

Reference: 298938

2 August 2016

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Information Requests

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Freedom of Information: Right to know request

Thank you for your request for information asking for details relating to ICT contracts which Ofcom received on 13 July and has considered under the Freedom of Information Act 2000 (the Act).

You asked:

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

- *Server Hardware Maintenance- contract relating to the support and maintenance of the organisation's physical 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:

Please find below our response to each of the questions you asked.

1. **Contract Title:** *Please provide me with the contract title.*

Information & Communication Technology Services, contract award notice **2016/S 004-004201** refers.

2. **Contract Type:** *Please can you provide me with one or more contract types the contract relates to: Server Hardware, Virtualisation, SAN (Storage Area Network)*

This contract includes server hardware maintenance, virtualisation of our servers and the management and maintenance of our SAN (storage area network). The server and SAN maintenance is subcontracted to SCC & IBM.

3. **Existing/Current Supplier:** Please provide me with the supplier name for each contract.

The current supplier is NIIT Technologies Ltd.

4. **Hardware Brand:** Please state the hardware brand of the servers related to the contract with supplier e.g. Hardware Maintenance could be Dell, IBM etc

Physical Servers

Dell Poweredge T300

IBM-System x3550 M3

IBM-System x3200 M3

IBM-System x3500 M3

IBM-System x3850 X5

IBM-System x3650 M3

HP Proliant DL380

IBM-System x3550 M3

IBM-System x3650 M3

Storage Devices

IBM XIV 73TB

IBM XIV 43TB

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

We have the following operating systems: Windows desktop, Windows server, Redhat Linux, Oracle Linux, Centos Linux and Vsphere.

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

We do not hold this information. This is a new contract starting from xxxxx therefore we do not have an annual average spend figure.

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

This contract is for an initial term of 4 years with Ofcom's option to extend by two further periods of up to 12 months each.

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

The contract expires on the 30 April 2020 unless it is extended in line with 7 above.

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

Review of the contract in relation to any extension is likely to commence in April 2019

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

Our last major procurement of servers was November 2012.

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

There are currently 200 – although we are working on rationalising this number.

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

There are 391.

13. **Brief Contract Description:** *I require a brief description of the service provided under this contract. Please don't just put maintenance I need at least a sentence.*

This contract is an outsourced IT services contract. It includes the provision of end user computing, service desk and the management and maintenance of our physical and virtual server infrastructure as well as application support for a wide variety of applications. Please refer to Contract Award Notice **2016/S 004-004201** **[we may want to add a link here?]**

14. **Internal Contact:** *(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.)*

Ofcom has a robust governance process covering approvals for the procurement of services, including support contracts, and therefore there is no single individual solely responsible. However, the overall responsibility for placing Information, Communications and Technology (ICT) contracts within Ofcom is held by David Doherty who is the Director of ICT and contactable via the Ofcom switchboard on 020 7981 3000 (email: david.doherty@ofcom.org.uk)

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.

Please see the responses to questions 4 & 5. We would only add to this that the contract supports approximately 900 users.

If you have any queries about this letter, please contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

Julia Snape

If you are unhappy with the response or level of service you have received in relation to your request from Ofcom, you may ask for an internal review. If you ask us for an internal review of our decision, it will be treated as a formal complaint and will be subject to an independent review within Ofcom. We will acknowledge the complaint and inform you of the date by which you might expect to be told the outcome.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for undertaking internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exception cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact:

Steve Gettings
The Secretary to the Corporation
Ofcom
Riverside House
2a Southwark Bridge Road
London SE1 9HA

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF