



10<sup>th</sup> September 2019

## Freedom of Information Request Reference N<sup>o</sup>: FOI 002925/19

I write in connection with your request for information received by the Norfolk and Suffolk Constabularies on the 14<sup>th</sup> August 2019 in which you sought access to the following information:

Further to original Data Centre request below contracts are expired. Please provide the current status.

- Dell
- IBM
- Capita
- Northgate
- Q Associates
- Micro Partners
- Northgate

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 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.

### **Response to your Request**

The response provided below is correct as of 20<sup>th</sup> August 2019.

Norfolk and Suffolk Constabularies have located the following information as relevant to your request.

### **Server Hardware Maintenance**

- Q1 No contract title.
- Q2 All servers are supplied with 5 year warranty by supplier
- Q3 Current supplier: Dell
- Q4 Hardware brand: Dell
- Q5 Not applicable
- Q6 Not applicable as hardware supplied with 5 year warranty
- Q7 5 years
- Q8 The expiry depends on the purchase date
- Q9 Not applicable
- Q10 Purchases are made on a 5 year rolling programme throughout the year
- Q11 185 physical servers
- Q12 617 virtual servers
- Q13 Dell provides an engineer and/or hardware to site service

### **Virtualisation Maintenance/Support/Licensing**

#### VMWare:

- Q1 Contract title: VMWare licence
- Q2 Contract type: Software licence
- Q3 Not applicable
- Q4 Not applicable
- Q5 VMWare
- Q6 None Perpetual licence
- Q7 None Perpetual licence
- Q8 None Perpetual licence
- Q9 None Perpetual licence
- Q10 Not applicable
- Q11 Not applicable
- Q12 Not applicable

Q13 Software licence

SuSe Linux:

Q1 Contract title: SuSe Linux  
Q2 Contract type: SUSE Linux Enterprise Licence  
Q3 Current supplier: Computacenter  
Q4 Not applicable  
Q5 SUSE Linux  
Q6 Annual average spend: £4801  
Q7 Contract duration: 1 year  
Q8 Contract expiry date: 30/11/2020  
Q9 Contract review date: 21/10/2020  
Q10 Not applicable  
Q11 Not applicable  
Q12 Not applicable  
Q13 Software licence

Oracle Linux:

Q1 Contract title: Oracle Linux Licences including Oracle Linux Basic & Oracle VM Premier  
Q2 Contract type: Combined Oracle Linux  
Q3 Current supplier: Insight  
Q4 Not applicable  
Q5 Oracle Linux  
Q6 Annual average spend: £3902.54  
Q7 Contract duration: 1 year  
Q8 Contract expiry date: 26/11/2019  
Q9 Contract review date: 21/10/2019  
Q10 Not applicable  
Q11 Not applicable  
Q12 Not applicable  
Q13 Software licence

HyperV:

Q1 Contract title: Microsoft Enterprise Agreement  
Q2 Contract type: Software licence  
Q3 Current supplier: SoftCat  
Q4 Not applicable  
Q5 HyperV  
Q6 This forms part of the overall EA Agreement with SoftCat/Microsoft  
Q7 Contract duration: 3 years  
Q8 Contract expiry date: February 2021  
Q9 Contract review date: August 2020  
Q10 Not applicable  
Q11 Not applicable  
Q12 Not applicable  
Q13 Software licence

**Storage Area Network Maintenance/Support**

Dell Compellent:

Q1 Contract title: Dell Compellent  
Q2 Contract type: Hardware  
Q3 Current supplier: Dell  
Q4 Hardware brand: Dell  
Q5 Not applicable

- Q6 Not applicable as hardware supplied with 5 year warranty
- Q7 5 years as detailed above
- Q8 The expiry depends on the purchase dates
- Q9 Not applicable
- Q10 Purchases are made on a 5 year rolling programme throughout the year
- Q11 12 physical servers
- Q12 Not applicable
- Q13 Dell provides an engineer and/or hardware to site service

Dell (EMC) Isilon:

- Q1 Contract title: Isilon
- Q2 Contract type: Hardware
- Q3 Current supplier: Dell
- Q4 Dell
- Q5 Not applicable.
- Q6 Not applicable. Hardware supplied with 5 year warranty
- Q7 5 years
- Q8 The expiry depends on the purchase dates
- Q9 Not applicable
- Q10 Purchases are made on a 5 year rolling programme throughout the year
- Q11 12 physical servers
- Q12 Not applicable
- Q13 Dell provide an engineer and/or hardware to site service

- Q14 Contract details can be found on the Bluelight Procurement Database via the link provided below:-

<https://www.blpd.gov.uk/foi/foi.aspx>

Under Section 21(1) of the Freedom of Information Act (2000), public authorities are not required to provide information that is reasonably accessible to the public by other means, in this case via the BLPD website, therefore in accordance with Section 17 of the Freedom of Information Act (2000), this serves as a Refusal Notice for this part of your request.

Mr Nigel Read is Head of ICT Programme and Planning. [Nigel.Read@suffolk.police.co.uk](mailto:Nigel.Read@suffolk.police.co.uk)  
Telephone 101 x 2696 (Suffolk)

This response will be published on the Constabularies web-site under the Freedom of Information pages:-

<https://www.norfolk.police.uk/about-us/our-data/disclosure-log>

<https://www.suffolk.police.uk/services/freedom-information/disclosure-logs>

Should you have any further queries concerning this request, please contact Amanda Gibson, FOI Decision Maker, quoting the reference number shown above.

A full copy of the Freedom of Information Act (2000) can be viewed on the 'Office of Public Sector Information' web-site;  
<http://www.opsi.gov.uk/>

Norfolk and Suffolk Constabularies are not responsible for the content, or the reliability, of the website referenced. The Constabulary cannot guarantee that this link will work all of the time, and we have no control over the availability of the linked pages.

Your Right to Request a Review of Decisions Made Under the Terms of the  
Freedom of Information Act (2000).

If you are unhappy with how your request has been handled, or if you think the decision is incorrect, you have the right to ask the Norfolk and Suffolk Constabulary to review their decision.

Ask Norfolk and Suffolk Constabularies to look at the decision again.

If you are dissatisfied with the decision made by Norfolk and Suffolk Constabularies under the Freedom of Information Act (2000), regarding access to information, you must notify the Norfolk and Suffolk Constabulary that you are requesting a review within 40 days of the date of its response to your Freedom of Information request. Requests for a review should be made in writing and addressed to:

*Freedom of Information Decision Maker  
Information Management Department  
Norfolk Constabulary  
Operations and Communications Centre  
Jubilee House  
Falconers Chase  
Wymondham  
Norfolk NR18 0WW  
OR  
Email: [freedomofinformation@norfolk.pnn.police.uk](mailto:freedomofinformation@norfolk.pnn.police.uk)*

In all possible circumstances Norfolk and Suffolk Constabulary will aim to respond to your request for us to look at our decision again within 20 working days of receipt of your request for an internal review.

The Information Commissioner.

After lodging a request for a review with Norfolk and Suffolk Constabulary, if you are still dissatisfied with the decision, you can apply to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.

For information on how to make application to the Information Commissioner please visit their website at [www.ico.org.uk](http://www.ico.org.uk) or contact them at the address shown below:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Telephone: 01625 545 700