

26 October 2022

Information Rights & Compliance Team
99 Waverley Road
St Albans
Hertfordshire
AL3 5TL

Tel: 01727 804954
Email: Hpkt.foi@nhs.net

Our Ref: FOI/04467

Thank you for your request concerning ICT Contracts, Server Hardware, Licenses.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

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 types 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's name for each contract.

All our IT services are outsourced to Hertfordshire, Bedfordshire and Luton ICT (HBL ICT) in an internal NHS shared service agreement. HBL ICT provides a comprehensive IT service including infrastructure, network, datacentre hosting, service-desk.

4. **Brand:** Please state the brand of hardware or software

We do not hold this information¹.

You may wish to HBL ICT. Their contact details are as follows:

HBL ICT SHARED SERVICES
Charter House
Parkway
Welwyn Garden City
Hertfordshire
AL8 6JL

¹ Section 1(1) Any person making a request for information to a public authority is entitled (a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and (b) if that is the case, to have that information communicated to him.

Email: hblict.communications@nhs.net

Website: www.hblict.nhs.uk

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

The information you are requesting relating to our operating systems / platforms and if answered could be used to compromise the security of the organisation. It would make the organisation vulnerable to a crime such as hacking and this could lead to a theft of information or a denial of service to IT systems therefore we have applied S31(1)(a) – Law Enforcement (1) Information is exempt if its disclosure under this Act would or would be likely to prejudice (a) the prevention or detection of crime.

S31 is subject to a test of prejudice. Please see below for our considered reasons for and against disclosure:

Reason in favour of disclosure

We acknowledge the public interest in openness and transparency and recognise that releasing this information would provide the public with assurance that we are protecting their information and our technologies.

Reason against disclosure

Disclosure of the use of certain operating systems / platforms would make the Trust vulnerable to cyber-crime as it outlines the Trust's security position which could be used as a starting point to attack network infrastructure and/or information systems.

We have reached the view that on balance, the public interest is better serviced by withholding this information under the section 31(1) exemption.

- 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.)**

We do not hold this information¹. These contracts are managed by HBLICT.

- 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.**

We do not hold this information¹ nor would we answer questions 10, 11 or 12 regarding our servers because again if answered could be used to compromise the security of the organisation.

For the same reasons and test of prejudice give under question 5, it would make the organisation vulnerable to a crime such as hacking and this could lead to a theft of information

or a denial of service to IT systems therefore we have applied S31(1)(a) – Law Enforcement (1) Information is exempt if its disclosure under this Act would or would be likely to prejudice (a) the prevention or detection of crime.

We have reached the view that on balance, the public interest is better served by withholding this information under the section 31(1) exemption².

- 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.**

Please see the answer provided under questions 1, 2 and 3.

- 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.)**

Our [Director of Innovation and Digital Transformation and Chief Information Officer](#) is ultimately responsible. Please see below for contact details.

Contact
Email: corporate.office@nhs.net
Tel: 01707 253800

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 answers provided above.

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

Sue Smith

**Sue Smith
Information Rights Officer**

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).



² Section 31 - S31(1)(a) – Law Enforcement (1) Information is exempt if its disclosure under this Act would or would be likely to prejudice (a) the prevention or detection of crime



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Partnership University
NHS Foundation Trust



Our  values
Welcoming Kind Positive Respectful Professional