# Bournemouth University

IT SERVICES   FOIA data

This document provides information about the structure/staffing of the BU IT Services department, procurement of IT services and equipment by BU and the contracts currently held by BU with IT suppliers. It provides the type of information about these matters which has been previously disclosed in response to requests under the Freedom of Information Act 2000 (FOIA). The aim is to ensure equal public access to this information, providing transparency without the need for individuals to make requests under FOIA. With regard to FOIA requests for other information not included in this document, this document provides some general indicators of the circumstances in which BU may need to apply exemptions under FOIA. However all requests received are considered individually with regard to the scope of the information requested and the circumstances at the time of the request, in accordance with FOIA.

If we consider that this document contains all of the information which we are required to disclose in response to a FOIA request you have made, we are likely to refer you to this document rather than providing a separate response (applying the exemption in section 21 FOIA for information reasonably accessible by other means).

All information correct as of end of FY 2017 / 18

IT SERVICES ORGANOGRAM
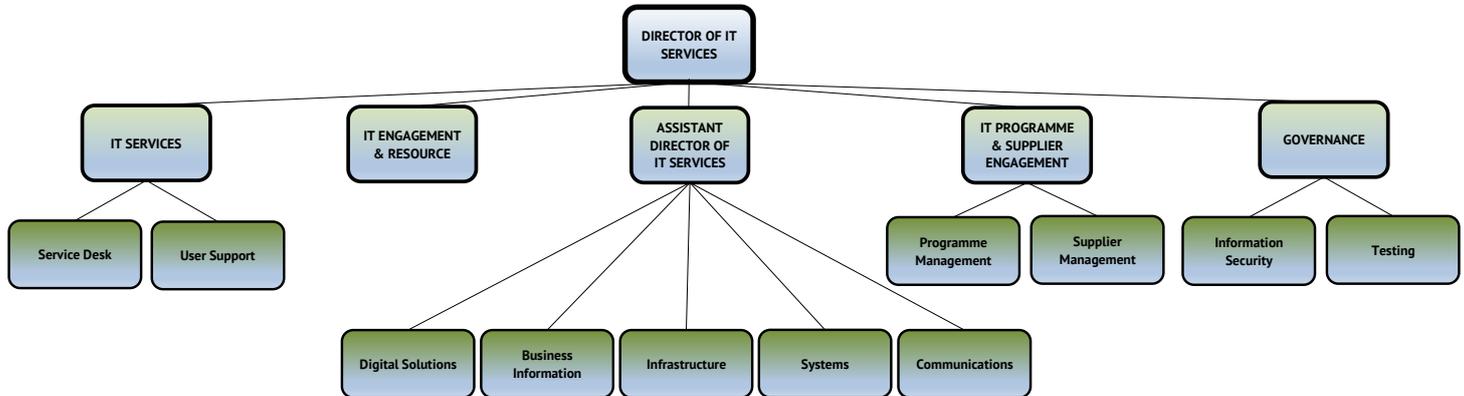
Department Information

IT Department number of posts (exc contractors & placements)

Department	Numbers
Business Information Systems	18
Communications	10
Digital Solutions	8
Information Security	4
Infrastructure	9
IT Engagement	2
IT Skills	2
Programme Management	10
Service Desk	9
Supplier Management	5
Systems	7
Testing	4
User Support	13

IT Department job titles and number of posts

Role	Numbers
Administrator	4
Analyst	36
Architect	4
Assistant Director of IT	1
DBA	2
Developer	5
Director of IT	1
Engineer	20
Head of IT Programme and Supplier Engagement	1
Manager	11
Officer	4
Project Manager	3
Specialist	9
Supervisor	2

Procurement Contact Summary

Requests for information which is personal data of BU staff or contractors will be considered on a case by case basis. We can only disclose personal data in compliance with the current data protection legislation. We will apply the personal data exemption in section 40(2) FOIA where relevant, i.e. where we consider that disclosure will not breach the data protection rights of the relevant individuals. We will normally disclose information about the activities of individuals within their role at BU for staff employed at Grade 9 or above and other staff in public-facing roles

Procurement Processes

As a public authority BU is required to comply with the Public Contracts Regulations 2015 (public procurement regime) where applicable. Further information can be found at:
Link to Public Sector Procurement Policy

Tenders are usually run through the University's e-procurement portal. Please register for notifications etc. from the portal at:
https://in-tendhost.co.uk/bournemouthuniversity

Please note that procurements are managed by the BU procurement team and therefore this is the best way to ensure that you are aware of tender opportunities relating to IT Services, rather than making contact with individual members of the IT Services department

IT Department procurement policy

In all cases the IT department will require that reasonable justification or evidence is provided to support a request from a department or Faculty for a procurement from IT suppliers. The requesting department or Faculty will be asked to consider the most cost-effective way of procuring and using the package, for example through minimising the number of licences or items of hardware purchased

IT Department Expenditure (annual)

Expenditure	2014 / 15	2015 / 16	2016 / 17	2017 / 18
Total Capital	£1,136,809.80	£1,369,242.00	£1,031,449.00	£5,433,866.00
Opex:				
Consultancy	£144,587.70	£99,097.00	£80,408.00	£177,236.00
Equipment	£719,857.74	£1,719,093.00	£698,621.00	£359,874.00
Expenses	£7,858.12	£11,937.00	£16,821.00	£12,657.00
General	£39,423.22	£113,323.00	£62,723.00	£58,451.00
Maintenace - Software/hardware	£1,979,453.06	£1,854,637.00	£2,554,742.00	£2,688,417.00
Network & Phones	£423,452.28	£384,594.00	£388,608.00	£351,580.00
Managed Print Services	-£153,059.58	-£197,420.00	-£185,132.00	-£138,400.00
Recruitment	£10,310.80	£22,259.00	£1,776.00	£2,427.00
Software	£130,584.27	£295,556.00	£147,689.00	£271,423.00
Staff Costs	£3,742,856.46	£4,181,415.00	£4,856,092.00	£5,159,848.00
Staff Development	£93,145.62	£16,011.00	£124,589.00	£55,174.00
Grand Total	**£8,275,279.49**	**£9,869,744.00**	**£9,778,386.00**	**£14,432,553.00**

Top 5 IT Contracts (by contract value) for the last financial year 2017 / 18

Xerox Managed Print Services	£258,000.00
D2L Virtual Learning Environment	£235,000.00
Blackboard Virtual Learning Environment	£159,000.00
Microsoft Campus Agreement for licensing	£130,300.00
Service Now ITIL service management	£124,400.00

Below we set out details of contracts and expenditure which we have previously disclosed or which we consider would be clearly disclosable in response to FOIA requests

Telephony & Connectivity

Mobile Phones

Existing supplier:	O2
Number of users:	430 approx
Handset brands in use and quantity:	Apple
Handsets location at the end of the contract:	All handsets are purchased not hired
Contact start date:	29/09/2015
Contract expiry date:	Rolling forward month at a time due to re-evaluation of future requirements
Contract review date:	01/11/2018
Contract value net (per annum):	£39,000.00

Fixed Lines

Existing supplier:	BT	Virgin
Contact start date:	Various contracts	Various contracts
Contract expiry date:	2 years for most but 5 years for some ISDN lines	31/01/2020
Contract review date:	01/05/2020 (earliest contract)	31/07/2019 (earliest contract)
Contract value net (per annum):	£60,600.00	£51,000.00

Telecommunications maintenance contract

Contract type:	Telephone Software support		
Existing supplier:	Logicalis	ONI	Academia
Number of users:	200 RC users 2500 CUCM users	200 RC users 2500 CUCM users	200 RC users 2500 CUCM users
Hardware brand:	Cisco Appliances	Cisco Appliances	Cisco Appliances
Applications on PBX/VOIP etc:	ARC Call Connect	Cisco Unified Call Manager	Tiger 2020
Telephone system type:	IP Telephony system VoIP	IP Telephony system VoIP	IP Telephony system VoIP
Contact start date:	Various co-termed	15/07/2016	02/06/2018
Contract expiry date:	31/10/2018	14/07/2019	01/06/2019
Contract review date:	30/07/2018	13/01/2019	28/02/2019
Contract value net (per annum):	£11,650.00	£41,500.00	£3,525.00

Fixed Broadband

Existing supplier:	Janet/JISC
Contact start date:	01/08/2018
Contract expiry date:	31/07/2019
Contract review date:	01/03/2019
Contract value net (per annum):	£37,628.00

WAN

Existing supplier:	Janet/JISC
Contact start date:	01/08/2018
Contract expiry date:	31/07/2019
Contract review date:	01/03/2019
Contract value net (per annum):	£37,628.00

LAN (Network Refresh)

Existing supplier:	BT
Hardware used:	Cisco
Contact start date:	24/07/2017
Contract expiry date:	26/05/2019
Contract review date:	25/02/2019
Contract value net (per annum):	£52,607.00

WIFI : GUEST

Existing supplier:	The Cloud Networks Limited
Name of equipment:	Cisco
Number of users:	5000-8000
Wifi maintenance supplier:	Cisco
Contract start date:	24/11/2017
Contract expiry date:	23/11/2018
Contract review date:	22/08/2018
Contract value net (per annum):	£18,300.00

Software

Microsoft Licenses

Existing supplier:	Softcat
Contract start date:	01/09/2017
Contract expiry date:	31/08/2020
Contract review date:	31/03/2020
Contract value net (per annum):	£130,295.25

Oracle Licenses

Existing supplier:	Oracle Corporation UK	Oracle Corporation UK	Oracle Corporation UK	Oracle Corporation UK
Contract start date:	03/08/2011	10/05/2016	20/04/2017	11/04/2018
Contract expiry date:	02/08/2019	09/05/2019	19/04/2019	10/04/2019
Contract renewal date:	02/02/2019	09/02/2019	19/01/2019	10/01/2019
Contract value net (per annum):	£19,694.00	£2,055.00	£3,901.00	£4,772.00

Design & Editing Software Adobe Suite

Existing supplier:	Eduserv
Existing software:	Acrobat Pro, CCE suit
Contract start date:	11/08/2018
Contract expiry date:	10/08/2021
Contract review date:	10/02/2021
Cost of software:	£69,912.50

Server Backup Software

Existing supplier:	Logicalis	Softcat
Existing software:	HP DataProtector;	Veeam Backup and Recovery
Contract start date:	01/08/2018	16/07/2014
Contract expiry date:	31/07/2019	19/07/2019
Contract review date:	30/04/2019	19/04/2019
Contract value net (per annum):	£14,360.00	£12,119.00

Anti-Virus

Existing supplier:	Cellar Systems Ltd
Existing software:	McAfee
Contract start date:	01/05/2018
Contract expiry date:	30/04/2020
Contract review date:	10/12/2019
Contract value net (per annum):	£4,000.00

LMS / VLE

Existing supplier:	Blackboard International BV	Brightspace
Existing software:	Blackboard	D2L
No of users supported:	20,000	20,000
Hosting provision	On-Prem	SaaS
Contract start date:	01/12/2017	01/01/2017
Contract expiry date:	30/11/2018	31/12/2026
Contract review date:	30/05/2018	01/01/2021
Contract value net (per annum):	£159,089.00	£235,000.00

PPM (Portfolio and Programme Management)

Existing supplier:	Softcat / Microsoft
Existing software:	Microsoft Project Online
Part of campus agreement	

HR and Payroll software

Existing supplier:	CoreHR, CorePay
Contract duration:	5 years
Contract start date:	01/01/2014
Contract expiry date:	31/12/2018
Contract review date:	30/09/2018
Contract value net (per annum):	£39,118.71

Finance software

Existing supplier:	Symmetry
Contract start date:	01/08/2016
Contract expiry date:	31/07/2019
Contract review date:	28/02/2019
Contract value net (per annum):	£57,218.00

Hardware

Servers

No of physical servers:	75			
Servers are purchased with a 5 year support agreement as standard				
Server make:	Cisco UCS	Cisco UCS	HP	Fujitsu
Contract start date:	01/05/2014	01/05/2014	18/02/2017	14/12/2013
Contract expiry date:	30/04/2019	30/04/2019	17/02/2018	13/12/2018
Contract review date:	30/01/2019	30/01/2019	Contract terminated	13/09/2018
Contract value net:	£200,222.00	£69,587.00	£1,149.00	£79,452.00

File Storage Hardware

Existing supplier:	Q Associates
Hardware used:	NetApp
Contract start date:	24/06/2018
Contract expiry date:	23/06/2023
Contract review date:	23/03/2023
Contract value net (per annum):	£56,422.00

DNS Server Provision

Existing supplier:	Logicalis
Contract description:	Infoblox Support
Contract start date:	02/08/2018
Contract expiry date:	01/08/2019
Contract review date:	30/03/2019
Contract value net (per annum):	£18,536.00

Storage Area Network (SAN)

Existing supplier:	Capita IT Services
Hardware used:	EMC
Primary Storage Mechanism:	Fibre Channel based SAN
Storage Capacity:	Approximately 180TB of SAN storage
Contract start date:	01/03/2014
Contract expiry date:	28/02/2019
Contract review date:	31/10/2018
Contract value net:	£1,008,115.00

Virtual Servers

Existing supplier:	Softcat
Primary Desktop Virtualisation Software:	VMware View
Primary Server Virtualisation Software:	VMware vCloud
Number of virtual servers:	approx 600
Contract start date:	27/09/2017
Contract expiry date:	26/09/2018
Contract review date:	26/04/2018
Contract value net (per annum):	£60,690.00

Break fix / Support - Network Hardware

Existing supplier:	ONI	BT
Existing software:	Cisco Hardware Breakfix	Cisco Hardware Breakfix
Contract start date:	17/06/2016	17/06/2016
Contract expiry date:	16/06/2019	16/06/2019
Contract review date:	16/03/2019	16/03/2019
Contract value net (per annum):	£450.00	£40,000.00

Hardware Load Balancer and Application Firewall

Existing supplier:	Softcat
Type of hardware:	F5 Firewall and load balancer
Contract start date:	29/04/2018
Contract expiry date:	28/04/2019
Contract review date:	27/01/2019
Contract value net (per annum):	£26,407.00

Firewall

Intrusion protection system / Firewall (purchased with 5 year support)	
Supplier	ONI
Type of Hardware:	Cisco FirePOWER
Contract start date:	01/07/2016
Contract expiry date:	30/06/2021
Contract review date:	30/03/2021
Original cost:	£144,000.00

Hardware Disposal

Current Suppliers:	ReTek
Process for redundant I.T. equipment:	Sensitive Data is wiped clean and parts that can be recycled are.
Number of PCs, laptops, servers & flat screen monitors the University typically disposes of during a calendar year:	IRO 500 PC and Monitors, 20 servers & 100 laptops

Desktop Computing and Printing

Desktop computers

Existing suppliers:	HP & Apple
Number of PC's within the IT network:	Approx. 5,500

Laptops / mobile devices

Existing supplier:	HP, Toshiba and Apple
Quantity in use:	Approx 700
Framework:	BU are currently creating their own 5 year framework to procure both fixed and portable devices

Thin Clients

The university do not purchase any thin-clients and have none in use

Open access PC's

The number of Open Access PCs/Mac available to students in libraries:	Approx 561

Managed Print Service (Follow me printing)

Existing supplier:	Xerox
Contract type:	Managed print service
Number of printers:	243
Printer types:	Work Centre 5330, Work Centre 7225, Work centre 7970, ColorQube (Desktops) & Phaser (Desktops)
Standalone scanners (not supported by IT):	Xerox 3125, Canon
Contract start date:	01/03/2013
Contract expiry date:	30/03/2020
Contract review date:	01/05/2019
Contract value net (per annum):	£258,000.00

Website Restrictions

A basic web content filtering system is used that allows the university to block access to certain categories of content that, in line with the approved AUP, are regarded as a high security risk

Digital Governance

Digital Governance Support:	No software is used to support digital governance.
Service used to monitor availability and report the uptime of primary website:	Nagios
Content management system used for primary website:	Drupal (Externally Hosted)

Service Management Software

Existing supplier:	Softcat
IT Contract Centre - System used:	Service - Now
Email server:	Microsoft Exchange 2013
Contract start date:	01/10/2017
Contract expiry date:	30/09/2019
Contract review date:	30/06/2019
Contract value net (per annum):	£124,398.00

Audio – Visual Licensing

Existing supplier:	GV Multimedia
Contact start date:	11/06/2017
Contract expiry date:	16/06/2019
Contract review date:	09/03/2018
Contract value net (per annum):	£42,363.60

SaaS agreements

Type of External Hosting Contract:	Supplier Name:
eProcurement	EGS Group Limited
ITIL Service Management	ServiceNow
Originality Checker	Turnitin
Online Learning Environment	Learning Objects Inc & D2L
Online Survey	JISC
Lecture Video Capture system	Panopto
ePay	Bottomline Technologies Ltd

NEED HELP?