

**Reference Number:** FOI202223/261  
**From:** Private Individual  
**Date:** 12 October 2022  
**Subject:** ICT contract(s) for Server Hardware Maintenance, Server Virtualisation Licenses and Maintenance and Storage Area Network (SAN) Maintenance/Support

This is a request for information that relates to the organisation's contracts around 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 Maintenance/Support/ Licensing (VMware, Solaris, Unix, Linux, Windows Server)
- Storage Area Network Maintenance/Support (EMC, NetApp etc)

For each of the types of contract described above, please can you provide me with the following data. If there is more than one contract, please split the information for each separate supplier this includes annual spend.

**Q1 Contract Title:** Please provide me with the contract title.

**A1** [Manufacturer's support – DELL, Reactive Support for Electronic Patient Record Infrastructure.](#)

**Q2 Type of Contracts (ABOVE):** Please can you provide me with one or more contract types the contract relate to: Server Hardware, Virtualisation, SAN (Storage Area Network).

**A2** [Dell Hardware Server and Storage, VMWare.](#)

**Q3 Existing/Current Supplier:** Please provide me with the supplier's name for each contract.

**A3** [DELL Manufacturers support. Reactive Support with Teknicor for EPR Platform.](#)

**Q4 Brand:** Please state the brand of hardware or software.

**A4** [DELL Hardware, VMWare, Microsoft.](#)

**Q5 Operating System / Software (Platform):** (Windows, Linux, Unix, vSphere, AIX, Solaris etc.) Please state the operating system used by the organisation.

- A5 Predominantly Windows, some Linux.
- Q6 **Annual Average Spend:** Please provide me with the most recent annual spend for this contract?
- A6 DELL maintenance was part of a 5 year capital purchase we are in year 3. Teknicor EPR Support £32,000.
- Q7 **Contract Duration:** (Please can you also include notes if the contract includes any contract extension periods.)
- A7 5 years manufacturers support, Annual support Contract Teknicor.
- Q8 **Contract Expiry Date:** Please can you provide me with the date of when the contract expires.
- A8 DELL – Q2 24, Teknicor Oct 2023.
- Q9 **Contract Review Date:** (An approximate date of when the organisation is planning to review this particular contract.)
- A9 Summer 2023.
- Q10 **Purchase of Servers:** Could you please provide me with the month and year in which most/bulk of servers were purchased.
- A10 Not applicable - this is done on a case of need as 5 year investment made.
- Q11 **Number of Physical Server:** Please can you provide me with the number of physical servers.
- A11 One
- Q12 **Number of Virtual Servers:** Please can you provide me with the number of Virtual servers' servers.
- A12 416
- Q13 **Brief Contract Description:** I require a brief description of the service provided under this contract. Please do not just put maintenance. I need at least a sentence.
- A13 Dell premium support and reactive support with some proactive elements on the EPR stack.

- Q14 **Contract Owner:** (The person from within the organisation that is responsible for reviewing and renewing this particular contract. Please include their full name, job title, direct contact number and direct email address.)
- A14 Associate Director of Operational IT – Can be contacted via Switchboard. 01512284811.