



XXXXXX – by email



Police Headquarters
London Road
DEVIZES
Wiltshire
SN10 2DN
disclosure@wiltshire.police.uk

Date 28th June 2024

Our ref FOI 2024 / 525

Reply contact name is: Nick Penny

Dear XXXXXX

I write in connection with your request for information, dated 20th May 2024 concerning contract information.

I am required by the Freedom of Information Act 2000 to handle all requests in a manner that is blind as to the identity and motives of the requestor. Any information released as a response to a request is regarded as being published and therefore in the public domain without caveat.

Following receipt of your request, searches were conducted with the ICT department at Wiltshire Police.

Your request for information has now been considered and it is not possible to meet your requirements in full.

Your request (and Our Response, in blue)

Question(s)

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)

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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.

The contract which covers all the above elements is Insight Direct (UK) LTD Public Sector

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)

Insight supply both Server and User hardware including storage.

3. Existing/Current Supplier: Please provide me with the supplier name for each contract.

Insight Direct (UK) LTD Public Sector

4. Brand: Please state the brand of hardware or software

This information is exempt from disclosure – please see below.

5. Operating System / Software (Platform): (Windows, Linux, Unix, Vsphere, AIX, Solaris etc.) Please state the operating system used by the organisation.

Windows

6. Annual Average Spend: Please provide me with the most recent annual spend for this contract?

Approx £180k – note this varies year on year

7. Contract Duration: (Please can you also include notes if the contract includes any contract Extension periods.)

Annual

8. Contract Expiry Date: Please can you provide me with the date of when the contract expires.

April 2025

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9. Contract Review Date: (An approximate date of when the organisation is planning to review this particular contract.)

Approximately Feb/Mar 2025

10. Purchase of Servers: Could you please provide me with the month and year in which most/bulk of servers were purchased.

This information is exempt from disclosure – please see below.

11. Number of Physical Server: Please can you provide me with the number of physical servers.

This information is exempt from disclosure – please see below.

12. Number of Virtual Servers: Please can you provide me with the number of Virtual servers

This information is exempt from disclosure – please see below.

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.

The provision of hardware, server hardware, licensing, maintenance support and warranty repairs.

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.)

Mark Levitt – Head of ICT – mark.levitt@wiltshire.police.uk

If this service is part of a managed contract, please can you send me the contract information for this managed service including Hardware Brand, Number of Users, Operating System, and contact details of the internal contact responsible for this contract

Exempt information:

The information you have requested in relation to questions 4, 10, 11 and 12, is exempt from disclosure under the Freedom of Information Act 2000 by virtue of Section 31. Section 31 is a prejudice-based exemption and as such requires me to examine the public interest and harm in disclosing this information.

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Factors for and against disclosure:

Disclosing this information would increase the transparency of Wiltshire Police, and allow for the public to know how public funds are spent. On the other hand, disclosure could compromise the security of our ICT systems and make them more vulnerable to potential hackers.

Public interest:

Whilst there is a public interest in the transparency of police forces, the integrity of police ICT systems is integral to our ability to police effectively, and ultimately the public interest lies in favour of protecting that.

Summary:

In summary the balance lies in favour of non-disclosure for this aspect of your request.

Section 17 of the Freedom of Information Act 2000 requires Wiltshire Police, 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 letter acts as a Refusal Notice for those aspects of your request.

Exemption applied: Section 31 – Law Enforcement

Wiltshire Police would like to thank you for the interest that you have shown in the Force.

Yours sincerely,

Nick Penny

Force Disclosure Decision Maker



Wiltshire Police offers a re-examination of your case under its review procedure.

Force Disclosure Unit

Wiltshire Police HQ, London Road, Devizes, Wiltshire SN10 2DN
Telephone 101 ext 62005



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Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from Wiltshire Police, which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

2. How to Request a Review

Requests for review of a Freedom of Information request must be made in writing to the:

Force Disclosure Unit
Wiltshire Police Headquarters,
London Road, Devizes,
Wiltshire,
SN10 2DN

Email at disclosure@wiltshire.police.uk.

The reference number, date of the request and details of why the review is being requested must be included. Requests for review should be brought to the attention of the Force Disclosure Unit within 20 working days of the Force's response to the original FoI request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing to include confirmation of the reasons for the review. The review will be conducted by another Decision Maker, who is independent from the original Decision Maker. The Force Disclosure Unit will set a target date for a response. The response will be made as soon as is practicable with the intention to complete the review within twenty working days. In more complex cases the review may take up to 40 working days.

The Independent Decision Maker will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, taking into account the matters raised by the complaint.

4. Conclusion of the Appeal

On completion of the review the Independent Decision Maker will reply to the complainant with the result of the review. If the complainant is still dissatisfied following the review they should contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following details:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 01625 545 700

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Fax: 01625 524 510

Email: mail@ico.gsi.gov.uk

Please note that the ICO's offices will be closed for the foreseeable future and are therefore unable to receive correspondence via post.

If you should wish you contact them, please visit <https://ico.org.uk/global/contact-us/>