



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

Your ref: CAF 15-190
Our ref: Gov/CAF 15-190

Tel 0300 456 4000

17 November 2015

Re: Freedom of Information Request

Thank you for your email of 10 November 2015. You made the following requests for information:

Under the terms of the Freedom of Information Act, please could you provide me with the following information about your current contracts with third party suppliers.

1. If another organisation routinely manages procurement and contracts on behalf of your organisation, please could you provide me with its name:

N/A

2. If your organisation routinely manages procurement and contracts on behalf of another organisation(s), please could you provide me with their names:

N/A

3. If your organisation handles its own procurement and contracts, please could you provide me with a list of all of your current contracts for ICT services, with the following information for each one:

Contract name/short description	Fully managed IT service.
Supplier	Fujitsu
Start date (or last renewal date, if applicable)	December 2009
End date	December 2016 for non-core services; June 2018 for core services (see below)

Baroness Tyler of Enfield Chair
Anthony Douglas CBE Chief Executive



	for outline of these services)
Estimated contract value (ie for services provided between start and end date)	Around £9,000,000 p.a. (based on spend in 2014/15)
If this contract was called off a central framework agreement (e.g. from the Crown Commercial Service, G-Cloud, etc) please say which one:	N/A

Core Services	Non-core Services
Service Desk	Secure email
Call Receipt and Logging	DR
Call Handling	Digitisation services
Customer Communication	SharePoint hosting and support
Complaint Handling	PNC services
Service Management	VoIP hosting
Incident Management	LOB storage
Problem Management	MFDs
Change Management	Mobile service
Release Management	Broadband
Configuration Management	WAN services
Capacity Management	
Service Level Management	
Financial Management	
Service Reporting and Management Information	
Service and Product Catalogue	
Security Operations	
Governance	
Relationship Management	

<p>Service Architectures</p> <p>Policies and Standards</p> <p>Quality Assurance</p> <p>Technical Assurance</p> <p>Data Centre Services</p> <p>Data Centre Environment</p> <p>Infrastructure Environment</p> <p>Data Centre Operations</p> <p>Applications Delivery</p> <p>Secure Data Links</p> <p>Network Connectivity and Gateways</p> <p>Remote Access Service</p> <p>Business Continuity and Disaster Recovery</p> <p>Desktop Services</p> <p>Primary Desktop Hardware</p> <p>Desktop Software</p> <p>Particular Needs Hardware and Software</p> <p>IT Installs, Moves, Adds and Changes (IMACs)</p> <p>Induction Training</p>	
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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):

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

Baroness Tyler of Enfield Chair
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
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