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By email:

Our ref: FOI2019/18057
20 September 2019

Dear

REQUEST FOR INFORMATION: ICT Contracts for the Rural Payments Agency (RPA)

Thank you for your request for information of 23 August 2019 about ICT Contracts for the RPA. We have handled your request under the Freedom of Information Act 2000 (FOIA).

The information you requested and our response are detailed below.

Further to original Data Centre request below contracts are expired. Please provide the current status.

IBM

This is a request for information that relates to the organisation's contracts around 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 Maintenance/Support/ Licensing (VMware, Solaris, Unix, Linux, Windows Server)*
- *Storage Area Network Maintenance/Support (EMC, NetApp etc.)*

For each of the type of contract described above, please can you provide me with the following data? If there is more than one contract please split the information for each separate supplier this includes annual spend

We enclose a copy of the information at Annex C. As requested above, we have split the information for each separate supplier.

Information disclosed in response to this FOIA request is releasable to the public. In keeping with the spirit and effect of the FOIA and the government's Transparency Agenda, this letter and the information disclosed to you may be placed on GOV.UK, together with any related information that will provide a key to its wider context. No information identifying you will be placed on the GOV.UK website.



We attach Annex A, explaining the copyright that applies to the information being released to you, and Annex B giving contact details should you be unhappy with the service you have received.

If you have any queries about this letter please contact me.

Yours sincerely

[Redacted]

Information Rights Team

InformationRequests@defra.gov.uk

Annex A

Copyright

The information supplied to you continues to be protected by copyright. You are free to use it for your own purposes, including for private study and non-commercial research, and for any other purpose authorised by an exception in current copyright law. Documents (except photographs or logos) can be also used in the UK without requiring permission for the purposes of news reporting. Any other re-use, for example commercial publication, would require the permission of the copyright holder.

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Annex B

Complaints

If you are unhappy with the service you have received in relation to your request you may make a complaint or appeal against our decision under section 17(7) of the FOIA or under regulation 11 of the EIRs, as applicable, within 40 working days of the date of this letter. Please write to Andrew Mobsby, Head of Information Rights, Area 5B, Nobel House, 17 Smith Square, London, SW1P 3JR (email: InformationRequests@defra.gov.uk) and he will arrange for an internal review of your case. Details of Defra's complaints procedure are on our [website](#).

If you are not content with the outcome of the internal review, section 50 of the FOIA and regulation 18 of the EIRs gives you the right to apply directly to the Information Commissioner's Office (ICO) for a decision. Please note that generally the ICO cannot make a decision unless you have first exhausted Defra's own complaints procedure. The ICO can be contacted at:

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

Annex C

Contract 1:

Contract Title: Please provide me with the contract title.

Hosting and Application Support Services

Type of Contracts (ABOVE): Please can you provide me with one or more contract types the contract relate to: Server Hardware, Virtualisation, SAN (Storage Area Network)

All the above.

Existing/Current Supplier: Please provide me with the supplier name for each contract.

Atos IT Services UK Ltd

Brand: Please state the brand of hardware or software

Hardware – predominantly IBM hardware with some legacy Sun/HP/Compaq servers.

Operating System / Software (Platform): (Windows, Linux, Unix, Vsphere, AIX, Solaris etc.) Please state the operating system used by the organisation.

OS/Software – Predominantly Windows 10 & IBM AIX Unix. VMWare ESX 5.1 is used for Windows server virtualisation.

Annual Average Spend: Please provide me with the most recent annual spend for this contract?

Approx. £10m.

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

5 years duration. There is an option to extend the contract for 1 year.

Contract Expiry Date:

Q2 2023

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

The contract is likely to be reviewed at 18-24 months prior to expiry.

Purchase of Servers: Could you please provide me with the month and year in which most/bulk of servers were purchased

Servers are replaced on an ongoing basis as appropriate to business need.

Therefore, we cannot provide a month and year in which most/bulk of servers were purchased.

Number of Physical Server: Please can you provide me with the number of physical servers.

Approximately 604 (Defra and RPA estate).

Number of Virtual Servers: Please can you provide me with the number of Virtual servers' servers.

Approximately 776 (Defra and RPA estate).

Brief Contract Description: I require a brief description of the service provided under this contract. Please do not just put maintenance I need at least a sentence.

Hosting and Application Support Services for the Defra Group.

Contract Owner: (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.)

We confirm that Defra does hold the information that you have requested, but we have decided that the information should be withheld under sections 40(2) and 40(3A) of the FOIA as the information constitutes personal data relating to persons other than you. These sections exempt personal information from disclosure if that information relates to someone other than the applicant, and if disclosure of that

information would breach any of the data protection principles in Article 5(1) of the General Data Protection Regulation (GDPR).

We consider that disclosure of this information is likely to breach the first data protection principle, which provides that personal data must be processed lawfully, fairly, and in a transparent manner. Disclosure would not constitute 'fair' processing of the personal data because the information relates to a non-SCS member of staff who is not a public facing official, and would not reasonably have expected their name to be made public.

Contract 2:

Contract Title: Please provide me with the contract title:

CISCO Kit Lease Agreement

Type of Contracts (ABOVE): Please can you provide me with one or more contract types the contract relate to: Server Hardware, Virtualisation, SAN (Storage Area Network)

All the above.

Existing/Current Supplier: Please provide me with the supplier name for each contract.

Cisco Finance Systems International.

Brand: Please state the brand of hardware or software

Hardware and Software.

Operating System / Software (Platform): (Windows, Linux, Unix, Vsphere, AIX, Solaris etc.) Please state the operating system used by the organisation.

Windows and Linux.

Annual Average Spend: Please provide me with the most recent annual spend for this contract?

£421,757.00

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

3 years duration.

Contract Expiry Date:

Q3 2020.

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

Q1 2020.

Purchase of Servers: Could you please provide me with the month and year in which most/bulk of servers were purchased

Servers are leased, the agreement commenced Sept 2017.

Number of Physical Server: Please can you provide me with the number of physical servers.

Approximately 52.

Number of Virtual Servers: Please can you provide me with the number of Virtual servers' servers.

Approximately 714.

Brief Contract Description: I require a brief description of the service provided under this contract. Please do not just put maintenance I need at least a sentence.

Provision of Hardware and Application Support services for the Defra Group.

Contract Owner: (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.)

We confirm that Defra does hold the information that you have requested, but we have decided that the information should be withheld under sections 40(2) and 40(3A) of the FOIA as the information constitutes personal data relating to persons other than you. These sections exempt personal information from disclosure if that information relates to someone other than the applicant, and if disclosure of that information would breach any of the data protection principles in Article 5(1) of the General Data Protection Regulation (GDPR).

We consider that disclosure of this information is likely to breach the first data protection principle, which provides that personal data must be processed lawfully, fairly, and in a transparent manner. Disclosure would not constitute 'fair' processing of the personal data because the information relates to a non-SCS member of staff who is not a public facing official, and would not reasonably have expected their name to be made public.