

Date: 09/09/2019  
Our Ref: RF12757  
Your Ref: FOI Request – Data Centre  
Tel: 0300 1234 500  
Email: foi@homesengland.gov.uk



Homes  
England

██████████  
By Email Only

Windsor House  
Homes England – 6<sup>th</sup> Floor  
50 Victoria Street  
London  
SW1H 0TL

Dear ██████████

**RE: Request for Information – RF12757**

Thank you for your recent email, which was processed under the Freedom of Information Act 2000 (FOIA). For clarification, you requested the following information:

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

Fujitsu
Redcentric
VMware

*Please acknowledge this request as soon as the request has been accepted.*

*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*

1. **Contract Title:** *Please provide me with the contract title.*
2. **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)*
3. **Existing/Current Supplier:** *Please provide me with the supplier name for each contract.*
4. **Brand:** *Please state the brand of hardware or software*
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 most recent annual 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.)*

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- 10. Purchase of Servers:** *Could you please provide me with the month and year in which most/bulk of servers where 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 do not just put maintenance I need at least a sentence.*
- 14. 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.)*

*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*

## **Response**

We can confirm that we do hold some of the requested information. We have addressed each of your points in turn.

We have provided the information regarding our Server Hardware and Virtualisation Maintenance/Support/Licensing contracts in table 'B' below. We can confirm that we do not have a Storage Area Network, and as such, we do not hold information relating to this part of your request.

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

<i>Fujitsu</i>	We can confirm that we do not have a contract with Fujitsu
<i>Redcentric</i>	We can confirm that we do not have a contract with Redcentric
<i>VMware</i>	Please refer to the section in the below table ('B'): "Virtualisation Maintenance/Support/ Licensing"

- b) 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.***

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**Table B:**

	<b><u>Server Hardware Maintenance/Support</u></b>	<b><u>Virtualisation Maintenance/Support/ Licensing</u></b>
<b>1.Contract Title:</b>	Hardware Support	VMware Maintenance and Support
<b>2.Type of Contracts (ABOVE):</b>	Break/Fix annual	Yearly software support and maintenance
<b>3.Existing/Current Supplier:</b>	Park Place Technologies	VMware
<b>4.Brand:</b>	HP	VMware
<b>5.Operating System / Software (Platform):</b>	Windows & Linux	Not applicable
<b>6.Annual Average Spend:</b>	£6000	£47,000
<b>7.Contract Duration:</b>	12 Months	12 months
<b>8.Contract Expiry Date:</b>	January 2020	June 2020
<b>9.Contract Review Date:</b>	December 2019	May 2020
<b>10.Purchase of Servers:</b>	2014 – The purchase was spread across numerous periods of this year.	Not applicable
<b>11.Number of Physical Server:</b>	30	Not applicable
<b>12.Number of Virtual Servers:</b>	280	250
<b>13.Brief Contract Description:</b>	Hardware break fix	Maintenance and support of numerous licence packs
<b>14.Contract Owner:</b>	<p>We are able to inform you that we do hold the information that you have requested. However, we rely on Section 40 (2) of the FOIA to withhold the information from disclosure.</p> <p><b><u>Section 40 – Personal information</u></b></p> <p>We are withholding information on the grounds that it constitutes third party personal data and therefore engages section 40(2) of the FOIA.</p> <p>To disclose personal data, such as names, contact details, addresses, email addresses and personal opinions could lead to the identification of third parties and would breach one or more of the data protection principles.</p>	

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Section 40 is an absolute exemption which means that we do not need to consider the public interest in disclosure. Once it is established that the information is personal data of a third party and release would breach one or more of the data protection principles, then the exemption is engaged.

The full text in the legislation can be found on the following link;

<https://www.legislation.gov.uk/ukpga/2000/36/section/40>

#### **Advice and Assistance**

We have a duty to provide advice and assistance in accordance with Section 16 of the FOIA. To comply with this duty we are able to confirm that the contract owner is the Head of Platforms & Infrastructure within the Digital Services team.

#### **Right to Appeal**

If you are not happy with the information that has been provided or the way in which your request has been handled you may request an internal review by writing to;

The Information Access Team  
Homes England – 6<sup>th</sup> Floor  
Windsor House  
50 Victoria Street  
London  
SW1H 0TL

Or by email to [foi@homesengland.gov.uk](mailto:foi@homesengland.gov.uk)

You may also complain to the Information Commissioner however, the Information Commissioner does usually expect the internal review procedure to be exhausted in the first instance.

The Information Commissioner's details can be found via the following link

<https://ico.org.uk/>

Please note that the contents of your request and this response are also subject to the Freedom of Information Act 2000. Homes England may be required to disclose your request and our response accordingly.

Yours sincerely,

**Information Access Team**  
For Homes England