

Ref. No: 773
Date: 30/05/23
Subject: IT supplier of hardware

REQUEST

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

RESPONSE

1. Do you have an IT supplier of hardware e.g. Laptops / Desktops and associated peripherals?

Yes

- **Who is the current provider?**

Client devices are provided by Dell and CDW.

- **Is it contracted? If so, when does their contract end?**

No

- **Which OEM do you use?**

Dell and Apple

- **How many laptops and desktops are there in your estate?**

3,806 Desktops & 2,128 Laptops

- **How many users do you have?**

8,148

- **Who is the named person and their role in your organisation in charge of procurement for IT?**

Chris McNamara, Assistant Director of Procurement

- **What is your buying / refresh cycle?**

5-year refresh cycle

- **What is your annual spend on IT hardware such as laptops / desktops?**

£350k in 2022/23

- **How would you rate their service delivery on a scale of 1-10?**

The Trust is not obliged to provide opinions under the Freedom of Information Act.

2. Do you have an internal IT Department?

Yes

- **How many members does this department have?**

135

3. Do you outsource any IT managed services? If so, who to?

Yes. The hosting of EPR with System C.

- **How long is this contract?**

Until 31/03/2027

- **How would you rate their service delivery on a scale of 1-10?**

The Trust is not obliged to provide opinions under the Freedom of Information Act.

- **Do you currently use a Public Sector Framework for procurement of these services? If so, which ones do you currently use?**

Yes. H.T.E Framework.

~~4. Do you have an IT supplier of hardware e.g. Laptops / Desktops and associated peripherals?~~