovery**
- **Skills Training (end user)**
- **Inventory Management**
- **Licensing Validation**
- **Third Party Contract management and support**

- Renewal date for provided service(s) **12 year contract expiring on 31<sup>st</sup> March 2016**

- Current spend with supplier for provided service(s) **Average contract price over last 5 years is £594,744 per annum**