



Cafcass National Office
3rd Floor
21 Bloomsbury Street
London
WC1B 3HF

Your ref: CAF 15-108
Our ref: Gov/CAF 15-108

Tel 0300 456 4000

1 July 2015

Re: Freedom of Information Request

Thank you for your email of 8 June 2015. You made the following requests for information:

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.

1, 2 and 3

Baroness Tyler of Enfield Chair
Anthony Douglas CBE Chief Executive





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

Fully managed IT service.

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

Fujitsu

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

The annual spend for monthly services in 2014/15 was £9,061,782.09

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

Seven years.

6. When does the contract expire?

December 2016.

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

It is currently under review (2015 and 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.

Individual names are exempt from disclosure under Section 40 of the Freedom of Information Act, as these constitute personal information of Cafcass staff. The Cafcass IT team, including the IT Contracts Manager, can be contacted at cafcass.it@CAFCASS.GSI.GOV.UK.

We hope that you feel your question has been answered effectively. If you are unhappy with the decisions made in relation to your request, you may ask for an internal review to be undertaken. If you are dissatisfied with the way the internal review is handled or with the final decision made at that review about the information released, you are free to contact the Information Commissioner's office (www.informationcommissioner.gov.uk):

Baroness Tyler of Enfield Chair
Anthony Douglas CBE Chief Executive





Post

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

Fax

01625 524 510

Tel

0303 123 1113

E-mail

casework@ico.org.uk

Yours sincerely,

Governance Team

Cafcass

Governance@cafcass.gsi.gov.uk

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Anthony Douglas CBE Chief Executive



Cafcass, the Children and Family Court Advisory and Support Service, is a non-departmental body of the Ministry of Justice
Cafcass National Office, 3rd Floor, 21 Bloomsbury Street, London, WC1B 3HF | DX Cafcass 310101 Bloomsbury 11