



Information Policy & Compliance
bbc.co.uk/foi

John Wicker

By email to: request-103419-c085e24d@whatdotheyknow.com

02 May 2012

Dear Mr Wicker

Freedom of Information Act 2000 – reference number RF120120105

Thank you for your request under the Freedom of Information Act ('the Act') of 26th January 2012 seeking information on the BBC's hardware maintenance and costs

Specifically you requested:

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 aforementioned support services?
4. I would also request the name of the person/s in your organisation responsible for the maintenance support contracts

In response:

Firstly I apologise for the time taken to respond to your request.

I. A list of the models of the physical servers, storage devices, tape libraries, network switches and routers under support contracts:

The BBC uses a wide range of servers, storage devices, tape libraries, network switches and routers across its various Divisions (such as Vision, Audio & Music and Journalism) and in its different locations. Some of these devices are operated by the BBC and some by third parties. The BBC does not hold the information requested where the servers are operated by a third party (including the servers used to provide streamed media content, such as for the BBC iPlayer)

In respect of the BBC operated servers, storage devices, tape libraries, network switches and routers, we estimate that to locate the information you have requested would take more than two and a half days. Under section 12 of the Act, we are permitted to refuse to handle the request if it would exceed the appropriate limit. The appropriate limit has been set by the Regulations (SI 2004/3244) as being £450 (equivalent to two and a half days work, at an hourly rate of £25).

However, mindful of our duty to assist we are able to provide the following information by way of example:

In relation to the servers dedicated to the BBC's digital distribution which the BBC operates itself:

Standalone server:

HP DL360 G7 2x 2.26 GHz quad core CPUs. 16 to 48GB RAM.

HP DL380 G7 2x 2.26 GHz quad core CPUs. 16 to 48GB RAM..

Blade server:

HP BL460c G7. 2x 2.26 GHz quad core CPUs. 16 to 48GB RAM.

In relation to Storage Devices – Hewlett Packard's EVA, MSA and SB40 Blade storage products.

In relation to tape libraries – Overland Devices.

In relation to network switches and routers – Cisco and Juniper devices.

2. The cost and duration of support contracts and their service levels

Atos are responsible for providing wide ranging support on technology systems within the BBC under their Technology Framework Contract ("TFC") which expires on 31st March 2015. The TFC covers both the supply of hardware and its maintenance and support, and the ten year contract value was approximately £2 billion.

We can confirm that while we hold information relating to the cost, duration and service levels of other support contracts, we are withholding this information under section 43(2) (commercial interests) of the Act because we consider that disclosure would prejudice the commercial interests of the BBC and of the third party suppliers.

As section 43 is a qualified exemption, in accordance with section 2(2) of the Act, we have considered the public interest factors in this case. Specifically, whether in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

In favour of disclosure, we recognised that there is a public interest in the following:

- that there is transparency in the accountability of the BBC for public funds;

- that the BBC is using public money effectively, and that the BBC is getting value for money when purchasing goods and services;
- that the BBC's activities are conducted in an open and honest way.

On the other hand, in considering factors that might weigh in favour of the public interest in withholding, we took into account:

- that companies provide the BBC with commercially sensitive information, so that the BBC is able to make robust decisions regarding its suppliers of goods and services, including ensuring that the BBC obtains the best value for money from each transaction;
- that the BBC maintains a strong bargaining position vis-à-vis suppliers during contractual negotiations in order to ensure that the licence fee is spent effectively;
- that the competitive position of suppliers would be damaged if their pricing information were made available to competitors.

We are therefore satisfied, in terms of section 2 of the Act, that in all the circumstances of this case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

3. Suppliers of Support Services

The following companies are the main suppliers of support services to the BBC in respect of its servers, storage devices, network switches, routers and tape libraries:

- Atos
- Computacenter
- Hewlett Packard
- IBM
- ADA Networks
- Overland
- Cisco
- Juniper

4. The team/person responsible for IT maintenance support contracts is Peter O Kane and he can be contacted at Peter.O'kane@bbc.co.uk

We hope you find this information useful.

Appeal Rights

You may request an internal review of our decision that your request exceeds the appropriate limit. Please contact us at the address above, explaining what you would like us to review and including your reference number. If you are not satisfied with the internal review, you can appeal to the Information Commissioner. The contact details are: Information Commissioner's Office,

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, telephone 01625 545 700 or see <http://www.ico.gov.uk/>

Yours sincerely

B. Crane

Legal and Business Affairs Manager

Future Media and Technology Divisions

