

06/07/2015

**BY EMAIL**Tel: 028 9536 3863  
Email: FOI.BSO@hscni.net

Our Ref: FOI 60-2015

Dear

Your request for information was received on June 8<sup>th</sup> 2015 and was dealt with under the terms of the Freedom of Information Act 2000. Please be advised that the Business Services Organisation (BSO) has now completed its search for the information you requested with regards to Helpdesk, Network and Desktop Support Service contracts.

Please see below details of contracts held by BSO in respect of the services for Helpdesk and Network Support. The BSO does not have a contract in place for the provision of Desktop Support as this is provided internally.

<b>Contract Type</b>	<b>Type of Support</b>	<b>Supplier Name</b>	<b>Annual Average Spend</b>	<b>Contract Duration</b>	<b>Contract Expiry Date</b>	<b>Contract Review</b>
Network	Hardware/Software	BT	£40,000	5 Years	31/08/2019	2019
Network	Hardware/Software	BT	£50,000	3 Years	31/07/2017	2017
Network	Operational	HP	£216,000	3 Years	31/03/2017	2017
Helpdesk	Maintenance & Support	HP	£64,328	1 Year plus optional 4 years	31/03/2016	2016

I hope that the information provided assists you. If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible or in any case within two months of the date of issue of this letter.



In the event that you require a review to be undertaken, you can do so by writing to

Administrative Services Manager,  
2 Franklin Street,  
Belfast,  
BT2 8DQ

If, following an internal review, carried out by an independent decision making panel, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the BSO has complied with the terms of the Freedom of Information Act.

You can contact Information Commissioner at:

**Website:** [www.ico.org.uk](http://www.ico.org.uk)

**Phone:** 0303 123 1113

**Email:** [casework@ico.org.uk](mailto:casework@ico.org.uk)

**Post:** Information Commissioner's Office, 3rd Floor, 14 Cromac Place, Belfast, BT7 2JB

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion.

Yours Sincerely,

**David Bingham**  
Chief Executive