

**Mr John Gilchrist**  
Freedom of Information Officer

21 November 2017

Ref: FOI/November 2017/ Stephen Meadows

By email to [stephenmeadows83@gmail.com](mailto:stephenmeadows83@gmail.com)

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Dear Mr Meadows

Your request for information received on 6 November 2017 has been dealt with under the provisions of the Freedom of Information Act 2000 (FOIA).

You asked:

I would like to request the following breakdown of the Universities IT hardware maintenance contract and associated costs.

1. A list of the models of the physical servers, storage devices, tape libraries, network switches and routers under support contracts.
2. The cost and duration of said contracts, with start and end dates and service level associated with the equipment.
3. Could you also supply the names of the suppliers of the aforementioned support services for each contract?
4. I would also request the name of the person/s in your organisation responsible for the maintenance support contracts.

### **University Response**

1. N/A - Middlesex University no longer owns these devices, we have an Infrastructure as a Service Contract, which allows us to draw down use of CPU, Memory, Storage, Backup as required from a suppliers private cloud infrastructure.

2.

Quantity	Product Description
	<b>Switches</b>
31	WS-C4506E-S7L+96V+ - iNcare Advanced Replacement Services - 10x5xNBD on WS-C4506E-S7L+96V+
1	WS-C4510RE-S8+96V+ - iNcare Advanced Replacement Services - 10x5xNBD on WS-C4510RE-S8+96V+
1	WS-C4510RE-S8+96V+ - iNcare Advanced Replacement Services - 10x5xNBD on WS-C4510RE-S8+96V+
1	WS-C4510RE-S8+96V+ - iNcare Advanced Replacement Services - 10x5xNBD on WS-C4510RE-S8+96V+
1	WS-C4510RE-S8+96V+ - iNcare Advanced Replacement Services - 10x5xNBD on WS-C4510RE-S8+96V+
1	WS-C4510RE-S8+96V+ - iNcare Advanced Replacement Services - 10x5xNBD on WS-C4510RE-S8+96V+
7	WS-C4510RE-S8+96V+ - iNcare Advanced Replacement Services - 10x5xNBD on WS-C4510RE-S8+96V+
	<b>6800 Switches</b>
1	C6807-XL-S2T-BUN - iNcare Advanced Replacement Services - 10x5xNBD on C6807-XL-S2T-BUN
1	C6807-XL-S2T-BUN - iNcare Advanced Replacement Services - 10x5xNBD on C6807-XL-S2T-BUN
	<b>6500 Switches</b>
10	WS-C6506-E - iNcare Advanced Replacement Services - 10x5xNBD on WS-C6506-E
1	WS-C6504-E - iNcare Advanced Replacement Services - 24x7x4 on WS-C6504-E
	<b>6500 Switches</b>
2	SNT-VS06E2T Hardware Adv Rep 8 x 5 x NBD on VS-C6506E-SUP2T
2	WS-C6506-E - iNcare Advanced Replacement Services - 24x7x4 on WS-C6506-E
4	WS-C6506-E - iNcare Advanced Replacement Services - 10x5xNBD on WS-C6506-E
	<b>Switches</b>
2	SNTP-WSC6504E Hardware Adv Rep 24 x 7 x 4 on WS-C6504-E
1	SNT-V6504E72 Hardware Adv Rep 8 x 5 x NBD on VS-C6504E-S720-10G
	<b>3850 Switches</b>
2	SNT-WSC388TS Hardware Adv Rep 8 x 5 x NBD on WS-C3850-48T-S
2	SNTP-WSC388TS Hardware Adv Rep 24 x 7 x 4 on WS-C3850-48T-S
1	SNT-WSC385SE Hardware Adv Rep 8 x 5 x NBD on WS-C3850-12S-E
2	SNT-ASASM9 Hardware Adv Rep 8 x 5 x NBD on WS-SVC-ASA-SM1-K9=
2	SNT-V6506E72 Hardware Adv Rep 8 x 5 x NBD on VS-C6506E-S720-10G
	<b>VPN</b>
2	SNT-AS2BUNK9 Hardware Adv Rep 8 x 5 x NBD on ASA5520-SSL500-K9
1	SNT-ASA5515N Hardware Adv Rep 8 x 5 x NBD on ASA5515VPN-PM50K9
	<b>Wireless</b>
2	SNT-CT08250 Hardware Adv Rep 8 x 5 x NBD on AIR-CT5508-250-K9

2	SNT-CT5508 Hardware Adv Rep 8 x 5 x NBD on AIR-CT5508-50-K9
1	SNT-CT0812 Hardware Adv Rep 8 x 5 x NBD on AIR-CT5508-12-K9

3. This is commercially sensitive information because we only have one contractor for this provision and so in this instance we cannot disclose the 'average annual spend' as it is the same as the current annual spend. This information has therefore been withheld on the basis that it is considered to be exempt under s.43(2) of the FOIA.

This is a qualified exemption and we have therefore applied the public interest test. In making this decision we have weighed such factors as the University's desire to be open and transparent in all its dealings against the need to ensure that it is able to contract openly in the market place and protect the commercial interests of those companies and bodies it deals with. The disclosure of information would be likely to assist competitors in gaining an advantage over future bids; to release this information would be likely to prejudice the competitiveness of the incumbent contractor when bidding for future university business; and it would also be likely to prejudice University's commercial interests by not being able to obtain future competitive bids and thereby obtain the best possible value for money for the public purse. Accordingly, insofar as this element of your request is concerned and in accordance with Section 17 of the Freedom of Information Act ("the Act") this letter acts as a refusal notice.

The contract expires 1st March 2018.

The Service Levels are detailed in the product description above.

4. BT
5. Paula Vickers - Director CCSS - Middlesex University – London - NW4 4BT  
020 8411 5187 - p.vickers@mdx.ac.uk

I trust this satisfies your request sufficiently. Under the Freedom of Information Act 2000, you have the right to complain about the University's response to your request for information. If you have such a complaint, you may contact Mrs Teresa Kelly, Clerk to the Board of Governors, Middlesex University, Hendon campus, London NW4 4BT, tel: 020 8411 6018, [t.kelly@mdx.ac.uk](mailto:t.kelly@mdx.ac.uk) within 40 days of the date of this letter for a review of the University's decision. If you remain unsatisfied with the outcome of that complaint, you may seek further recourse by lodging an appeal with the Information Commissioner.

Yours sincerely

**John Gilchrist**  
Freedom of Information Officer