

xxxxx  
xxxxx

DIRECT LINE: 020 7944 xxxx

Web Site: [www.dft.gov.uk](http://www.dft.gov.uk)

Our Ref: F0008570

20 February 2012

Dear xxxxx,

### **Freedom of Information Request - F0008570**

I am writing regarding your request for information, received on 25 January 2012. In that request, you asked:

***"I would like to request the following breakdown of the Department's hardware maintenance and costs:***

***A list of the models of the physical servers, storage devices, tape libraries, network switches and routers under support contracts; as well as the cost and duration of said contracts, with start and end dates and service level associated with the equipment. Could you also supply the names of the suppliers of aforementioned support services?***

***I would also request the name of the person/s in your organisation responsible for the maintenance support contracts. "***

The Department for Transport was formed in 2002 and consists of a central department and seven executive agencies as follows:

Driver and Vehicle Licensing Agency (DVLA)  
Driving Standards Agency (DSA)  
Government Car and Despatch Agency (GCDA)  
Highways Agency (HA)  
Maritime and Coastguard Agency (MCA)  
Vehicle Certification Agency (VCA)  
Vehicle and Operator Services Agency (VOSA)

You confirmed that the request is only applicable to the agencies if there is a single contract covering both the central department and its agencies. This is not the case so the information being provided is just for the central department.

The information requested can be found attached at Annex A.

The Head of IT in the Department for Transport Centre is Ian Leat who has overall responsibility for the maintenance support contracts. Below Ian there are officials who have day to day responsibility for the maintenance support contracts but these are more junior staff who are not in public facing roles.

The names of these officials are being withheld in reliance on the personal information exemption at section 40(2) and 40(3) of the Freedom of Information Act 2000 (the full section 40 wording from the Act is attached at Annex B). These individuals have an expectation that their names will not be put into the public domain. It would be unfair for us to disclose their names and would contravene the first data protection principle.

If you are unhappy with the way the Department has handled your request or with the decisions made in relation to your request you may complain within two calendar months of the date of this letter by writing to the Department's Information Rights Unit at:

Zone D/01  
Ashdown House  
Sedlescombe Road North  
Hastings  
East Sussex TN37 7GA  
E-mail: [FOI-Advice-Team-DFT@dft.gsi.gov.uk](mailto:FOI-Advice-Team-DFT@dft.gsi.gov.uk)

Please see attached details of DfT's complaints procedure and your right to complain to the Information Commissioner.

If you wish to discuss any of the above, please contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

**XXXXXX**

**Your right to complain to the Department for Transport and the Information Commissioner**

You have the right to complain within two calendar months of the date of this letter about the way in which your request for information was handled and/or about the decision not to disclose all or part of the information requested. In addition a complaint can be made that DfT has not complied with its FOI publication scheme.

Your complaint will be acknowledged and you will be advised of a target date by which to expect a response. Initially your complaint will be re-considered by the official who dealt with your request for information. If, after careful consideration, that official decides that his/her decision was correct, your complaint will automatically be referred to a senior independent official who will conduct a further review. You will be advised of the outcome of your complaint and if a decision is taken to disclose information originally withheld this will be done as soon as possible.

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:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

## **Annex A**

### **Central Server Management**

<b>SERVERS</b>			<b>Maintenance</b>				
<b>Network Computer Name</b>	<b>Computer manufacturer</b>	<b>Computer model</b>	<b>Supplier</b>	<b>Contract Start Date</b>	<b>Contract End Date</b>	<b>Cost</b>	<b>Comments</b>
All the	Hewlett-Packard	ProLiant C7000 Blade enclosures	HP	02/07/2011	01/07/2012	£19,526.68	
TSLANBRISTOL	Compaq	ProLiant ML530 G2	CompuCentre	25/08/2011	24/08/2012	£410.40	
GMH-M-RFADB	Dell, Inc.	PowerEdge 1950	Dell	17/01/2011	16/01/2013	£870.00	
GMH-M-RFAEXT	Dell, Inc.	PowerEdge 1951	Dell	18/01/2011	17/01/2011	£870.00	
GMH-M-RFAWEB	Dell, Inc.	PowerEdge 1950	Dell	19/01/2011	18/01/2011	£870.00	
DER-HS	Hewlett-Packard	ProLiant DL380 G5 (418315-421) (418315-421)	Computacentre	08/02/2011	08/02/2013	£408.00	
FAR-HS	Hewlett-Packard	ProLiant DL380 G5 (418315-421) (418315-421)	Computacentre	08/02/2011	08/02/2013	£408.00	
GMH-M-RFAX01	Hewlett-Packard	ProLiant DL380 G4 (470062-679)	Computacentre	08/02/2011	08/02/2013	£408.00	
SOU-HS	Hewlett-Packard	ProLiant DL380 G5 (418315-421) (418315-421)	Computacentre	08/02/2011	08/02/2013	£408.00	
WOK-HS	Hewlett-Packard	ProLiant DL380 G5 (418315-421) (418315-421)	Computacentre	08/02/2011	08/02/2013	£408.00	
SAPBPC-APP	Dell, Inc.	PowerEdge R200	Dell	24/01/2012	24/01/2014	£2,596.00	
SAPBPC-DB	Dell, Inc.	PowerEdge 6800	Dell	24/01/2012	24/01/2014	£2,596.00	
SAPBPC-DEV	Dell, Inc.	PowerEdge 2950	Dell	24/01/2012	24/01/2013	£653.00	
SAPBPC-UAT	Dell, Inc.	PowerEdge 2950	Dell	24/01/2012	24/01/2014	Still under warranty	
TS1	Hewlett-Packard	ProLiant DL585 G6 (539842-421) (539842-421)	HP	05/04/2010	05/04/2013	Still under warranty	
TS2	Hewlett-Packard	ProLiant DL585 G6 (539842-421) (539842-421)	HP	05/04/2010	05/04/2013	Still under warranty	
TS3	Hewlett-Packard	ProLiant DL585 G6 (539842-421) (539842-421)	HP	05/04/2010	05/04/2013	Still under warranty	

RNN-SQL-APPS	Dell, Inc.	PowerEdge 2950	Dell Gold Warranty	04/03/2008	04/03/2012	£832.00	
GMH-M-CASSAPP	Hewlett-Packard	ProLiant DL580 G5 (438087-421) (438087-421)	HP	01/04/2011	01/04/2012	£1,000.00	
GMH-M-CASSDB	Hewlett-Packard	ProLiant DL580 G5 (438087-421) (438087-421)	HP	01/04/2011	01/04/2012	£1,000.00	
GMH-M-CASSDEV	Hewlett-Packard	ProLiant DL580 G5 (438087-421) (438087-421)	HP	01/04/2011	01/04/2012	£1,000.00	
<b>STORAGE</b>							
Lon-sma	Hewlett-Packard	HP ProLiant DL360 G5 Server	HP	01/09/2007	31/08/2012	£145,557.00	Includes all 4 items
Disk Array London	Hewlett-Packard	HP EVA8000	HP	01/09/2007	31/08/2012		
Has-SMA	Hewlett-Packard	HP ProLiant DL360 G5 Server	HP	01/09/2007	31/08/2012		
Disk Array Hastings	Hewlett-Packard	HP EVA8000	HP	01/09/2007	31/08/2012		
Switch Hastings	Cisco	Cisco MDS 9216i	Cisco	01/09/2007	31/08/2012	£37,750.00	Includes all 2 items
Switch London	Cisco	Cisco MDS 9216i	Cisco	01/09/2007	31/08/2012		

Service Level Agreements are uniformly:

- Hardware Problem Diagnosis
- Onsite Support
- Parts and Material provided
- 4 Hr Onsite Response
- 24 Hrs Std Office Days
- Holidays Covered

### Desktop services

We have no current contracts in place for maintenance of client devices or peripheral hardware (printers, MFPs etc). The last contract we had for this expired several years ago. For the most part we provide Desktop hardware maintenance internally and recycle / redeploy existing hardware, where necessary paying for 3<sup>rd</sup> Party call outs ad hoc.

### Network Infrastructure Management

<b>Contract for Maintenance of: -</b>	<b>Supplier</b>	<b>Start</b>	<b>End</b>	<b>Value</b>	<b>Service level</b>
Xkryptor encryption Access device	SoftwareBox	1/2/2012	31/1/2013	£6,066	24x5 4 hour response
Fluke Optivue	Trustmarque	24/3/2011	23/3/2014	£10,805	Next day response
LanGuardian Network monitor	SoftwareBox	21/12/2010	21/12/2013	£13,000	Next day response
Cisco data switches And routers	BTiNet	21/12/2009	20/12/2016	£312,000	24x7 with 4 hour fix

## **Annex B**

### **Fol section 40: full text of exemption**

1. Any information to which a request for information relates is exempt information if it constitutes personal data of which the applicant is the data subject.
2. Any information to which a request for information relates is also exempt information if:
  - (a) it constitutes personal data which do not fall within subsection (1), and
  - (b) either the first or the second condition below is satisfied
3. The first condition is:
  - (a) in a case where the information falls within any of paragraphs (a) to (d) of the definition of "data" in section 1(1) of the Data Protection Act 1998, that the disclosure of the information to a member of the public otherwise than under this Act would contravene:
    - (i) any of the data protection principles, or
    - (ii) section 10 of that Act (right to prevent processing likely to cause damage or distress), and
  - (b) in any other case, that the disclosure of the information to a member of the public otherwise than under this Act would contravene any of the data protection principles if the exemptions in section 33A(1) of the Data Protection Act 1998 (which relate to manual data held by public authorities) were disregarded.
4. The second condition is that by virtue of any provision of Part IV of the Data Protection Act 1998 the information is exempt from section 7(1)(c) of that Act (data subject's right of access to personal data).
5. The duty to confirm or deny:
  - (a) does not arise in relation to information which is (or if it were held by the public authority would be) exempt information by virtue of subsection (1), and
  - (b) does not arise in relation to other information if or to the extent that either:
    - (i) the giving to a member of the public of the confirmation or denial that would have to be given to comply with section 1(1)(a) would (apart from this Act) contravene any of the data protection principles

or section 10 of the Data Protection Act 1998 or would do so if the exemptions in section 33A(1) of that Act were disregarded, or  
(ii) by virtue of any provision of Part IV of the Data Protection Act 1998 the information is exempt from section 7(1)(a) of that Act (data subject's right to be informed whether personal data being processed).

6. In determining for the purposes of this section whether anything done before 24 October 2007 would contravene any of the data protection principles, the exemptions in Part III of Schedule 8 to the Data Protection Act 1998 shall be disregarded.

7. In this section:

"the data protection principles" means the principles set out in Part I of Schedule 1 to the Data Protection Act 1998, as read subject to Part II of that Schedule and section 27(1) of that Act;

"data subject" has the same meaning as in section 1(1) of that Act;

"personal data" has the same meaning as in section 1(1) of that Act.