

Reference Number: FOIAH2324/492
From: Private Individual
Date: 07 December 2023
Subject: ICT contract(s) for Server Hardware Maintenance, Server Virtualisation Licenses and Maintenance and Storage Area Network (SAN) Maintenance/Support

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:

- a. Server Hardware Maintenance- contracts relating to the support and maintenance of the organisation's physical servers.
- b. Virtualisation Maintenance/Support/ Licensing (VMware, Solaris, Unix, Linux, Windows Server)
- c. 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 [Teknicor Managed Services](#)

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 [Server Hardware, Virtualisation, SAN \(Storage Area Network\)](#)

Q3 Existing/Current Supplier: Please provide me with the supplier name for each contract.

A3 [Teknicor](#)

Q4 Brand: Please state the brand of hardware or software

A4 [Dell](#)

Q5 Operating System / Software (Platform): (Windows, Linux, Unix, Vsphere, AIX, Solaris etc.) Please state the operating system used by the organisation.

A5 [Windows](#)

Q6 Annual Average Spend: Please provide me with the most recent annual spend for this contract?

A6 [£40,000](#)

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

A7 5 Years

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

A8 October 2024

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

A9 January 2024

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

A10 March 2019

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

A11 11

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

A12 93

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 Proactive and reactive support for environment, management of storage allocation and backups.

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.)

A14 David Reilly - Assistant Chief Digital Information Officer (CDIO) - david.reily@alderhey.nhs.uk

Information not held – Many staff in this area now adopt an agile approach to working meaning they do not have a set workspace with direct telephone contact. Staff use email as their main method of correspondence or may be contacted via the hospital switchboard