

NHS Wirral Clinical Commissioning Group  
Old Market House  
Hamilton Street  
Birkenhead  
Wirral  
CH41 5AL  
Tel: 0151 651 0011

Our Ref: ID203

## Re: Freedom of Information Request

Thank you for your request for information made under the Freedom of Information Act 2000 which was received into this office on 8<sup>th</sup> June 2015.

### You Asked for:

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.

### **Our Response:**

NHS Wirral Clinical Commissioning Group has a Service Level Agreement (SLA) with North West Commissioning Support Unit (NWCSU) to provide ICT support. Any Freedom of Information requests concerning NWCSU should be sent to NHS England. I have included their details below for your information & should you wish to contact them direct:

Email – [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Telephone – 0300 311 2233

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