



# CIVIL NUCLEAR CONSTABULARY

[REDACTED]

Email: [REDACTED]

Our Ref: 2015-049

**The Executive Office**

Civil Nuclear Constabulary  
Building F6 Culham Science Centre  
Abingdon  
Oxon  
OX14 3DB

Tel: 01235 466428

Website: <https://www.gov.uk/government/organisations/civil-nuclear-constabulary>

Dear [REDACTED]

I am writing in response to your request for information regarding the below received on 8 June 2015. Your request has been handled under Section 1(1) of the Freedom of Information Act 2000. In accordance with Section 1(1)(a) of the Act I hereby confirm that the CNC/CNPA does hold information of the type specified.

**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.**

Single Source Outsourcing for Service Desk/ Desktop and Network Support

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

Most hardware is manufacturer maintenance supported managed by the outsourcer. Software support varies depending on the product and maybe via the outsourcer or direct.

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

Computer Sciences Corporation Ltd

**4. What is the annual average spend this can be over 3 or 5 years?**

Average Annual spend for the previous 5 years is approximately £1.1m excluding data networking and telecoms costs.

**5. What is the duration of the contract please also include any extension periods?**

5 + 1 + 1 years. Currently in extended year 7.

**6. When does the contract expire?**

April 2016

**7. When will this contract be reviewed by the organisation?**

Done – new arrangements are being implemented.

**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.**

Paul Stone, Deputy CIO, 01235 466591, [paul.stone@cnc.pnn.police.uk](mailto:paul.stone@cnc.pnn.police.uk)

We take our responsibilities under the Freedom of Information Act seriously but, if you feel your request has not been properly handled or you are otherwise dissatisfied with the outcome of your request, you have the right to complain. We will investigate the matter and endeavour to reply within 3 – 6 weeks. You should write in the first instance to:

Sarah Shevlin  
Disclosures Officer  
CNC  
Culham Science Centre  
Abingdon  
Oxfordshire  
OX14 3DB

E-mail: [FOI@cnc.pnn.police.uk](mailto:FOI@cnc.pnn.police.uk)

If you are still dissatisfied following our internal review, you have the right, under section 50 of the Act, to complain directly to the Information Commissioner. Before considering your complaint, the Information Commissioner would normally expect you to have exhausted the complaints procedures provided by the CNPA.

The Information Commissioner can be contacted at:

FOI Compliance Team (complaints)  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

If you require any further assistance in connection with this request please contact us at our address below:

Sarah Shevlin  
Disclosures Officer  
CNC  
Culham Science Centre

Abingdon  
Oxfordshire  
OX14 3DB

E-mail: [FOI@cnc.pnn.police.uk](mailto:FOI@cnc.pnn.police.uk)

Yours sincerely

Sarah Shevlin  
Disclosures Officer  
Civil Nuclear Constabulary