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[REDACTED]

17 April 2015

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_15-070)

We have now considered your request of 31 March 2015 for information relating to ICT contracts. The majority of the information you require is provided in a document, available on our website, which provides details of our current IT contracts.¹ The remainder of our response can be found on page 3 of this letter, together with a copy of your original request. We hope you find this information helpful.

However it is not possible to provide some the requested information. The Act contains a number of exemptions that allow public authorities to withhold certain information from release. We have applied the following exemption to question four of your request (the total value of each contract).

Exemption	Reason
s.43(2), Prejudice to commercial interests	Disclosure of information would, or would be likely, to prejudice the commercial interests of a person as defined by the Act

It is our belief that release of this information would be likely to prejudice the commercial interests of the University. The purchase of IT hardware and the associated support and maintenance of that hardware is undoubtedly a commercial activity, conducted in a competitive environment. The University must obtain the best deal for its IT-related products and services, and there are many companies seeking to provide those products and services who are required to compete against one another to win the University's business.

In this environment, disclosure of the total value of each contract would, in combination with the information provided in the aforementioned document, enable organisations to estimate the providers' pricing structure and how much the University currently spends on the hardware itself and also its maintenance. The maintenance aspect of the contract is particularly sensitive as it represents a less easily quantified figure that would undoubtedly be helpful to competitor companies looking to bid for specific contracts. If competitor companies knew this information it would be likely to affect the University's ability to achieve the best price, as the tendering process would inevitably become less competitive.

¹ <https://portal.uea.ac.uk/documents/6207125/6884211/itcs-it-contracts-14-15.pdf>

A 'public interest test' must be applied to the exemption for prejudice to commercial interests. We acknowledge there is a legitimate public interest in knowing the amount and way in which public funds are spent, both to further the transparency and accountability of public spending.

However there is also a clear public interest in ensuring there is fair competition for public sector contracts. Any distortion of what is currently a blind tendering process has the potential effect of raising costs to the public sector which would not be in the public interest. In addition, we do not feel that disclosure would increase access to information about the tendering process nor encourage more potential suppliers to enter the market. Revealing the value for certain contracts will not increase understanding of the tendering process, nor will it lead to improved bids being submitted in the future. On balance, we believe the public interest lies in maintaining in the current blind tendering process for these IT contracts.

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.

You have the right of appeal against this response. 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 quote our reference given at the head of this letter in all correspondence.

Yours sincerely

Ellen Paterson
Information Policy and Compliance Manager
University of East Anglia

Response to Freedom of Information Act 2000 request (FOI_15-070)

I would like to request information concerning any IT server, storage and networking maintenance support contracts (including any care packs) which you may hold, and request details of the following components of these contracts:

- *Existing supplier - if there are various suppliers please split up into individual contracts*
- *Hardware/vendors brand*
- *Contract description*
- *Total value of the contract - please state if you have provided an annual figure*
- *Duration of the contract - please provide me with a particular month as well as the year and details of whether there are any extension periods or break clauses within the contracts*
- *Expiry date of the contract - please provide me with a particular month as well as the year*
- *Contract review date - please provide me with a particular month as well as the year.*
- *Internal contact responsible for reviewing and renewing contracts - please provide me with their full name, job title, direct contact number and direct email address.*

Much of the information relevant to the above questions can be found in the document mentioned on page 1 (see footnote for link).

The following contract information supplements the information provided in the document:

- For RedHat Linux Software Licences
Name: Software License Resellers - ITS4001-SU
Start Date: 01/01/2013
End Date: 31/12/2015
Southern Universities Purchasing Consortium (SUPC)
- For Data Centre Infrastructure, Rack Power Distribution Units, Rack Monitoring Service and Remote Access Service.
Name: IT Related Accessories and Parts (ITRAP)
Start date: 1/6/2012
End Date: 31/5/2016
North Eastern Universities Purchasing Consortium (NEUPC)
- For Server Hardware Maintenance
Name: National Server and Storage Agreement (NSSA) – BO-ITS027
Start Date: 20/12/2013
End Date: 31/10/2016
Southern Universities Purchasing Consortium (SUPC)
- Cabling about to be re-submitted against Crown Commercial Service “PSN Services” (RM1498) Lot 8 framework.
- Wireless further competition on Crown Commercial Service “Sprint II” (RM720) framework.

- DNS, DHCP further competition on OGC Buying Solutions “Commoditised IT Hardware and Software – IT Infrastructure Hardware” agreement (RM 721/L2).
- LAN kit further competition on NEUPC: Networking - Supply & Services ITS2001 NE framework (Lot 1 – Network Equipment only).
- VPN further competition on OGC Catalist “Specialist Solutions – Data Solutions” agreement (A217837/L2).
- WAN further competition on the JANET Telecommunications Framework.

[Some information exempted pursuant to s.43(2), Freedom of Information Act]

Please note the total value of each contract has been withheld for the reasons described in the letter above.

- *Procurement - please provide me with details of any procurement portals that you may use to purchase from or whatever other methods you use.*

The portal used by the University for Procurement is via our finance system provided by Agresso Business Systems, for producing and transmitting electronic orders.

Linked to our finance system is the Parabilis e-procurement system provided by EGS Ltd., which acts as an access point to an electronic marketplace.

UEA also employs the In-tend e-tendering system, provided by In-tend Ltd.