

Request Reference: 3349

FOI Request dated 24/02/2025 –

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.)*

Response

- 1. Contract Title: VMware Licence Purchase.*

2. Type of Contracts (ABOVE): Virtualisation Platform
3. Existing/Current Supplier: VMware via Academia
4. Brand: Software
5. Operating System / Software (Platform): Windows / Linux (on ESXi infrastructure)
6. Annual Average Spend: *Exempt under Section 43 (2) of the FOI Act please see below for further details
7. Contract Duration: 3 years
8. Contract Expiry Date: October 23rd 2026
9. Contract Review Date: August 2026
10. Purchase of Servers: December 2018 for R640's and June 2023 for R650XS's
11. Number of Physical Server: 16 Dell PowerEdge R640 and 6 Dell PowerEdge R650XS (ESXi servers)
12. Number of Virtual Servers: Approx. 500
13. Brief Contract Description: Software license to run VMware Hypervisor, 24 physical servers
14. Contract Owner: Craig Stephenson, Platform Services Manager, 01482 466944, c.m.stephenson@hull.ac.uk (Please note, the staff named above are exercising their right to object to processing contained in article 21 of the UK General Data Protection Regulation. This right is exercised here with specific reference to not having their contact information used for marketing purposes.)

1. Contract Title: Support with NetApp (Proact Premium Support)
2. Type of Contracts (ABOVE): Storage Area Network Maintenance
3. Existing/Current Supplier: Netapp via Proact
4. Brand: FAS2720
5. Operating System / Software (Platform): OnTap
6. Annual Average Spend: *Exempt under Section 43 (2) of the FOI Act please see below for further details
7. Contract Duration: 1 year
8. Contract Expiry Date: January 31st 2026
9. Contract Review Date: December 1st 2025
10. Purchase of Servers: N/A – Storage Appliance FAS2720 – Purchased in Dec 2021
11. Number of Physical Server: N/A – Storage Appliance x2
12. Number of Virtual Servers: N/A – Storage Appliance x2
13. Brief Contract Description: 1 year Proact Premium Support for both devices
14. Contract Owner: Craig Stephenson, Platform Services Manager, 01482 466944, c.m.stephenson@hull.ac.uk (Please note, the staff named above are exercising their right to object to processing contained in article 21 of the UK General Data Protection Regulation. This right is exercised here with specific reference to not having their contact information used for marketing purposes.)

1. Contract Title: Gold Support for Tintri (DDN) via INSIGHT
2. Type of Contracts (ABOVE): Storage Area Network Maintenance
3. Existing/Current Supplier: Tintri (DDN) via INSIGHT
4. Brand: Tintri T-7040
5. Operating System / Software (Platform): Tintri
6. Annual Average Spend: *Exempt under Section 43 (2) of the FOI Act please see below for further details
7. Contract Duration: 5 years
8. Contract Expiry Date: May 1st 2028
9. Contract Review Date: December 2027
10. Purchase of Servers: N/A – Storage Appliances Purchased in 2023
11. Number of Physical Server: N/A – Storage Appliance x2
12. Number of Virtual Servers: N/A – Storage Appliance x2
13. Brief Contract Description: Maintenance to support Tintri's T-7040's

14. Contract Owner: Craig Stephenson, Platform Services Manager, 01482 466944, c.m.stephenson@hull.ac.uk (Please note, the staff named above are exercising their right to object to processing contained in article 21 of the UK General Data Protection Regulation. This right is exercised here with specific reference to not having their contact information used for marketing purposes.)

1. Contract Title: Dell hardware support (NBD) UltraSupport Services via Softcat (ad hoc / per server)
2. Type of Contracts (ABOVE): Server Maintenance Support
3. Existing/Current Supplier: UltraSupport Services via Softcat
4. Brand: Dell Servers
5. Operating System / Software (Platform): Windows & VMware Hosts
6. Annual Average Spend: *Exempt under Section 43 (2) of the FOI Act please see below for further details
7. Contract Duration: Usually 12 months per server (depends on date that original Dell supported expired)
8. Contract Expiry Date: differs - 12 months per server (depends on date that original Dell supported expired)
9. Contract Review Date: Constantly, when purchased DELL maintenance (included in original purchase) is due to expire.
10. Purchase of Servers: Majority 2018, some 2016 and 2017.
11. Number of Physical Server: Approx. 80
12. Number of Virtual Servers: N/A
13. Brief Contract Description: NBD Maintenance for servers which are no longer covered by Dell's warranty support.
14. Contract Owner: Craig Stephenson, Platform Services Manager, 01482 466944, c.m.stephenson@hull.ac.uk (Please note, the staff named above are exercising their right to object to processing contained in article 21 of the UK General Data Protection Regulation. This right is exercised here with specific reference to not having their contact information used for marketing purposes.)

*Section 1 of the Freedom of Information Act 2000 (FOIA) places two duties on public authorities. Unless exemptions apply, the first duty at Section 1(1)(a) is to confirm or deny whether the information specified in a request is held. The second duty at Section 1(1)(b) is to disclose information that has been confirmed as being held. Where exemptions are relied upon Section 17 of FOIA requires that we provide the applicant with a notice which: a) states that fact b) specifies the exemption(s) in question and c) states (if that would not otherwise be apparent) why the exemption applies.

We therefore apply Section 43 (2) Prejudice to Commercial Interests, for this part of your request.

Section 43 is a class-based qualified exemption and is therefore subject to a Public Interest test.

Public interest considerations Factors favouring disclosure

Disclosing information regarding specific IT contract costs would ensure the University are being open and transparent with the public. The disclosure would encourage public debate and increase public awareness on this subject matter. It would also allow the public to see where the public funds for the University are being spent.

Factors against disclosure

We have applied this exemption to the annual average spend for the aforementioned contracts as we believe to release this information would be likely to prejudice the commercial interests of the University.

Disclosing the information requested is likely to damage the relationship between the University and the service provider(s). In turn, this could prejudice the commercial interests of the service provider(s), especially

in cases where there may be a limited number of suppliers in the market. Making a disclosure could identify information which has been specifically obtained through negotiation between the University and the service provider(s), thus prejudicing the University position in future negotiations.

Balance test

Despite there being an identifiable public interest in the University being open and transparent, the interests of the University may be jeopardised if information relating to sensitive commercial information regarding IT contacts are disclosed. The community would also be impacted as costs to the University could be driven up by the lack of competition due to companies refusing to do business with Universities that disclose commercially sensitive information. If this information were to be disclosed, this could cause harm between the University of Hull and its service provider(s). Having weighed up all of the factors outlined above, on balance the argument for disclosing this information is not made out and therefore it is in the public interest to withhold this information from disclosure.

Section 17 of the Freedom of Information Act 2000 requires the University, when refusing to provide information (because the information is exempt) to provide you the applicant with a notice which: (a) states that fact, (b) specifies the exemption in question and (c) states (if that would not otherwise be apparent) why the exemption applies. In accordance with the Freedom of Information Act 2000 this email acts as a Refusal Notice for those aspects of your request.

Please be aware that Freedom of Information (FOI) requests made with the intention of furthering commercial interests, such as selling goods or services or gaining a competitive advantage over potential suppliers, are considered to be outside the intended scope of FOI. Using FOI for gaining a commercial advantage over others is not in line with the purpose of the Act and provides minimal or no benefit to the public. ICO guidance sets out that: "The public interest here means the public good, not what is of interest to the public, and not the private interests of the requester."

To assist you on this occasion and for future reference, you may find the following information helpful:

- If you are interested in becoming a supplier, please see our webpage: Buyer Profile (<https://www.hull.ac.uk/work-with-us/more/supplying-our-university/buyer-profile#:~:text=Applying%20to%20be%20a%20Supplier%2FContractor%20to%20the%20University&text=To%20let%20us%20know%20about,not%20telephone%20the%20Procurement%20Officehttps://www.hull.ac.uk/work-with-us/more/supplying-our-university/procurementhttps://www.gov.uk/contracts-finderhttps://www.hull.ac.uk/work-with-us/more/supplying-our-university/procurement>.)
- We suggest you view the University's E-Tendering Website () and the Contracts Finder (government website): for information about contracts awarded/due for tender.
- For all procurement enquiries, see <https://www.hull.ac.uk/work-with-us/more/supplying-our-university/procurement>.