



**Hampshire
& Isle of Wight**
FIRE & RESCUE SERVICE

Information Compliance Team
Headquarters
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Hampshire
SO50 9SJ

Sent by email to:

[REDACTED]

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Date: 3 November 2022

Our Reference: FOI 082 22-23

Enquiries to: Information Compliance Officer

Freedom of Information Act 2000

Dear [REDACTED]

We are writing in respect of your application for the release of information held by the Service, which we received on 12 October 2022. We can confirm that we have now completed our search for the information requested.

You asked:

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.

We can confirm that we hold the information requested, please find it below in red text. Please be aware that we have just completed a new tender process to award a new contract for these services, but do not yet hold (per Section 1 of the Freedom of Information Act 2000) information about those contract terms as we are still in the process of completing the new contract. As such the information provided relates to the contract that was active at the time of your request.

MASTER SERVICES AGREEMENT(MSA)

VMware Agreement # 00240384

PHOENIX Cantel Support pack agreement

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)

Server Hardware - PHOENIX Cantel

Virtualisation & SAN - VMware & PHOENIX

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

PHOENIX SOFTWARE LIMITED

CANTEL

VMWARE

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

The servers are all Dell

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

The environment uses vSphere and runs Windows & Linux VM's. The organisation primarily uses Windows with some Linux and macOS

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

£76k Please note that the provision of all types of contracts listed above are provided under one contract.

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

1 Year

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

30 Nov 2022

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

The contract review date was June 2022.

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

2016

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

17

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

108

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.

Phoenix provide us with a manged service and provides the in-house engineers with support for upgrades to software, firmware when required.

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.)

The release of this information would enable the identification of an individual which would be unfair within the meaning of the UK GDPR. As such we are refusing to provide this inforamtion as per Section 40 of the Freedom of Information Act 2000.

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

Any future correspondence with Hampshire and Isle of Wight Fire and Rescue Service in relation to this matter should be sent to the Information Compliance Officer at the above address.

If for whatever reason you are unhappy with our response you may request an internal review by contacting DP@hantsfire.gov.uk or by writing to the Information Compliance Team at the above address.

Should you remain dissatisfied you can appeal against the internal review decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.

Yours sincerely

Information Compliance Officer
Information Compliance Team
Hampshire and Isle of Wight Fire and Rescue Service