



University of East Anglia

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[REDACTED]

02 January 2018

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_17-308)

We have now considered your request of 13 December 2017 for information relating to the University's WAN services.

Our response is on pages 2-4 of this letter, together with a copy of your request.

We hope this information will meet your requirements, however if you are not satisfied you have the right of appeal. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address. You must appeal within 60 calendar days of the date of this letter. Any appeal received after that date will not be considered nor acknowledged. This policy has been reviewed and approved by the Information Commissioner's Office.

You also have a subsequent right of appeal to the Information Commissioner's Office. Further information is available on their website:

https://ico.org.uk/Global/contact_us, or by telephone on 0303 123 1113.

Please note that any material over which UEA has copyright is released on the understanding that you will comply with all relevant copyright rules regarding reproduction and/or transmission of the information provided.

Please quote our reference given at the head of this letter in all correspondence.

Yours sincerely

Dave Palmer
Information Policy and Compliance Manager
University of East Anglia

Response to Freedom of Information Act 2000 request (FOI_17-308)

I want to submit a freedom of information request for the following information relating to the organisations's WAN services.

If there is more than one supplier for each of the contract information I am requesting below please can you split each contract individually and not combined. Please also separate the expiry data and spend and number of lines for each supplier. An example of this can be viewed at the bottom of this request.

The University has contracts with two suppliers for the provision of WAN services, JISC and Datrix. We shall respond to all the questions within your request for each contract separately.

Contract: JISC

1. WAN Provider- please provide me with the main supplier(s) if there is not information available please can you provide further insight into why?

JISC – JANET (Joint Academic NETwork)

2. WAN Contract Renewal Date- please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers

Rolling subscription as part of JISC (Joint Infrastructure Service Committee) – central government digital programme for all HE and FE institutions in the UK.

3. Contract Description: Please can you provide me with a brief description of the contract?

Contract includes resilient network connectivity from both UEA data centres between all HEIs and backhaul to the rest of the Internet along with service subscriptions and on-line digital media (such as journal access) -

<https://www.jisc.ac.uk/membership/higher-education-subscription>

4. Number of sites: Please state the number of sites the WAN covers. Approx. will do.

One (1) site – two connections (one per data centre)

5. WAN Annual Average Spend- Annual average spend for each WAN provider. An estimate or average is acceptable.

The subscription cost, which includes other services as above, is £79,873 for 2017/18 (zero VAT)

6. If the following contract is in relation to N3 can you please provide me with details on when the Trust is planning to migrate to the HSCN contract.

Not applicable.

7. Internal Contact: please can you send me there full contact details including contact number and email and job title.

Pete Andrews, Head of Networking, p.andrews@uea.ac.uk, 01603 456161

Contract: Datrix

1. WAN Provider- please provide me with the main supplier(s) if there is not information available please can you provide further insight into why?

Datrix – in relation to UEA internal site-to-site public links – note that this contract does not include links using UEA’s own internal fibres (and those of our Norwich Research Park partners) which do not incur a recurrent charge.

2. WAN Contract Renewal Date- please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers

November 2021 (4 years from November 2017) – was tendered under RM1045 (Network Services Framework) under UEA reference PUR/CON/706

3. Contract Description: Please can you provide me with a brief description of the contract?

Circuits between UEA-run on-site data centres and the teaching space UEA manages at Queen Elizabeth Hospital in Kings’ Lynn, and circuits from one data centre to the Sainsbury Institute for the Study of Japanese Arts and Culture (SISJAC) offices in the city of Norwich to UEA offices at the East Anglia Film Archives (EAFA) and then back from EAFA to the UEAcampus data centre.

4. Number of sites: Please state the number of sites the WAN covers. Approx. will do.

Four (4) - Interconnecting 2 Norwich city centre locations and 1 hospital in King’s Lynn resiliently to two data centres on campus – 4 sites (although the campus site has two termination locations).

5. WAN Annual Average Spend- Annual average spend for each WAN provider. An estimate or average is acceptable.

On average the annual charge is £36,600 + VAT

6. If the following contract is in relation to N3 can you please provide me with details on when the Trust is planning to migrate to the HSCN contract.

Not applicable.

7. Internal Contact: please can you send me there full contact details including contact number and email and job title.

Pete Andrews, Head of Networking, p.andrews@uea.ac.uk, 01603 456161

If your organisation has a managed services contract which includes all or two out of three of the services stated above please state which of these is included with the contract. It would also be for me to if there are any other service support areas that are included within these contracts.

Services are provided as simple connectivity between sites with break/fix SLA with the exception of the extra services on the JISC/JANET subscription.