

Date: 22nd November 2022
Our Reference: FOIA-2022-106

RE: Your request for information under the Freedom of Information Act 2000 (“FOIA 2000”)

I write in response to your Freedom of Information Act 2000 request dated 1st November 2022 in which you requested the following information:

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 relates 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
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

When a request for information is made under FoIA 2000, a public authority has a general duty under section 1(1) of the Act to inform an applicant whether the requested information is held. There is then a general obligation to communicate that information to the applicant. If a public authority decides that the information should not be disclosed because an exemption applies, it must, under section 17(1) cite the appropriate section or exemption of the Act and provide an explanation for relying upon it.

It is important to note that a freedom of information request is not a private transaction. Both the request itself and any information disclosed are considered suitable for open publication, that is, once access to information is granted to one person under the legislation, it is then considered public information and must be communicated to any individual should a request be received. In light of this, our responses and disclosures are published on our external website at a later date. This should be borne in mind where a request is made for personal data of named individuals.

Decision

In line with section 1(1) of FOIA 2000, I can confirm that we do the information you have requested and that information is to be provided to you. Please see below for responses to your questions.

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

N/A – We don't have a maintenance contract as Hardware purchased included 5 Years Support and Maintenance with HPE.

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

Covered by HPE Onsite Support that was included in its purchase. This support was for 5 years and expires at the end of March 2026 and covers break/fix on all hardware, Software support and updates. HPE offer Phone Support and 4hrs break/fix for hardware failure

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

Hardware Supplied via Softcat after a Winning Bid on the Technology Products Framework Lot 2.

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

Hardware - HPE
Software = HPE / Microsoft

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

Microsoft Windows Server 2019 is the Default OS we have a number of Server 2012 as this was the default prior to updating.

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

N/A Support was included in the purchase so currently no annual spend

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

Included support was 5 Years

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

Included support expires end of March 2026

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

We will look to review the current Hardware at 4 Years old (March 2025) and look at the most viable solution going forward. Move to Cloud Platform, replace hardware or Extended support will be the likely 3 options and all subject to business direction etc..

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

Hardware Was delivered by End of March 2021 and the purchase Process was started in about October building the requirements with tender going out early December 2020. I have referenced the Delivery date as this is the point that Warranty starts. Delivery was delayed at the time due to Covid.

Below is a breakdown of the Servers we purchased and will be using going forward.

Site 1

1 x HPE Synergy 12000
8 x HPE Synergy 480 Gen 10 Compute modules
1 x HPE Nimble Storage AF40
1 x HPE DL360 Gen 10
1 x HPE DL380 Gen 10

Site 2

1 x HPE Synergy 12000
6 x HPE Synergy 480 Gen 10 Compute modules
1 x HPE Nimble Storage AF40
1 x HPE DL360 Gen 10
1 x HPE DL380 Gen 10

HPE StoreOnce 3640 48TB System Support
HPE StoreOnce 3640 48TB Cap Upg Kit Supp

Remote Sites

2 x HPE DL180 Gen10

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

Physical Servers (In Support) – 20

These are the Servers listed above and will be the Hosts for everything as all college systems are Virtual.

Physical Servers Retiring -50

Various States from holding a few VMS pending migration to powered off pending disposal This) We also had a number of Servers for our outgoing Telephone System this is no longer under support and is in process of migrating to Teams. Hardware Brands are mainly HP with Telephony System on DELL

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

Virtual Servers – 187

Mainly Windows Server OS but we have a number of Appliances eg Proxy etc that use Linux OS many of these are set by the product.

HPE Store Virtual VSA – This is used on a small DMZ that we are looking to retire the VSA sits on 3 x HPE DL380 Gen10 but is now out of support. No final decision on its future has been made yet.

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.

HPE 24x7 4hr on-site response for covered hardware, so HPE will supply parts and labour to fix any hardware issues and also provide hardware monitoring. HPE Software is also supported and maintained with updates. (Firmware, HPE ILO etc)

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.)

Mark Leng

Chief Principal Infrastructure Engineer
Digital, Data & Technology (DDaT)
Enabling Services

Mark.Leng@college.police.uk

M: 07894 177146

I trust this letter answers your questions. Your rights are provided in **Appendix A**.

Yours faithfully

Legal Services
College of Policing

Email: FOI@college.police.uk

Website: www.college.police.uk

Appendix A

Rights

If you are dissatisfied with the handling procedures or the decision of the College of Policing made under the Freedom of Information Act 2000 (the Act) regarding access to information you can request that the decision is reviewed internally.

Internal review requests should be made in writing, within **forty (40) working days** from the date of our original response, and addressed to: FOI team, Central House, Beckwith Knowle, Otley Road, Harrogate, North Yorkshire, HG3 1UF or email: FOI@college.pnn.police.uk

In all possible circumstances the College of Policing will aim to respond to your request for internal review within **20 working days**.

The Information Commissioner's Office (ICO)

If, after lodging an internal review request with the College of Policing you are still dissatisfied with the decision you may make application 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 <https://ico.org.uk/for-the-public/official-information/>.

Alternatively, you can contact them by telephone or write to them at the following address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Phone: 0303 123 1113