

Reference Number: FOI/LHCH/2015142
From: Private Individual
Date: 08 June 2015
Subject: Desktop, Network, Helpdesk Support contracts

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:

- Q1 Contract Type: Please choose from above the type of contract this is related to.
- Q2 What is the Support for Hardware, Software or other please state?
- Q3 Who is this supplier: If there is more than one supplier please input their contract information in another contract profile
- Q4 What is the annual average spend this can be over 3 or 5 years?
- Q5 What is the duration of the contract please also include any extension periods?
- Q6 When does the contract expire?
- Q7 When will this contract be reviewed by the organisation?
- Q8 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.

A1-8 See attached

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.			
Network Support	Hardware & Software (helpdesk and daily break fix support)	Royal Liverpool & Broadgreen University Hospitals Trust	£40,000.00	1 year (rolling)	Mar-16	Jun-15	Dave Murphy	Head of IT	0151 600 1616	dave.murphy@lhch.nhs.uk
Helpdesk Support	Both	Informatics Merseyside	£136,974.00	2 year	Mar-17	quarter 3 of 16/17	Dave Murphy	Head of IT	0151 600 1616	dave.murphy@lhch.nhs.uk
Desktop Support	Both	Informatics Merseyside	£87,869.00	2 year	Mar-17	quarter 3 of 16/17	Dave Murphy	Head of IT	0151 600 1616	dave.murphy@lhch.nhs.uk