



Homes
England

Date: 19 March 2025

Our Ref: RFI5046

Tel: 0300 1234 500

Email: infogov@homesengland.gov.uk

[REDACTED]
By Email Only

Dear [REDACTED]

RE: Request for Information – RFI5046

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. 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

2nd Floor
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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.)

This is a follow-up request to RFI4940.

Response

We can confirm that we do hold some of the requested information. We will address each of your questions in turn below. Please note, there has been no update to the information below since your last request.

- 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.

We can confirm that Homes England does not hold the information detailed in your request.

To conclude that the information is not held, we have searched with our Digital team who would have the requested information if held.

The FOIA does not oblige a public authority to create information to answer a request if the requested information is not held. The duty under section 1(1) is only to provide the recorded information held.

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The full text of section 1 in the legislation can be found here:

<https://www.legislation.gov.uk/ukpga/2000/36/section/1>

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 our server estate is in Microsoft Azure and therefore falls under the Microsoft enterprise subscription agreement, which is a monthly subscription agreement.

4. Brand: Please state the brand of hardware or software

We can confirm the current brands we use are as follows:

- Nutanix
- Dell and HP
- Azure VMWare Solution
- Azure

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

We can confirm the Operating System and Software platform used by the organisation is as follows:

- Azure VMWare Solution
- Windows OS

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.)

As indicated above, there is no ICT contract for the servers as our server estate is in Microsoft Azure and therefore falls under the Microsoft enterprise subscription agreement. We have no plans to review this arrangement at present.

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

We can confirm that the bulk of our servers were purchased during the year 2018.





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

We can confirm there are 24 physical servers.

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

We can confirm there are 175 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.

As indicated above, our server estate is in Microsoft Azure and therefore falls under the Microsoft enterprise subscription agreement, which is a monthly subscription agreement.

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.)

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>





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Advice and Assistance

We have a duty to provide advice and assistance in accordance with Section 16 of the FOIA. As such we can advise that the responsible team to contact within Homes England regarding this framework is the procurement team. Correspondence can be directed via our enquires team:

enquiries@homesengland.gov.uk or 0300 1234 500.

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
The Lumen
2nd Floor
St James Boulevard
Newcastle Helix
Newcastle upon Tyne
NE4 5BZ
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.

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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

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