

Reference Number: FOI202425/080
From: Private Individual
Date: 20 May 2024
Subject: Contract information for server, virtualisation and storage area network maintenance

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 relates 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 name for each contract.

A3 [DELL Manufacturers support.](#)

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 [Hardware/ software purchased as a 5 year capital spend in 2019.](#)

Q7 Contract Duration: (Please can you also include notes if the contract includes any contract Extension periods.)

A7 [Contract 5 years](#)

Q8 Contract Expiry Date: Please can you provide me with the date of when the contract expires.

A8 [Oct-24](#)

Q9 Contract Review Date: (An approximate date of when the organisation is planning to review this particular contract.)

A9 [Support renewal currently under review.](#)

Q10 Purchase of Servers: Could you please provide me with the month and year in which most/bulk of servers were purchased.

A10 [Oct-19](#)

Q11 Number of Physical Server: Please can you provide me with the number of physical servers

A11 [20](#)

Q12 Number of Virtual Servers: Please can you provide me with the number of Virtual servers

A12 [304](#)

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.)

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