



Homes  
England

The Housing and Regeneration Agency

Date: 9 January 2024

Our Ref: RFI4560

Tel: 0300 1234 500

Email: [infogov@homesengland.gov.uk](mailto:infogov@homesengland.gov.uk)

[REDACTED]  
By Email Only

Dear [REDACTED]

**RE: Request for Information – RFI4560**

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 state the operating system used by the organisation.

6<sup>th</sup> Floor  
Windsor House  
42 - 50 Victoria Street, Westminster  
London, SW1H 0TL

0300 1234 500  
@HomesEngland  
[www.gov.uk/homes-england](http://www.gov.uk/homes-england)





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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 inform you that we do hold the information that you have requested. We will address your questions in turn below.

#### Questions 1 to 5 and 10 to 14:

We can inform you that we do hold the information that you have requested. However, we rely on section 21, exemption where information is available to the applicant elsewhere.

The full text of the legislation can be found on the following link and we have quoted section 21 below for ease.

<https://www.legislation.gov.uk/ukpga/2000/36/section/21>

#### Section 21 - Information accessible to applicant by other means.

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.





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(2) For the purposes of subsection (1)—

(a) information may be reasonably accessible to the applicant even though it is accessible only on payment, and

(b) information is to be taken to be reasonably accessible to the applicant if it is information which the public authority or any other person is obliged by or under any enactment to communicate (otherwise than by making the information available for inspection) to members of the public on request, whether free of charge or on payment.

(3) For the purposes of subsection (1), information which is held by a public authority and does not fall within subsection (2)(b) is not to be regarded as reasonably accessible to the applicant merely because the information is available from the public authority itself on request, unless the information is made available in accordance with the authority's publication scheme and any payment required is specified in, or determined in accordance with, the scheme.

## Advice and Assistance

We have a duty to provide advice and assistance in accordance with Section 16 of the FOIA. We can confirm that we have previously responded to a similar request in August 2023 (our reference RFI4420) and that there has only been a change to our response to questions 6, 7, 8 and 9 which we have responded to below.

Our response to RFI4420 is publicly available on our disclosure log via the following link:

[https://assets.publishing.service.gov.uk/media/64f87526a78c5f000d8871bd/RFI4420 -  
Data Centre Contract.pdf](https://assets.publishing.service.gov.uk/media/64f87526a78c5f000d8871bd/RFI4420_-_Data_Centre_Contract.pdf)

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

£5,997.00

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

12 Months

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

25 January 2025

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

December 2024

## **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](mailto:infogov@homesengland.gov.uk)

Information Governance Team

Homes England

Windsor House

6<sup>th</sup> 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.

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/>





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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

