

Our ref: 718404
Your ref:

[REDACTED]
Via Email
[REDACTED]

Tony Malone
Chief Information Officer
Highways England
Bridge House
1 Walnut Tree Close
Guildford
GU1 4LZ

23 October 2015

Dear Mr [REDACTED]

FREEDOM OF INFORMATION REQUEST

Thank you for your Freedom of Information request regarding ICT contract(s) for Server Hardware Maintenance, Server Virtualisation License & Maintenance and Storage Area Network Maintenance/Support, potentially including:

- Server Hardware Maintenance- contract relating to the support and maintenance of the's organisations servers;
- Virtualisation Licensing (VMware, Solaris, Unix, Linux, Windows Server);
- Virtualisation Maintenance/Support (VMware, Solaris, Unix, Linux, Windows Server);
- Storage Area Network Maintenance/Support (EMC, NetApp etc).

Atos and Specialist Computer Centre (SCC) provide these managed services to Highways England with service currently in transition from Atos to SCC.

1. Contract Title:

Atos: Desktop 21 Call Off Contract relating to Desktop Services.
SCC: GCloud call off for Cloud Hosting services.

2. Contract Type: Please input one the type of contract from above e.g. Hardware Maintenance, Virtualisation Licensing, Virtualisation Maintenance/Support, Storage Area Network Maintenance.
Atos and SCC: Managed Services contract.

3. Existing/Current Supplier:

Currently in transition from Atos to SCC

4. Hardware Brand: Please state the hardware or software brand related to the contract with supplier e.g. Hardware Maintenance could be Dell, IBM etc.
Atos and SCC: Not applicable, managed service.



5. Operating System / Software (Platform): (Windows, Linux, Unix, VMWare etc.) the brand name relating to the contract:

Atos and SCC: Not applicable, managed service.

6. Annual Average Spend: (For the whole duration of the contract, if the total value sent is per annum please state this in the response):

Atos: £162,635 per calendar month.

SCC: £271,212 per calendar month.

7. Contract Duration: (Please can you also include notes if the contract includes any contract extension periods):

Atos: 8 years including 2 year extension and contract exit transition.

SCC: 2 years.

8. Contract Expiry Date:

Atos: To be confirmed, currently in exit.

SCC: 01/04/2016.

9. Contract Review Date: (An approximate date of when the organisation is planning to review this particular contract):

Atos: Not applicable, currently in exit.

SCC: A contractor has been appointed to conduct the review and a start date is currently being discussed.

10. Brief Contract Description: I require a brief description of the service provided under this contract:

Atos: Managed service for the delivery of desktop services and supporting services, including telecommunications, business application delivery, printing services, ICT service development, and provision of data and hosting services.

SCC: Managed service for the delivery of Cloud hosting services.

11. Internal Contact: (The person from within the organisation that is responsible for reviewing and renewing this particular contract. Please include there full name, job title, direct contact number and direct email address):

Tony Malone

Chief Information Officer

Tel: 0300 123 5000

Email: info@highwaysengland.co.uk

Supplementary questions: If there is more than one supplier for these contracts can you please split the contract individually for each supplier. So the information above which I am requesting is for each supplier. If this service is part of a managed contract please can you send me the contract information for this managed service including



Hardware Brand, Number of Users, Operating System, and contact details of the internal contact responsible for this contract:

Hardware brand - see question 4.

Number of Users – approx. 3500

Operating System – As this is a managed service, this is decided by the supplier (we have various versions of Windows Server 2003, 2008, 2012 R2, Linux/Redhat and Oracle on the estate).

Contact details – see question 11.

In keeping with the spirit and effect of the legislation, all information is assumed to be releasable to the public unless exempt. We may therefore be publishing the information you requested, together with any related information that will provide a key to its wider context, via the [Gov.uk website](http://www.gov.uk).

If you are unhappy with the way we have handled your request you may ask for an internal review. Our internal review process is available at: <https://www.gov.uk/government/organisations/highways-england/about/complaints-procedure>

If you require a print copy, please phone the Information Line on 0300 123 5000; or e-mail info@highwaysengland.co.uk. You should contact me if you wish to complain.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

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

If you have any queries about this letter, please contact me. Please remember to quote the reference number in any future communications.

Yours sincerely



pp Tony Malone
Chief Information Officer
Highways England

