



James Hodson
Information Rights
Bedfordshire Police Headquarters,
Woburn Road, Kempston,
Bedford, MK43 9AX

Telephone: 01234 842547
Email: foi@herts.pnn.police.uk

26th June 2018

Our Ref: FOI2018/02272

REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000 Ref No: FOI2018/02272

I write in connection with your request for information received on 27th April. I note you seek access to the following information:

I would like to request the following breakdown of the Colleges Data Centre IT hardware maintenance contracts/warranties and their associated costs.

- **A list of the models of all physical servers, storage devices, tape libraries and network switches under support contracts or warranty**
- **The cost and duration of said contracts, with start and end dates and service level associated with the equipment.**
- **Could you also supply the names of the suppliers of the aforementioned support services for each contract?**
- **I would also request the name and full contact details of the person/s in your organisation responsible for the maintenance support contracts.**

I am required by the Freedom of Information Act 2000 (The Act) to handle all requests in a manner that is blind to the identity of the requestor. Any information released in response to a request is regarded as being published and therefore, in the public domain without caveat.

Following enquiries within the Constabulary please see our response below.

Response – Following enquiries within the Force please see our response below;

- DELL 730 – manufacturer's warranty, 5 year bundle as part for purchase, started November 2017, 24x7x365, DELL Corporation
- DELL 710 / 2950 / 2850 – internal break / fix
- Alpha ES45 – third party support contract £3500 per annum, renewal date 2/4/ each year, 24x7x365, ICC Group
- EMC VNX2 – manufactures warranty, 5 year bundle as part for purchase, end of contract November 2018, 24x7x365, EMC Corporation
- DELL switches 35xx / 54xx / 6xx – internal break / fix
- Cisco 37xx – internal break / fix
- Network Manager – Duncan Smith – duncan.smith@cambs.pnn.police.uk
- Infrastructure Manager – David Jones – david.jones@cambs.pnn.police.uk

The numerical data presented in this response is an un-audited snapshot of un-published data sourced from "live" systems and is subject to the interpretation of the original request by the individual extracting the data.

Should you have any further enquiries concerning this matter please do not hesitate to contact me quoting the above reference number.

Yours sincerely

James Hodson

Information Rights

Hertfordshire Constabulary provides you the right to request an independent review of this response under its review procedure. If you require such a review you must notify us within two months from the date of this letter. After lodging a complaint with Hertfordshire Constabulary if you are still dissatisfied with the decision you may make an application to the Information Commissioner. For information on how to make a complaint please visit their website at <https://ico.org.uk/concerns/> or contact them on 0303 123 1113.