

From: [REDACTED]
Subject: Request for Information- Data Centre
Date: 28 September 2015 10:48:26

Dear FOI Officer,

I would like to submit a Freedom of Information Request relating to specific ICT contract(s) for Server Hardware Maintenance, Server Virtualisation License and Maintenance and Storage Area Network Maintenance/Support which may include:

- Server Hardware Maintenance- contract relating to the support and maintenance of the's organisations servers.
- Virtualisation Licensing (VMware, Solaris, Unix, Linux, Windows Server)-
- Virtualisation Maintenance/Support (VMware, Solaris, Unix, Linux, Windows Server)
- Storage Area Network Maintenance/Support (EMC, NetApp etc)

For each of the types of server ICT contracts above can you please send me the following data types:

1. **Contract Title:**
2. **Contract Type:** Please input one the type of contract from above e.g. **Hardware Maintenance**, Virtualisation Licensing, Virtualisation Maintenance/Support, Storage Area Network Maintenance
3. **Existing/Current Supplier:**
4. **Hardware Brand:** Please state the hardware or software brand related to the contract with supplier e.g. Hardware Maintenance could be Dell, IBM etc
5. **Operating System / Software(Platform):** (Windows, Linux, Unix, VMWare etc.) the brand name relating to the contract.
6. **Annual Average Spend:** (For the whole duration of the contract, if the total value sent is per annum please state this in the response)
7. **Contract Duration:** (Please can you also include notes if the contract includes any contract extension periods.)
8. **Contract Expiry Date:**
9. **Contract Review Date:** (An approximate date of when the organisation is planning to review this particular contract.)
10. **Brief Contract Description:** I require a brief description of the service provided under this contract.
11. **Internal Contact:** (The person from within the organisation that is responsible for reviewing and renewing this particular contract. Please include there full name, job title, direct contact number and direct email address.)

If there is more than one supplier for these contract can you please split the contract individually for each supplier. So the information above which I am requesting is for each supplier.

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.

Regards



[REDACTED]

[REDACTED]

23 October 2015

Dear [REDACTED],

Our ref: 07/15

Thank you for your email of 28 September, requesting information under the Freedom of Information Act 2000.

I am very sorry that you did not receive an acknowledgement of your request. This was an oversight on our part for which we apologise.

You have requested:

“...information relating to specific ICT contract(s) for Server Hardware Maintenance, Server Virtualisation License and Maintenance and Storage Area Network Maintenance/Support which may include:

- **Server Hardware Maintenance- contract relating to the support and maintenance of the organisations servers.**
- **Virtualisation Licensing (VMware, Solaris, Unix, Linux, Windows Server)-**
- **Virtualisation Maintenance/Support (VMware, Solaris, Unix, Linux, Windows Server)**
- **Storage Area Network Maintenance/Support (EMC, NetApp etc)”**

You asked for specific information relating to this as follows:

1. **Contract Title:**
2. **Contract Type: Please input one the type of contract from above e.g. Hardware Maintenance, Virtualisation Licensing, Virtualisation Maintenance/Support, Storage Area Network Maintenance**
3. **Existing/Current Supplier:**
4. **Hardware Brand:** Please state the hardware or software brand related to the contract with supplier e.g. Hardware Maintenance could be Dell, IBM etc
5. **Operating System / Software(Platform): (Windows, Linux, Unix, VMWare etc.)** the brand name relating to the contract.
6. **Annual Average Spend: (For the whole duration of the contract, if the total value sent is per annum please state this in the response)**
7. **Contract Duration: (Please can you also include notes if the contract includes any contract extension periods.)**
8. **Contract Expiry Date:**
9. **Contract Review Date: (An approximate date of when the organisation is planning to review this particular contract.)**
10. **Brief Contract Description:** I require a brief description of the service provided under this contract.
11. **Internal Contact:** (The person from within the organisation that is responsible for reviewing and renewing this particular contract. Please include there full name, job title, direct contact number and direct email address.)

The Commission does hold some information relevant to your request. However, some of it does not apply to LGBCE because we own all our own hardware; all of which is currently under manufacturer warranty.

The details I am able to supply are as follows:

- Our service desk contract is with Wavex, which provides support for all IT relates issues we encounter, and/or liaise with equipment manufacturers on our behalf when necessary.
- We do not utilise SAN.
- Virtualisation is HyperV which was provided with the Dell server.

Hardware brands are:

- Dell server – Windows Server 2012
- Aerohive
- Juniper
- APC

LGBCE's internal contact for IT is Luke Dawson, Project Officer.

His contact number is 0330 500 1261

His email address is luke.dawson@lgbce.org.uk

I hope you find this information helpful.

If you have any further queries, please do not hesitate to contact me, quoting the reference number above in any correspondence.

If you wish to request a review of our decision, you should write to me at:

Sarah Vallotton
Business & Committee Services Manager
Local Boundary Commission for England
14th Floor Millbank Tower
Millbank
London
SW1P 4QP

If you are not content with the outcome of your complaint or review, you may apply directly to the Information Commissioner for a decision. Details of this procedure can be found on the ICO website: <http://www.ico.gov.uk>.

Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Local Government Boundary Commission for England.

Yours sincerely,



Sarah Vallotton
Business & Committee Services Manager
Sarah.vallotton@lgbce.org.uk
0330 5001264