

Mr J Wicker
What do they know.com

Resources Directorate
2nd Floor (West)
Civic Hall
Leeds LS1 1JF

Contact: Paul Burns
Fax: 0113 395 0568
res.customer.contact@leeds.gov.uk
Our reference: FOI/7068/7075/7090/7091
Date: 17 February 2012

Dear Mr Wicker,

Freedom of Information Request: IT Support Services

I am writing regarding your request which I received on 25 January 2012. I would like to mention as you sent in a number of FOI requests relating to Leeds City Council & various Arms Length Management Organisations (ALMO's) these are all managed within Leeds City Council's ICT framework support contract, therefore the information in this response covers all.

In your request you asked for the following information:

I would like to request the following breakdown of the Council's hardware maintenance and costs, including :

A list of the models of the physical servers, storage devices, tape libraries, network switches and routers under support contracts; as well as the cost and duration of said contracts, with start and end dates and service level associated with the equipment.

Please refer to separate attachment for equipment list and service levels.

I can confirm the total contract value is £499.539.07

Please see details of the contract start and end dates below.

Supplier	Start Date	End Date	Extension Option
SCC	08/04/2010	07/04/2013	1 x 12 month periods
BT iNet	01/04/2011	31/03/2014	1 x 12 month periods

I would also request the name of the person/s in your organisation responsible for the maintenance support contracts.

Geoff Prowling
Corporate ICT Strategic Sourcing Manager
Tel: 0113 2243631
Mob: 07891 274274
xxxxx.xxxxxxxxxx@xxxxx.xxx.xx
ICT Services, Leeds City Council

I trust my reply serves to assist in your enquiry. If you have any queries about this letter, please feel free to contact me.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to:

Freepost RLZR-ELTX-RUEH
Leeds City Council
PO Box 657
LS1 9BS

If you are not satisfied with the outcome of your complaint, you may apply directly to the Information Commissioner's Office (ICO) under Section 50 of the Freedom of Information Act for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure provided by Leeds City Council.

The Information Commissioner can be contacted at: The Information Commissioner's Office
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

Paul Burns
Freedom of Information & Data Protection Officer