



Ministry
of Defence

Ministry of Defence
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Ref. FOI2015/11165

E-mail: ISS-SecretariatGpMbx@mod.uk

[REDACTED]

[REDACTED]

05 January 2016

Dear [REDACTED]

FREEDOM OF INFORMATION REQUEST

Thank you for email of 02 December 2015 requesting the following information:

"I would like to submit a Freedom of Information Request relating to specific ICT contract(s) for Server Hardware Maintenance, Server Virtualisation License and Maintenance and Storage Area Network Maintenance/Support which may include:

- *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)*

For each of the types of server ICT contracts above can you please send me the following data types:

1. ***Contract Title:***
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***
3. ***Existing/Current Supplier: Please provide me with the supplier name for each contract.***
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***
5. ***Operating System / Software (Platform): (Windows, Linux, Unix, VMWare etc.) the brand name relating to the contract.***

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)*
7. **Contract Duration:** *(Please can you also include notes if the contract includes any contract extension periods.)*
8. **Contract Expiry Date:**
9. **Contract Review Date:** *(An approximate date of when the organisation is planning to review this particular contract.)*
10. **Purchase of Servers:** *Could you please provide me with the month and year in which most/bulk of servers were purchased.*
11. **Number of Physical Server:** *Please can you provide me with the number of physical servers.*
12. **Number of Virtual Servers:** *Please can you provide me with the number of Virtual servers servers.*
13. **Refresh cycle of Servers and SAN?** *Can this include dates and duration.*
14. **Brief Contract Description:** *I require a brief description of the service provided under this contract.*
15. **Internal Contact:** *(The person from within the organisation that is responsible for reviewing and renewing this particular contract. Please include their full name, job title, direct contact number and direct email address.)*

If there is more than one supplier for these contract 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."

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA).

Please be advised that with the exception of question 13 above, in accordance with Section 14(2) of the FOIA 2000 (which provides rights for public authorities to refuse to respond to a repeat request); the department is not obliged to respond as you have submitted a repeated request for information.

In response to question 13, I can confirm that DII Servers and SAN are contracted to be replaced once in the lifetime of the original contract, which has taken place within the last three years. Since that update, servers etc. are being replaced on an as required basis

If you are not satisfied with this response or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied then you may apply for an independent internal review by contacting the Information Rights Compliance team, 1st Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail CIO-FOI-IR@mod.uk). Please note that any request for an internal review must be made within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you remain dissatisfied following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not investigate your case until the MOD internal review process has been completed. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website, <http://www.ico.org.uk>.

Yours sincerely,

Information Systems and Services (ISS) Secretariat