



National Audit Office

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watchdog

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Reference FOI-1601

Date 27 April 2023

ICT CONTRACTS

Thank you for your request of 13 April 2023 in relation to 'ICT Contracts and specifically the Phoenix Contract'. You have asked us to handle your request in accordance with the terms of the Freedom of Information Act 2000 (FOIA).

Annex A outlines the full details of your request. After checking our records, I can confirm that we do hold information fitting the description of your request. The specific information you requested is set out at **Annex B**. The Phoenix contract had expired, and we have provided you with the update. **Annex C** sets out the steps you may wish to take if you are not satisfied with the way we have handled your request for information under FOIA.

I hope you find this response helpful.

Yours sincerely,

NAO FOI Team

Annex A

Request for information about 'ICT Contracts.'

The specific information you requested states:

"As per my records, Phoenix contract has expired. I would like to know whether this contract is still valid or replaced by any other supplier. If all the information besides the contract dates are the same, I am happy to just receive an update on the contract dates

Below highlighted original FOI request for your reference only. 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.)*

Annex B

NAO response

You state in your request that you are content to receive the updated details for the Phoenix contract if all the other contract information remains the same. Therefore, we have only provided you with the updates for Phoenix.

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| 1. Contract Title: Please provide me with the contract title. | VMWare Licensing |
| 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) | VMWare Subscription |
| 3. Existing/Current Supplier: Please provide me with the supplier's name for each contract. | Phoenix |
| 8. Contract Expiry Date: Please can you provide me with the date of when the contract expires. | Q1 2024 |
| 9. Contract Review Date: (An approximate date of when the organisation is planning to review this particular contract.) | Q4 2023 |
| 10. Purchase of Servers: Could you please provide me with the month and year in which most/bulk of servers were purchased. | Q2 2014 |

Annex C

Statement of Policy

Our policy is to respond to requests made under the Freedom of Information Act 2000 as helpfully and promptly as possible, having regard to the principles set out in the Act. I therefore hope you are happy with the way we have handled your request. If you are not, then you should take the following steps.

In the first instance, within 40 working days, write to the National Audit Office Freedom of Information (FOI) Team at FOI.requests@nao.org.uk or by post to:

FOI Team, Green 2, National Audit Office, 157-197 Buckingham Palace Road, London, SW1W 9SP

The Head of FOI will arrange a review, which will be conducted by a senior member of staff who was not involved in decisions relating to your original request. Once the review has been completed, we will write informing you of the outcome.

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:

<https://ico.org.uk/> or Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF