



FREEDOM OF INFORMATION REQUEST



Request Number: F-2018-02186

Keyword: Organisational Information/Governance

Subject: Third Party Hosting

Request and Answer:

Your request for information has now been considered. In respect of Section 1(1)(a) of the Act I can confirm that the Police Service of Northern Ireland does hold some information to which your request relates and this is being provided to you. We further consider the information you seek in request number 3 is exempt by virtue of Section 43 of FOIA and have detailed our rationale as to why this exemption applies. We have also provided you with links to guidance issued by the Information Commissioner’s Office which we have followed in responding to your request.

Request 1

I wish to submit a request to the organisation around their hosting contract(s) with 3rd party providers. The type of contract I wish to see is below:

1. Dedicated hosting- Managed environment
2. Co-Location- hosting allows a business to still own their own server equipment; however, instead of storing it in their own data centre, they instead are able to store it in rented space in a co-location hosting centre.
3. Cloud Hosting- Cloud hosting services provide hosting for websites on virtual servers, which pull their computing resource from extensive underlying networks of physical web servers. Not all of these will be applicable to the organisation. For the different types of hosting services, can you provide me with the following information: Type of hosting – Dedicated, Co-Location, Cloud Hosting, Other?

Answer

There are currently 3 hosting contracts with 3rd party providers. Please see the table below.

General IT Infrastructure (CORE IT)	Data & Telephony (UC) areas (Eir Business)	Firewalls
Type of Hosting: – Dedicated. PSNI purchase and own all hosting hardware and infrastructure. A third party manages this infrastructure on our behalf as part of a wider managed IT Services contract.	Type of Hosting: – Dedicated. PSNI purchase and own all hosting hardware and infrastructure. Some of the dedicated hosting is third party managed as part of the CORE IT contract. Other areas of this infrastructure are hosted on our behalf as part of a wider managed IPT Services contract.	Type of Hosting: – Dedicated. PSNI purchase and own all hosting hardware and infrastructure. A third party manages this infrastructure on our behalf as part of a wider managed IT Services contract.

Request 2

Who is the supplier of the contract? If possible can you also provide me with the name of vendor, if applicable?

Answer

Please see table below.

General IT Infrastructure (CORE IT)	Data & Telephony (UC) areas (Eir Business)	Firewalls
Supplier is Fujitsu.	Supplier is Eir Business.	Supplier is Vodafone.

Request 3

What is the annual contract value for each contract?

Answer

As previously mentioned at the beginning of this response PSNI are exempting information in relation to Request 3 pursuant to S43 and this is explained further below.

Section 17(1) of the Freedom of Information Act 2000 requires the Police Service of Northern Ireland, when refusing to provide such 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 not otherwise apparent) why the exemption applies.

The exemption, as well as the factors the Department considered when deciding where the public interest lies, are listed below:

Section 43 (2) – Commercial Interests – Information would or would be likely to prejudice commercial interests of any person, including the public authority holding it.

Section 43 is a class based, qualified exemptions, which means the legislators have agreed there would be harm if this information was released and a Public Interest test must be carried out.

The full text of exemptions can be found at www.legislation.gov.uk and further guidance on how they operate can be located on the Information Commissioners Office website www.ico.org.uk.

Public Interest Test

Factors Favouring Release

Releasing this information would facilitate the accountability and transparency of public authorities in the spending of public money. There is a keen public interest in how public authorities spend public money and that value for money is achieved. Disclosure would better inform the public of the costs involved.

Factors Favouring Retention

Disclosure of how much PSNI pay at this time may reduce the ability of PSNI to obtain value for money in procurement. Obtaining value for money is in the overriding public interest when considering whether to disclose the further information sought.

Disclosing this information could disadvantage a company and weaken their ability to tender for future contracts in a competitive market, impacting on future business revenue. The PSNI's commercial interests could be prejudiced if costs were disclosed which would damage the business

reputation of the Service. The FOIA does not define commercial interests and the ICO Guidance on the application of Section 43 suggests that "... a commercial interest relates to a person's ability to participate competitively in a commercial activity i.e. the purchase and sale of goods or services."

Disclosure could discourage companies from submitting commercially sensitive information and consequently undermine the ability of the PSNI to procure best value for public funds and to conduct a fair tender competition in the future. To disclose such commercially sensitive information could diminish confidence in the integrity of the public tendering process thus discouraging companies from competing in public sector tenders. A consequence of this would be to reduce the ability of public authorities to obtain value for money in procurement.

Decision

Companies may lose confidence in the PSNI as they would have no expectation that costs would be released into the public domain. If companies are discouraged from participating in the tendering process this may adversely affect the quality of tenders for public contracts and this would not be in the public interest.

A release under Freedom of Information is considered a release into the public domain not just to the applicant requesting the information and therefore a release in effect would be to other competitors vying for the contract. Disclosing the current costs paid would provide an advantage to rival businesses and undermine the main contractor's trading ability to tender for future contracts.

The Service Desk tool is provided as part of a much bigger IT services contract and is provided at a specially negotiated rate. Disclosure of costs at this time would be likely to harm the process of future contracts and prejudice the commercial interests of the PSNI.

Whilst accountability surrounding the use of public funds is always a strong argument in favour of releasing information, I have decided that disclosing costs at this time would not be in the public interest.

Request 4

What type of cloud environment? Private Cloud- a distinct and secure cloud based environment in which only the specified client can operate. Public Cloud - where cloud services are provided in a virtualised environment, constructed using pooled shared physical resources, and accessible over a public network such as the internet. Hybrid- integrated cloud service utilising both private and public clouds to perform distinct functions within the same organisation.

Answer

Please see table below.

General IT Infrastructure (CORE IT)	Data & Telephony (UC) areas (Eir Business)	Firewalls
Private Cloud.	Standalone Servers and Virtual Servers	None.

Request 5

What is the original start date of the contract agreement? If there is more than one contract please provide me with the start date for each contract.

Answer

Please see table below.

General IT Infrastructure (CORE IT)	Data & Telephony (UC) areas (Eir Business)	Firewalls
CORE IT contract Fujitsu – original start date May 2016.	Dept of Finance contract – Network NI, PSNI joined in Feb 2016.	Firewalls – original start date June 2015

Request 6

What is the actual expiry date of the contract agreement? If there are more than one contract please provide me with the expiry date for each contract.

Answer

Please see table below.

General IT Infrastructure (CORE IT)	Data & Telephony (UC) areas (Eir Business)	Firewalls
CORE IT Fujitsu – actual expiry date is April 2023.	Dept of Finance contract – Network NI, actual expiry date is 30 th Sept 2019.	Firewalls – actual expiry date is June 2019

Request 7

When will the organisation plan to review this contract? If there is more than one contract please provide me with the review date for each contract.

Answer

Please see table below.

General IT Infrastructure (CORE IT)	Data & Telephony (UC) areas (Eir Business)	Firewalls
CORE IT Fujitsu – contract has been reviewed and extensions granted.	Dept of Finance contract – Network NI, – contract has been reviewed and extensions granted.	Firewalls – contract has been reviewed and extensions granted.

Request 8

What is the contract period in years? Please include whether the agreement has any extension periods?

Answer

Please see table below.

General IT Infrastructure (CORE IT)	Data & Telephony (UC) areas (Eir Business)	Firewalls
Contract period – 3 years initial and 2 x 24 month extensions.	Contract period – N/K as this is not a PSNI contract but covers Shared Services within the Northern Ireland Civil Service	Contract period – 4 years

Request 9

What services are provided under the contract? Please do not put hosting, information such as web hosting, file storage, hosted application. The more information the better.

Answer

Please see table below.

General IT Infrastructure (CORE IT)	Data & Telephony (UC) areas (Eir Business)	Firewalls
<p>Services Under the Contract:-</p> <ul style="list-style-type: none"> • Hardware support of physical servers; • Database Administration • Web support and Web Service Management • Storage Management • Operating System Support • Deployment of Applications • Management of back up process • Business Continuity Services • Security Auditing • Monitoring, maintenance and support of virtualised environments 	<p>Services Under the Contract:-</p> <ul style="list-style-type: none"> • Hardware support of physical servers; • Data service including Telephony • Management of back up process • Business Continuity Services • Monitoring, maintenance and support of virtualised environments 	<p>Services Under the Contract:-</p> <ul style="list-style-type: none"> • Hardware support of Firewall Switches; • Security Auditing • Monitoring, maintenance and support of Firewalls

Request 10

Can you please provide me with the contract officer responsible for this contract? Complete contact details if possible name, title, contact email and number.

Answer

Name - Mark McNaughten

Role – Director of Finance & Support Services
Email address - FSSSecretariat@psni.pnn.police.uk
Telephone number - 028 90700952

If you have any queries regarding your request or the decision please do not hesitate to contact me on 028 9070 0164. When contacting the Freedom of Information Team, please quote the reference number listed at the beginning of this letter.

If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible or in any case within two months of the date of issue of this letter. In the event that you require a review to be undertaken, you can do so by writing to the Head of Freedom of Information, PSNI Headquarters, 65 Knock Road, Belfast, BT5 6LE or by emailing foi@psni.pnn.police.uk.

If following an internal review, carried out by an independent decision maker, you were to remain dissatisfied in any way with the handling of the request you may make a complaint, under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the PSNI has complied with the terms of the Freedom of Information Act. You can write to the Information Commissioner at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out, however the Commissioner has the option to investigate the matter at his discretion.

Please be advised that PSNI replies under Freedom of Information may be released into the public domain via our website @ www.psni.police.uk

Personal details in respect of your request have, where applicable, been removed to protect confidentiality.