



Our Reference:

BY EMAIL ONLY

7 July 2015

Dear

Request for Information

Thank you for your email dated 8 June 2015 requesting information on Helpdesk, Network and Desktop Support Services at the Homes and Communities Agency (HCA). For ease we have answered each of your questions separately below:

'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:

HCA Service Desk Support is provided by Sunrise Software Ltd. The contract value is £17,699.88 per year for 2 years from 1 April 2015 to 31 March 2017 covering IT Service Management Tool Software Support & Maintenance. The contact details for the staff member responsible for reviewing the contract are:

Amanda Staincliffe, Head of IT Service Delivery

Telephone: 0191 497 7622

Email: Amanda.staincliffe@hca.gsi.gov.uk

2. Desktop support

HCA desktop support is provided in-house.

3. Network support

HCA network support is provided in house

If you have any questions regarding this response or any further queries you can contact us at the following addresses and quote your unique reference number found at the top of this letter:

Homes and Communities Agency
Fry Building, 2 Marsham Street, London, SW1P 4DF

0300 1234 500
homesandcommunities.co.uk

Email: mail@homesandcommunities.co.uk

Mail: Information Access Officer
Homes and Communities Agency
Fry Building
2 Marsham Street
London
SW1P 4DF

If you are unhappy with the way Homes and Communities Agency has handled your request you may ask for an internal review. You should contact

Head of Legal Services
Homes and Communities Agency
Fry Building
2 Marsham Street
London
SW1P 4DF

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Yours sincerely

Naomi McMaster
Information Access Officer
Homes and Communities Agency