

Please ask for: Lynn Wyeth  
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E-mail: [lynn.wyeth@leicester.gov.uk](mailto:lynn.wyeth@leicester.gov.uk)  
Fax: 0116 252 7616  
Our Ref: FOI Ref 0909  
Date: 13<sup>th</sup> February 2012

**Vincent Chase**  
[vincent.chase12@gmail.com](mailto:vincent.chase12@gmail.com)

Dear Mr Chase

### **FREEDOM OF INFORMATION ACT 2000**

Your request for information has now been considered and the Council's response to your questions is shown below.

#### **You asked:**

**Server and Virtualisation Support/Maintenance contract(s)- Please can you send me the contract(s) separately and not a combined total value or number of suppliers. If there is more than one supplier for a particular contract please state which of these suppliers the main one is.**

[We do not have a specific contract for virtualisation but if we ever need virtual support we would use NDS8 support.](#)

#### **Contract Title:**

[The contract title is Server Care.](#)

#### **Existing/Current Supplier:**

[The existing/current supplier is Kelway \(formerly ISC solutions\).](#)

#### **Hardware Brand(s):**

[Hardware brands are Hewlett Packard.](#)

#### **Number of Users:**

[The number of users is 7500.](#)

#### **Operating System (Platform): (Windows, Linux, Unix etc.)**

[Windows, Linux and Unix.](#)

**Total number of Servers (per supplier):**

The total number of servers is 450.

**Number of Virtual Servers: (of the total number of server how many are virtual)**

Number of virtual servers is 250.

**Total Contract Value: (For the whole duration of the contract, if the total value sent is per annum please state this in the response)**

Total contract value is £38900 per annum.

**Duration: (Please can you also include notes if the contract includes any contract extension periods.)**

1<sup>st</sup> March 2010 to 28<sup>th</sup> February 2011 being extended to 28<sup>th</sup> February 2012.

**Contract Expiry Date:**

As above.

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

The contract review date is January 2013.

**Brief Contract Description:**

Corporate server maintenance.

**Internal Contact: (The person from within the organisation that is responsible for reviewing and renewing this particular contract. Please include there full name, job title, direct contact number and direct email address.)**

Leicester City Council only gives out details of its senior management. All other staff details are considered to be an absolute exemption under section 40(2) (personal data), and this therefore constitutes a refusal under section 17 of the Freedom of information Act 2000.

The legislation allows you to use the information supplied for your own personal use. Please be aware that any commercial or other use, for example publication, sale, or redistribution may be a breach of copyright under the Copyright, Designs and Patents Act 1988 as amended unless you obtain the copyright holder's prior permission.

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If you are dissatisfied with the handling of your request please write to:

**Information Governance Manager**  
**Information and Support**  
**Leicester City Council**  
**FREEPOST (LE985/33)**  
**New Walk Centre**  
**LEICESTER LE1 6ZG**  
e-mail: [FOIA@leicester.gov.uk](mailto:FOIA@leicester.gov.uk)

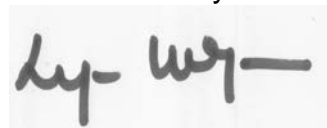
Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You can also complain to the Information Commissioner at:

**Information Commissioner's Office**  
**Wycliffe House**  
**Water Lane**  
**Wilmslow SK9 5AF**  
**Telephone: 01625 545 700**  
[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Please be aware that the Information Commissioner does not normally consider appeals or complaints until the internal appeals and complaints processes of the public authority which is answering the request have been exhausted. You are therefore advised to complain or appeal to the Information Governance Manager before contacting the Commissioner.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Lynn Wyeth', is written over a light grey rectangular background.

**Lynn Wyeth**  
**Information Governance Manager**