

6 October 2015  
Reference: F0002468

Dear XXXX

I am writing in respect of your recent request of 9 September 2015 for the release of information held by the Civil Aviation Authority (CAA).

Your request:

*I would like to submit a Freedom of Information Request relating to specific ICT contract(s) for Server Hardware Maintenance, Server Virtualisation License and Maintenance and Storage Area Network Maintenance/Support which may include:*

- *Server Hardware Maintenance- contract relating to the support and maintenance of the's organisations servers.*
- *Virtualisation Licensing (VMware, Solaris, Unix, Linux, Windows Server)-*
- *Virtualisation Maintenance/Support (VMware, Solaris, Unix, Linux, Windows Server)*
- *Storage Area Network Maintenance/Support (EMC, NetApp etc)*

**For each of the types of server ICT contracts above can you please send me the following data types:**

1. **Contract Title:**
2. **Contract Type: Please input one the type of contract from above e.g. Hardware Maintenance, Virtualisation Licensing, Virtualisation Maintenance/Support, Storage Area Network Maintenance**
3. **Existing/Current Supplier:**
4. **Hardware Brand:** Please state the hardware or software brand related to the contract with supplier e.g. Hardware Maintenance could be Dell, IBM etc
5. **Operating System / Software(Platform): (Windows, Linux, Unix, VMWare etc.)** the brand name relating to the contract.
6. **Annual Average Spend: (For the whole duration of the contract, if the total value sent is per annum please state this in the response)**
7. **Contract Duration: (Please can you also include notes if the contract includes any contract extension periods.)**
8. **Contract Expiry Date:**
9. **Contract Review Date: (An approximate date of when the organisation is planning to review this particular contract.)**
10. **Brief Contract Description:** I require a brief description of the service provided under this contract.

11. **Internal Contact:** *(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.)*

*If there is more than one supplier for these contract can you please split the contract individually for each supplier. So the information above which I am requesting is for each supplier.*

*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.*

Our response:

Having considered your request in line with the provisions of the Freedom of Information Act 2000 (FOIA), we are able to provide the information in the attachment.

If you are not satisfied with how we have dealt with your request in the first instance you should approach the CAA in writing at:-

Caroline Chalk  
Head of External Information Services  
Civil Aviation Authority  
Aviation House  
Gatwick Airport South  
Gatwick  
RH6 0YR

[caroline.chalk@caa.co.uk](mailto:caroline.chalk@caa.co.uk)

The CAA has a formal internal review process for dealing with appeals or complaints in connection with Freedom of Information requests. The key steps in this process are set in the attachment.

Should you remain dissatisfied with the outcome you have a right under Section 50 of the FOIA to appeal against the decision by contacting the Information Commissioner at:-

Information Commissioner's Office  
FOI/EIR Complaints Resolution  
Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF  
[www.ico.gov.uk/complaints.aspx](http://www.ico.gov.uk/complaints.aspx)

If you wish to request further information from the CAA, please use the form on the CAA website at <http://www.caa.co.uk/application.aspx?catid=286&pagetype=65&appid=24>.

Yours sincerely

A handwritten signature in black ink, appearing to read 'M Stevens'. The signature is written in a cursive style with a large, looped initial 'M'.

Mark Stevens  
External Response Manager

**CAA INTERNAL REVIEW & COMPLAINTS PROCEDURE**

- The original case to which the appeal or complaint relates is identified and the case file is made available;
- The appeal or complaint is allocated to an Appeal Manager, the appeal is acknowledged and the details of the Appeal Manager are provided to the applicant;
- The Appeal Manager reviews the case to understand the nature of the appeal or complaint, reviews the actions and decisions taken in connection with the original case and takes account of any new information that may have been received. This will typically require contact with those persons involved in the original case and consultation with the CAA Legal Department;
- The Appeal Manager concludes the review and, after consultation with those involved with the case, and with the CAA Legal Department, agrees on the course of action to be taken;
- The Appeal Manager prepares the necessary response and collates any information to be provided to the applicant;
- The response and any necessary information is sent to the applicant, together with information about further rights of appeal to the Information Commissioners Office, including full contact details.

