



Response to Request for Information

Reference FOI 061518
Date 1 June 2015

Help/Service Desk, Desktop Support and Network Support

Request:

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.

[See below](#)

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.

[There are no managed support services contracts in place for desktop support, we have in-house desktop support engineers providing support.](#)

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.

[There are no managed support services contracts in place for network support, we have in-house engineers team supporting the service.](#)

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.

[Licences and software maintenance for - Service Desk](#)

2. What is the Support for Hardware, Software or other please state?

Support for software

3. Who is this supplier: If there is more than one supplier please input their contract information in another contract profile.

[Alemba Ltd](#)
[TechnologyHouse](#)
[Church Road](#)
[Shottermill, Haslemere](#)
[Surrey GU27 1NU](#)

4. What is the annual average spend this can be over 3 or 5 years? [£30,000](#)

5. What is the duration of the contract please also include any extension periods? [12 months ending September 2016 \(optional extensions available\)](#)

6. When does the contract expire? [September 2016](#)

7. When will this contract be reviewed by the organisation? [February 2016](#)

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.

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[Commercial/Applications Manager](#)