

FOI number: **HBC\_FOI\_20190167**  
Date FOI Received: **28/02/2019**  
Department: **Information Digital Services**  
Title: **Data centre contract details**  
Description: **Details around data centres including virtualisation and storage area networks.**

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

Data Manager/Officer,

Further to below request, as per our old records Server contracts are expired. Please provide the current status.

Please acknowledge this request as soon as the request has been accepted.

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 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

Looking for to the response,

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

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

Annual hardware Support

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)

Contract covers Server Hardware, Virtualisation and SAN

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

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

Dell, Netapp, VMware

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

Vsphere

6. **Annual Average Spend:** Please provide me with the most recent annual spend for this contract?

£13,172.00

7. **Contract Duration:** (Please can you also include notes if the contract includes any contract

Extension periods.)

One year renewable annually

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

31<sup>st</sup> January 2020

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

1<sup>st</sup> December 2019

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

June 2016

11. **Number of Physical Server:** Please can you provide me with the number of physical servers.

11

12. **Number of Virtual Servers:** Please can you provide me with the number of Virtual servers' servers.

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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.

This contract covers hardware and software support of the environment. A support desk service is available 24hours per day, 7 days a week. There is a 4 hour business day response SLA. The contract also covers licenses associated with the environment.

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.)

John Robinson

Information and Digital Services Manager

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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