Sent by email: 

Dear [Name],

Freedom of Information request: 2018/0130

Thank you for your Freedom of Information request submitted on the 28th August 2018 in which you requested the following:

Your Request:

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
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’ 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

**Our response:**

I can confirm that UKRI does hold information in relation to your request.

The areas you have requested information on are:

- 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)

I can confirm we satisfy each of the above on-premise service needs from internal capability and a third party supplier. The third party supplier is New Signature, details of the contract are below:

- Hardware is all HP
- Operating system is all Windows
- Contract period: September 2015 - September 2018
- Annual spend: £30K
- Contract review date: August 2018
- Servers were purchased in FY 15/16 & FY 16/17
- Number of physical servers: 2
- Number of virtual servers: 27
- Contract Owner: Jeremy Pix – Head of IT
- Hardware support: HP
- Contract description: New Signature provide software support & maintenance
If you have any queries about this response please contact me, or if you are unhappy with the service you have received in relation to your request and wish to request a review of our decision, please write to:

Complaints Officer

UK Research and Innovation
Polaris House
North Star Avenue
Swindon
SN2 1FL
Email: foi@ukri.org

Please quote the reference number above in any future communications.

If you are still not content with the outcome of the review, you may apply to refer the matter to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the review procedure provided by UKRI. The Information Commissioner can be contacted at:

Information Commissioner
Wycliffe House,
Water Lane
Wilmslow
Cheshire
SK9 5AF

Enquiry/Information Line: Between 9am and 5pm Monday to Friday 0303 123 1113 or 01625 545745

Further information about the Office of the Information Commissioner can be found at http://www.ico.gov.uk/

Yours sincerely,

[Signature]

UK Research and Innovation, Information Governance Team

Email: foi@ukri.org