

Email: foi.tsdfd@nhs.net
Our Ref: TSD10718

Dear Sir/Madam

Request for Information

We are writing to confirm that we have now completed our search for the information you requested.

A copy of the information is below:

1. **Is the Trust's IT service desk/helpdesk managed by the Trust's internal team/s or outsourced in whole or part?**
[The Trust's IT Service Desk/Helpdesk is managed externally, with local support teams handling any tickets that cannot be resolved as a first-time fix.](#)
2. **What, if any, elements of the IT service desk/helpdesk and clinical system management are provided through an external managed service provider or external resource?**
[The Trust's IT Service Desk/Helpdesk is provided by an external organisation, which supports a range of first-time fixes. Clinical system management is not provided through the external Service Desk managed service and remains the responsibility of the relevant internal Trust teams.](#)
3. **Please provide details of any current organisational charts, governance documents, operating models, or role descriptions relating to the Trust's IT service desk/helpdesk, including the use of internal staff, contractors, temporary resource augmentation, or managed service providers**
[The Trust can confirm that the Service Desk is provided by Royal Devon University Healthcare NHS Foundation Trust \(RDUH\), and that RDUH has 33 staff available to support the service.](#)
[The Trust does not hold detailed organisational charts, governance documents, operating models or role descriptions relating to RDUH's internal staffing structure for delivery of the Service Desk. You may wish to contact RDUH directly if you require information about their internal service arrangements.](#)
[Any information held by the Trust relating to the operational and commercial arrangements for the Service Desk is considered commercially sensitive and is withheld under Section 43\(2\) of the Freedom of Information Act 2000, as disclosure would, or would be likely to, prejudice commercial interests.](#)

4. Please provide details of any third-party suppliers, frameworks, or managed service providers currently supporting the Trust's service desk and/or helpdesk management and clinical system support functions, including:

- **Supplier name**
Royal Devon University Healthcare NHS Foundation Trust (RDUH)
- **Service provided**
IT Service Desk/Helpdesk support.
- **Contract start/end dates**
The Trust began working with RDUH in 2018. The current Service Desk contract runs until 2027. The contract is negotiated every three years, with an option to extend for a further two years.
- **Procurement framework used (if applicable)**
The Trust has not identified a specific procurement framework used for this contract. When the Service Desk contract is open for tender, a competitive process is followed, with a minimum of three suppliers required to bid.
- **Annual contract value where held**
The annual contract value is withheld under Section 43(2) of the Freedom of Information Act 2000 – Commercial Interests.

Section 43(2) allows a public authority to withhold information where disclosure would, or would be likely to, prejudice the commercial interests of any person, including the public authority holding the information. Commercial interests may include the ability of a party to participate effectively in commercial activity, such as securing contracts for the provision of goods or services.

Disclosure of information under the Freedom of Information Act has the effect of placing that information into the public domain. The Trust must therefore consider the effect of disclosure to the public at large, rather than to the individual requester only.

The Trust considers that disclosure of the annual contract value would, or would be likely to, prejudice the commercial interests of both the Trust and the supplier. Releasing this information could affect future procurement, negotiation and competitive tendering processes.

Section 43(2) is a qualified exemption and is therefore subject to the public interest test. The Trust recognises the public interest in transparency and accountability in relation to public sector spending and procurement. However, this must be balanced against the public interest in protecting the Trust's ability to achieve value for money and maintain fair competition in future procurement exercises.

On balance, the Trust considers that the public interest favours withholding this information.

- 5. Please provide details of any current or planned digital transformation programmes, improvement initiatives or projects related to the delivery of IT service management, IT service desk/helpdesk and end user computing services**

From an IT Service Desk perspective, there is currently no major programme of work to upgrade the in-house application. However, ad hoc updates are made where opportunities are identified to improve the service.

- 6. Please provide details of any planned or anticipated procurement exercises, contract renewals, workforce expansion programmes, or technology investments relating to IT service management and IT service desk/helpdesk services that are currently approved or in procurement planning documentation.**

The Trust can confirm that there are currently no approved plans or procurement planning documentation relating to planned or anticipated procurement exercises, contract renewals, workforce expansion programmes or technology investments for the IT Service Desk/Helpdesk.

The information supplied to you continues to be protected by the Copyright, Designs and Patents Act 1988. You are free to use it for your own purposes, including any non-commercial research you are doing and for the purposes of news reporting.

If you wish to discuss any of the above, please contact us, quoting the FOI reference number above.

If you are unhappy with the way in which we have handled your request, please contact the Data Protection and Freedom of Information Lead in the first instance. If you wish to make a formal complaint, you should write to our Complaints Manager at Torbay and South Devon NHS Foundation Trust, First Floor Bowyer Building, Torbay Hospital, Torquay TQ2 7AA or by email to tsdft.feedback@nhs.net

If you are not content with the outcome of your complaint or the internal review, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner will only make a decision once you have exhausted the complaints and/or internal review process provided by us. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or through this link <https://ico.org.uk/global/contact-us/>

Yours sincerely,

Freedom of Information Team