

14 June 2023

Information Rights & Compliance Team
99 Waverley Road
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Tel: 01727 804227
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Our Ref: FOI/04717

Thank you for your request concerning IT supplier of hardware.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

1. **Do you have an IT supplier of hardware e.g. Laptops / Desktops and associated peripherals? If so,**
 - o Who is the current provider?
 - o Is it contracted? If so, when does their contract end?
 - o Which OEM do you use?
 - o How many laptops and desktops are there in your estate?
 - o How many users do you have?
 - o Who is the named person and their role in your organisation in charge of procurement for IT?
 - o What is your buying/refresh cycle?
 - o What is your annual spend on IT hardware such as laptops/desktops?
 - o How would you rate their service delivery on a scale of 1-10?
2. **Do you have an internal IT Department?**
 - o How many members does this department have?
3. **Do you outsource any IT managed services? If so, who to?**
 - o How long is this contract?
 - o How would you rate their service delivery on a scale of 1-10?
4. **Do you currently use a Public Sector Framework for procurement of these services? If so, which ones do you currently use?**

All our IT services are outsourced to Hertfordshire, Bedfordshire and Luton ICT (HBL ICT) in an internal NHS shared service agreement. HBL ICT provides a comprehensive IT service including infrastructure, network, datacentre hosting, service-desk.

You may wish to HBL ICT. Their contact details are as follows:

HBL ICT SHARED SERVICES
Charter House
Parkway
Welwyn Garden City
Hertfordshire
AL8 6JL

Email: hblict.communications@nhs.net

Website: www.hblict.nhs.uk



Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

Sue Smith

Sue Smith
Information Rights Officer

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

