Freedom of Information request: 2019/0065

Thank you for your Freedom of Information request received on 28th February 2019 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 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 where 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 UK Research and Innovation hold information relevant to your request.

The information requested has been collated and provided in the attached document “2019.0065 – Data Table”.

Releasing the information requested in questions 3, 4, and 5 would prejudice the prevention or detection of crime as per Section 31(1)(a) Freedom of Information Act.

Section 31(1)(a) is a qualified exemption and therefore subject to a public interest test. UKRI applied the Public Interest Test to this request as set out below;

Public interest in favour of disclosure:
- There is a public interest in favour of release of the information, to uphold the principles of transparency and accountability, in disclosing information about government or public authority infrastructure and contracts.

Public interest test in favour of withholding the information:
- The release of this information would make UKRI more vulnerable to crime
- The crime in question would be a malicious attack on UKRI’s computer infrastructure and/or systems
- The release of this information would be seen to prejudice the prevention or detection of crime, by making UKRI’s computer systems more vulnerable to hacking and therefore facilitate the possibility of a criminal offence being carried out
- There is an overwhelming public interest in keeping government or public authority computer systems secure, which would be served by non-disclosure.

UKRI has therefore reached the conclusion that, on balance, the public interest is better served by withholding the selected information under Section 31(1)(a).

We are not obliged, under section 40(2) of the FOIA, to provide information that is the personal data of another person if releasing would contravene any of the provisions of the General Data Protection Regulation and the Data Protection Act 2018. In this instance we believe that the release of some of the information requested under Question 14 would contravene the first data protection principle and therefore section 40(2) has been applied. The individuals concerned would not have an expectation that this information would be made publicly available. Section 40(2) is an absolute exemption and therefore a public interest test is not required

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,

UK Research and Innovation, Information Governance Team
Email: foi@ukri.org
<table>
<thead>
<tr>
<th>1. Contract Title</th>
<th>VMware Enterprise Licensing Agreement</th>
<th>NetApp</th>
<th>BTINET</th>
<th>Not available</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Type of Contracts</td>
<td>Virtualisation</td>
<td>SAN</td>
<td>Switches, routers support, maintenance</td>
<td>Server hardware, Virtualisation, SAN</td>
</tr>
<tr>
<td>6. Annual Average Spend</td>
<td>£170,000 approx.</td>
<td>£150,000 approx.</td>
<td>£60,000 approx.</td>
<td>£45,600 approx.</td>
</tr>
<tr>
<td>7. Contract Duration</td>
<td>3 Years</td>
<td>3 years</td>
<td>12 Months</td>
<td>2 years</td>
</tr>
<tr>
<td>8. Contract Expiry Date</td>
<td>Sep-20</td>
<td>May-21</td>
<td>Oct-19</td>
<td>Apr-21</td>
</tr>
<tr>
<td>9. Contract Review Date</td>
<td>Already started</td>
<td>May-20</td>
<td>Jul-19</td>
<td>Apr-19</td>
</tr>
<tr>
<td>10. Purchase of Servers</td>
<td>N/A</td>
<td>May 2018 (for the appliances)</td>
<td>N/A</td>
<td>August 2015 &amp; February 2019</td>
</tr>
<tr>
<td>11. Number of Physical Server</td>
<td>37</td>
<td>2 heads</td>
<td>N/A</td>
<td>2</td>
</tr>
<tr>
<td>12. Number of Virtual Servers</td>
<td>800 approx.</td>
<td>N/A</td>
<td>N/A</td>
<td>27</td>
</tr>
<tr>
<td>13. Brief Contract Description</td>
<td>We participate in a larger Enterprise Licensing Agreement ran by BEIS and incorporates associated organisations.</td>
<td>hardware and software support/maintenance for ERP solution</td>
<td>Contract to support switches/routers for hardware failures</td>
<td>All maintenance and software support</td>
</tr>
<tr>
<td>14. Contract Owner</td>
<td>UK SBS ISS Supplier Management Team - 01793 867000</td>
<td>IUK IT Team - 0300 321 4357</td>
<td><a href="mailto:ithelpdesk@har.mrc.ac.uk">ithelpdesk@har.mrc.ac.uk</a></td>
<td></td>
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</tbody>
</table>