



Resolution

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Telephone: 020 7811 2700

October 2022
FOI_5623

The following information was requested on 12 October 2022:

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 type 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.

1. **Contract Title:** *Please provide me with the contract title.*
2. **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)*
3. **Existing/Current Supplier:** *Please provide me with the supplier's name for each contract.*
4. **Brand:** *Please state the brand of hardware or software*
5. **Operating System / Software (Platform):** *(Windows, Linux, Unix, vSphere, AIX, Solaris etc.) Please state the operating system used by the organisation.*
6. **Annual Average Spend:** *Please provide me with the most recent annual spend for this contract?*
7. **Contract Duration:** *(Please can you also include notes if the contract includes any contract extension periods.)*
8. **Contract Expiry Date:** *Please can you provide me with the date of when the contract expires.*
9. **Contract Review Date:** *(An approximate date of when the organisation is planning to review this particular contract.)*
10. **Purchase of Servers:** *Could you please provide me with the month and year in which most/bulk of servers were purchased.*
11. **Number of Physical Server:** *Please can you provide me with the number of physical servers.*
12. **Number of Virtual Servers:** *Please can you provide me with the number of Virtual servers' servers.*
13. **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.*

14. **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.)

If this service is part of a managed contract, please can you send me the contract information for this managed service including Hardware Brand, Number of Users, Operating System, and contact details of the internal contact responsible for this contract

Our Response

1. **Contract Title:**

- Server Hardware Maintenance- contracts relating to the support and maintenance of the organisation's physical servers – **None**
- Virtualisation Maintenance/Support/ Licensing (VMware, Solaris, Unix, Linux, Windows Server) – **Standard vendor support contract with licensing**
- Storage Area Network Maintenance/Support (EMC, NetApp etc.) – **Standard vendor support contract**

These are in some cases contracts that span across the above categories therefore information provided is being split into the type.

2. **Type of Contracts (ABOVE):**

- VMware – Virtualisation/Licensing/Direct vendor support
- NetApp – Storage/Direct vendor support
- Microsoft - Licensing

3. **Existing/Current Supplier:**

- VMware – Trustmarque (reseller)
- Netapp – Softcat (reseller)
- Microsoft – Trustmarque (reseller)

4. **Brand:**

- VMware – Software
- NetApp – Hardware and software

5. **Operating System / Software (Platform):**

Windows.

6. **Annual Average Spend:**

- VMware – Approx £115,000 (3 years)
- NetApp – Approx £33,000

7. **Contract Duration:**

- VMware – 3 years
- NetApp – 1 year

8. **Contract Expiry Date:**

- VMware – December 2023
- NetApp – December 2022

9. Contract Review Date:

- VMware – September 2023
- NetApp – October 2022

10. Purchase of Servers:

Pre-2018.

11. Number of Physical Servers:

There are approximately 50 physical servers/

12. Number of Virtual Servers:

There are approximately 200 virtual servers.

13. Brief Contract Description:

- VMware – Standard licencing and basic support direct with vendor
- NetApp – Licensing and basic support direct with vendor

14. Contract Owner:

Amit Panchal
Head of Architecture and Engineering
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If this service is part of a managed contract, please can you send me the contract information for this managed service including Hardware Brand, Number of Users, Operating System, and contact details of the internal contact responsible for this contract.

Non applicable.

This concludes our response to your request.

If you are not satisfied with the service that you have received in response to your information request, it is open to you to make a complaint and request a formal review of our decisions. If you choose to do this, you should write to [Tinku Mitra](#), Deputy Director of Corporate and Information Governance for NHS Resolution, within 28 days of your receipt of this reply. Reviews of decisions made in relation to information requests are carried out by a person who was not involved in the original decision-making about the request.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a review of the decision. Generally, the Information Commissioner will not make a decision unless you have exhausted the local complaints procedure. The address of the Information Commissioner's Office is:

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Water Lane
Wilmslow
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<https://ico.org.uk/>