



Our Reference:

BY EMAIL ONLY

9th August 2016

Dear

Request for Information

Thank you for your email dated 13 July 2016 requesting information on the Homes and Communities Agency's (HCA) server maintenance contracts. For ease of reference your request is below.

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

- *Server Hardware Maintenance- contracts relating to the support and maintenance of the organisation's physical 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: Please provide me with the contract title.*
2. *Contract Type: Please can you provide me with one or more contract types the contract relate to: Server Hardware, Virtualisation, SAN (Storage Area Network)*
3. *Existing/Current Supplier: Please provide me with the supplier name for each contract.*
4. *Hardware Brand: Please state the hardware brand of the servers related to the contract with supplier e.g. Hardware Maintenance could be Dell, IBM etc*
5. *Operating System / Software (Platform): (Windows, Linux, Unix, Vsphere, AIX, Solaris etc.) Please state the operating system used by the organisation.*

6. *Annual Average Spend: Please provide me with the annual average spend for this contract?*
7. *Contract Duration: (Please can you also include notes if the contract includes any contract extension periods.)*
8. *Contract Expiry Date: Please can you provide me with the date of when the contract expires.*
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. *Brief Contract Description: I require a brief description of the service provided under this contract. Please don't just put maintenance I need at least a sentence.*
14. *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."

We have now had an opportunity to investigate your request and are writing to communicate our response. Attached alongside this letter is a spreadsheet which provides the answers to the questions you raised. This information is provided in full, without redactions.

If you have any questions regarding this response or any further queries you can contact us at the following addresses and quote your unique reference number found at the top of this letter:

Email: mail@homesandcommunities.co.uk

Mail: Information Access Officer
Homes and Communities Agency

Homes and Communities Agency
Fry Building, 2 Marsham Street, London, SW1P 4DF

0300 1234 500
homesandcommunities.co.uk

Fry Building
2 Marsham Street
London
SW1P 4DF

If you are unhappy with the way Homes and Communities Agency has handled your request you may ask for an internal review. You should contact

Head of Legal Services
Homes and Communities Agency
Fry Building
2 Marsham Street
London
SW1P 4DF

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
Online: <https://ico.org.uk/concerns/getting/>

Yours sincerely

Naomi McMaster
Information Access Officer
Homes and Communities Agency