

FOI number: **HBC\_FOI\_20210201**  
Date FOI Received: **13/04/2021**  
Department: **Information Digital Services**  
Title: **Firewall, Anti-virus, and Enterprise Agreement**  
Description: **Firewall, Anti-virus, and Enterprise Agreement**

**Request: (As Redacted sent by requestor)**

1. Standard Firewall (Network) - *Firewall service* protects your corporate Network from unauthorised access and other Internet security threats
2. Anti-virus Software Application - Anti-virus software is a program or set of programs that are designed to prevent, search for, detect, and remove software viruses, and other malicious software like worms, trojans, adware, and more.
3. Microsoft Enterprise Agreement - is a volume licensing package offered by *Microsoft*.

The information I require is around the procurement side and we do not require any specifics (serial numbers, models, location) that could bring threat/harm to the organisation.

For each of the different types of cyber security services can you please provide me with:

1. Who is the existing supplier for this contract?
2. What does the organisation annually spend for each of the contracts?
3. What is the description of the services provided for each contract?
4. Primary Brand (ONLY APPLIES TO CONTRACT 1&2)
5. What is the expiry date of each contract?
6. What is the start date of each contract?
7. What is the contract duration of contract?
8. The responsible contract officer for each of the contracts above? Full name, job title, contact number and direct email address.
9. Number of Licenses (ONLY APPLIES TO CONTRACT 3)

**Response: (Response as Redacted sent by service)**

1. Standard Firewall (Network) - *Firewall service* protects your corporate Network from unauthorised access and other Internet security threats

1. Who is the existing supplier for this contract?	Internal System
2. What does the organisation spend for each of contract?	£5546.00
3. What is the description of the services provided for each contract?	Managed & Live Security

Please do not just state firewall.	
4. Primary Brand (ONLY APPLIES TO CONTRACT 1&2)	Exempt, please refer to note 1 below
5. What is the expiry date of each contract?	December 2021
6. What is the start date of each contract?	December 2020
7. What is the contract duration of contract?	Annually
8. The responsible contract officer for each of the contracts above? Full name, job title, contact number and direct email address.	John Robinson Information and Digital Services Manager 020 8207 2277 <a href="mailto:John.robinson@hertsmere.gov.uk">John.robinson@hertsmere.gov.uk</a>
9. Number of License (ONLY APPLIES TO CONTRACT 3)	N/A

2. Anti-virus Software Application - Anti-virus software is a program or set of programs that are designed to prevent, search for, detect, and remove software viruses, and other malicious software like worms, trojans, adware, and more.

1. Who is the existing supplier for this contract?	Caretower
2. What does the organisation spend for each of contract?	£4850.00
3. What is the description of the services provided for each contract? Please do not just state firewall.	Managed & Live Security
4. Primary Brand (ONLY APPLIES TO CONTRACT 1&2)	Exempt, please refer to note 1 below
5. What is the expiry date of each contract?	January 2022
6. What is the start date of each contract?	January 2021
7. What is the contract duration of contract?	Annually
8. The responsible contract officer for each of the contracts above? Full name, job title, contact number and direct email address.	John Robinson Information and Digital Services Manager 020 8207 2277 <a href="mailto:John.robinson@hertsmere.gov.uk">John.robinson@hertsmere.gov.uk</a>
9. Number of License (ONLY APPLIES TO CONTRACT 3)	N/A

3. Microsoft Enterprise Agreement - is a volume licensing package offered by *Microsoft*.

1. Who is the existing supplier for this contract?	Phoenix Software
2. What does the organisation spend for each of contract?	£93,108.00
3. What is the description of the services	Managed & Live Security

provided for each contract? Please do not just state firewall.	
4. Primary Brand (ONLY APPLIES TO CONTRACT 1&2)	N/A
5. What is the expiry date of each contract?	October 2021
6. What is the start date of each contract?	November 2019
7. What is the contract duration of contract?	2 years with option to extend for a further 2 years
8. The responsible contract officer for each of the contracts above? Full name, job title, contact number and direct email address.	John Robinson Information and Digital Services Manager 020 8207 2277 <a href="mailto:john.robinson@hertsmere.gov.uk">john.robinson@hertsmere.gov.uk</a>
9. Number of License (ONLY APPLIES TO CONTRACT 3)	1251

Details of Hertsmere Borough Council's Microsoft Enterprise Agreement can be found in the contract register on our website [Existing council contracts - Hertsmere Borough Council](#) .

#### Note 1

With regard to question 4 for Standard Firewall (Network) and Anti-virus application, we believe that the information requested is covered by an exemption or exemptions contained within the Act. We are required to explain why we believe this to be the case.

The information, which you have requested, is, in our opinion, exempt from a request under Section 1 of the Freedom of Information Act 2002 because of the exemption contained in Section 35 of the Act.

While we believe the exemption in Section 31(1)(a) applies in this case, we would still be obliged to release this information in respect of your request except for where the public interest in maintaining the exemption outweighs the public interest in disclosing the information. Hertsmere Borough Council acknowledges the significant public interest in openness and transparency and therefore recognises that any request under Section 1 of the Act is potentially in the public interest. However, in dealing with your request we have taken into consideration whether the public interest is best served by disclosing or withholding the information. Disclosure of this information could potentially facilitate cyber-attacks on the Council, which would not be in the public interest. We are not aware of any particular public interest in the subject matter of your inquiry which would outweigh maintaining the exemption.

If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

<https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office  
Wycliffe House, Water Lane  
Wilmslow  
Cheshire SK9 5AF  
Telephone: 01625 545700

Website: [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards  
Information Services