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Our Ref: FOI2018/04955

REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000 Ref No: FOI2018/04955

I write in connection with your request for information received on 4th September. I note you seek access to the following information:

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 where 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

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

Q1 – Microsoft EA, Solaris Hardware Support, EMC SAN / NAS Support, x86 break / fix contract on specific servers, Cisco UCS

Q2 – Solaris / Oracle Hardware 12 mths Break / Fix – Official Oracle support contract, 12 mth Break / fix x86, Virtualisation – Microsoft EA, SAN / NAS – EMC multi-year contract in place, Cisco Support on purchase of item

Q3 – Solaris – Capita, x86 Break / Fix – ICC, Virtualisation – Microsoft, SAN – EMC, UCS – Cisco

Q4 – SUN, Cisco, HP, DELL

Q5 – Windows 2008 – 2016, Linux, Solaris, vsphere

Q6 – Solaris – 20K, X86 break / fix – 3k, Cisco – 2k, SAN – 60k

Q7 – Solaris / x86 / Cisco UCS elements – yearly, EMC – multi-year contract as part of tender, New equipment purchased with manufacturer's warranty as part of tender

Q8 – 12 mth End of each financial year / SAN – 31/12/2020, NAS – 06/2020

Q9 – SAN / NAS to be replaced at end of contract

Q10 – N/A, purchased on as need basis

Q11 – 89

Q12 – 800

Q13 – Software / Hardware support, depending on contract this may or may not include licensed software updates be these patches or OS upgrades. All other contacts as listed simple break / fix

Q14 – Dan Gaiger, Contracts Manager dan.gaiger@bedfordshire.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
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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.