



Homes
England

The Housing and Regeneration Agency

Date: 4 August 2023

Our Ref: RFI4420

Tel: 0300 1234 500

Email: infogov@homesengland.gov.uk

[REDACTED]
By Email Only

Dear [REDACTED]

RE: Request for Information – RFI4420

Thank you for your request for information which was processed in accordance with the Freedom of Information Act 2000 (FOIA).

You requested the following information:

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 types 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 relates 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

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Windsor House
42 - 50 Victoria Street, Westminster
London, SW1H 0TL

0300 1234 500
@HomesEngland
www.gov.uk/homes-england





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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.)

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

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.)

Response

We can confirm that we do hold some of the requested information. We will address each of your questions in turn below.

Server Hardware Maintenance- contracts relating to the support and maintenance of the organisation's physical servers.

1. Contract Title: Please provide me with the contract title.

Park Place Server and Network Hardware Maintenance

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)**

Server Hardware, SAN (Storage Area Network)

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

Park Place Technologies





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- 4. Brand: Please state the brand of hardware or software**
Dell, HP, Cisco

- 5. Operating System / Software (Platform): (Windows, Linux, Unix, vSphere, AIX, Solaris etc.) Please state the operating system used by the organisation.**
Windows, Cisco IOS

- 6. Annual Average Spend: Please provide me with the most recent annual spend for this contract?**
£4,345.00

- 7. Contract Duration: (Please can you also include notes if the contract includes any contract Extension periods.)**
12 Months (rolling period)

- 8. Contract Expiry Date: Please can you provide me with the date of when the contract expires.**
24 Jan 2024

- 9. Contract Review Date: (An approximate date of when the organisation is planning to review this particular contract.)**
End of 2023

- 10. Purchase of Servers: Could you please provide me with the month and year in which most/bulk of servers were purchased.**
Various dates.

- 11. Number of Physical Server: Please can you provide me with the number of physical servers.**
26

- 12. Number of Virtual Servers: Please can you provide me with the number of Virtual servers' servers.**
N/A

- 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.**
Break/Fix 7x24x8hr fix for servers, 7x24x4 fix for network equipment.





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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

We can 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.

Section 40 – Personal information

We are withholding information on the grounds that it constitutes third party personal data and therefore engages section 40(2) of the FOIA.

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.

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 responsible team within Homes England is the Infrastructure Operations team within Digital. Correspondence for this team can be directed to our general enquiries team via: enquiries@homesengland.gov.uk or 0300 1234 500.





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Virtualisation Maintenance/Support/ Licensing (VMware, Solaris, Unix, Linux, Windows Server)

- 1. Contract Title: Please provide me with the contract title.**
Nutanix
- 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)**
Virtualisation
- 3. Existing/Current Supplier: Please provide me with the supplier's name for each contract.**
Boxxe
- 4. Brand: Please state the brand of hardware or software**
Nutanix
- 5. Operating System / Software (Platform): (Windows, Linux, Unix, vSphere, AIX, Solaris etc.) Please state the operating system used by the organisation.**
Nutanix
- 6. Annual Average Spend: Please provide me with the most recent annual spend for this contract?**
£55,000.00
- 7. Contract Duration: (Please can you also include notes if the contract includes any contract Extension periods.)**
Co-termed existing maintenance/support until 31/10/2023
- 8. Contract Expiry Date: Please can you provide me with the date of when the contract expires.**
31/10/2023
- 9. Contract Review Date: (An approximate date of when the organisation is planning to review this particular contract.)**
Mid 2023





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

2018

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

26

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

300

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.

Maintenance, Licensing and Support for Nutanix hyperconverged platform

14. Contract Owner:

Section 40 – Personal information

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

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

Please refer to the advice and assistance above.

Storage Area Network Maintenance/Support (EMC, NetApp etc)

1. Contract Title: Please provide me with the contract title.

VMware

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)

Virtualisation





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- 3. Existing/Current Supplier: Please provide me with the supplier's name for each contract.**
Phoenix Software
- 4. Brand: Please state the brand of hardware or software**
VMware
- 5. Operating System / Software (Platform): (Windows, Linux, Unix, vSphere, AIX, Solaris etc.) Please state the operating system used by the organisation.**
VMware ESX/vCenter
- 6. Annual Average Spend: Please provide me with the most recent annual spend for this contract?**
£17,400.00
- 7. Contract Duration: (Please can you also include notes if the contract includes any contract Extension periods.)**
12 Months (rolling period)
- 8. Contract Expiry Date: Please can you provide me with the date of when the contract expires.**
29 June 2024
- 9. Contract Review Date: (An approximate date of when the organisation is planning to review this particular contract.)**
Early 2024
- 10. Purchase of Servers: Could you please provide me with the month and year in which most/bulk of servers were purchased.**
N/A – software maintenance/support
- 11. Number of Physical Server: Please can you provide me with the number of physical servers.**
26
- 12. Number of Virtual Servers: Please can you provide me with the number of Virtual servers' servers.**
300





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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.

VMware Software maintenance and support – Basic

14. Contract Owner:

Section 40 – Personal information

We are withholding information on the grounds that it constitutes third party personal data and therefore engages section 40(2) of the FOIA.

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

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

Please refer to the advice and assistance above.

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. You can request an internal review by writing to Homes England via the details below, quoting the reference number at the top of this letter.

Email: infogov@homesengland.gov.uk

Information Governance Team

Homes England

Windsor House

6th Floor

42-50 Victoria Street

London

SW1H 0TL

United Kingdom

Your request for review must be made in writing, explain why you wish to appeal, and be received within 40 working days of the date of this response. Failure to meet this criteria may lead to your request being refused.





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Upon receipt, your request for review will be passed to an independent party not involved in your original request. We aim to issue a response within 20 working days.

You may also complain to the Information Commissioner's Office (ICO) 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,

The Information Governance Team
For Homes England

