

[REDACTED]
[REDACTED]

18 January 2017
Reference: F0003029

Dear [REDACTED]

I am writing in respect of your recent request of 23 December 2016, 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 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 Licensing (VMware, Solaris, Unix, Linux, Windows Server)-*
- Virtualisation Maintenance/Support (VMware, Solaris, Unix, Linux, Windows Server)*
- Storage Area Network Maintenance/Support (EMC, NetApp etc)'*

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 attached Excel spreadsheet.

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

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
<https://ico.org.uk/concerns/>

If you wish to request further information from the CAA, please use the form on the CAA website at <http://publicapps.caa.co.uk/modalapplication.aspx?appid=24>.

Yours sincerely

A handwritten signature in black ink that reads "Rihanne Stephen". The signature is written in a cursive style.

Rihanne Stephen
Information Rights Officer

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.

	Contract Title	Contract Type	Existing/Current Supplier	Hardware Brand	Operating System / Software (Platform)	Annual Average Spend	Contract Duration	Contract Expiry Date	Contract Review Date	Purchase of Servers	Number of Physical Servers	Number of Virtual Servers	Brief Contract Description	Internal Contact	Full Name	Job Title	Contact Number	Email Address
Server Hardware													This is a server break fix maintenance agreement covering units both in and outside of		Simon Sheeran	Head of IT Services	01293 573942	Simon.Sheeran@caa.co.uk
	H/W Maint & Field Eng	Hardware Maintenance	Computacenter	HP	Windows/ESXi	£117 (per server)	2 year	31/08/2017	Apr 2017	Mar 2011	52			SS				
Virtualisation Licensing (VMware, Solaris, Unix,													Volume licensing agreement covering		Terry Taylor	IT Contracts & Licensing Manager	01293 573720	Terry.Taylor@caa.co.uk
	Microsoft Select Plus Agreement				Windows Datacenter	£ 10,145.00	5 years	01/09/2017	Jul 2017	Mar 2011	11	387	Software	THT				
Virtualisation Maintenance/Support (VMware, Solaris, Unix, Linux, Windows Server)													System maintenance & support		Terry Taylor	IT Contracts & Licensing Manager	01293 573720	Terry.Taylor@caa.co.uk
	VMWare vSphere Ent Plus.vCloud Std vCenter & vOps Production Support	Virtualisation Maintenance/Support	Proact UK	Vmware		£ 60,793.24	3 years	14/02/2020	Dec 2019					THT				