



Foreign & Commonwealth Office

FCO Services
Foreign and Commonwealth Office
King Charles Street
London SW1A 2AH

Website: <https://www.gov.uk>

6 July 2015

FREEDOM OF INFORMATION ACT 2000 REQUEST REF: 0551-15

Thank you for your email of 8th June 2015 to FCO Services asking for information under the Freedom of Information Act (FOIA) 2000. You asked:

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:

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.

I am writing to confirm that FCO Services have now completed the search for the information which you requested. I can confirm that FCO Services does hold some information that is relevant to your request.

FCO Services is a trading fund of the Foreign and Commonwealth Office, which was established in April 2008. While FOI requests do come into FCO Services directly, due to our trading fund status with our parent organisation all requests are registered with the FCO. Replies supplied by FCO Services are specifically information about FCO Services and any information that is required from the FCO would require a separate FOI request to be submitted directly to the FCO.

Help / Service desk support and services are handled in-house therefore we have no contract information to provide to you.

Our in-house team also provides **Desktop support** for services that are wholly owned by FCO Services. We do consume some services from a third party however, FCO Services do not hold the contract for that. In order to request information on this you should submit a separate FOI request directly to the Foreign and Commonwealth Office foi-dpa.imd@fco.gov.uk.

Network support - Software

For software, we operate an in-house team and therefore would have no contract information to provide to you

Network support - Hardware

For hardware, we do purchase support for the network devices that we use however this is provided by individual maintenance agreements linked to the initial product purchases, and are on 1 or 2 year contracts with an option to extend. Additional support is carried out in-house.

The details of internal contacts are withheld under Section 40 of the Freedom of Information Act which relates to personal information. The information you have requested is personal data relating to third parties, the disclosure of which would contravene one of the data protection principles. In such circumstances sections 40(2) and (3) of the Freedom of Information Act apply. In this case, our view is that disclosure would breach the first data protection principle. This states that personal data should be processed fairly and lawfully. It is the fairness aspect of this principle which, in our view, would be breached by disclosure. In such circumstances section 40 confers an absolute exemption on disclosure. There is, therefore, no public interest test to apply.

Once an FOI request is answered, it is considered to be in the public domain. To promote transparency, we may now publish the response and any material released on gov.uk in the

[FOI releases](#) section. All personal information in the letter will be removed before publishing.

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Yours sincerely,

Corporate Knowledge and Security



We keep and use information in line with the Data Protection Act 1998. We may release this personal information to other UK government departments and public authorities.