

## Response to Request for Information

Reference      FOI 000154  
Date            17 May 2016

### *ICT Hardware Maintenance and Costs*

**Request:**

I would like to request the following breakdown of the ICT hardware maintenance and costs:

A list of the models of the physical servers, storage devices, tape libraries, network switches and routers under support contracts; as well as 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 aforementioned support services?

I would also request the name of the person/s in your organisation responsible for the maintenance support contracts.

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In answer to questions 1 and 2 above, please see information provided on the following page:

Inventory items

Manufacturer	Model	CMDB Item Type	Manufacturer	Model
US Robotics	MaxGL ADSL2	Router	SUN Microsystems	QIC Drive
US Robotics	MaxGL ADSL2	Router	SUN Microsystems	SDLT320
US Robotics	MaxGL ADSL2	Router	IBM	2027 MOD140
US Robotics	MaxGL ADSL2	Router	IBM	2027 MOD140
Cisco	2911K9	Router	IBM	2105 MOD800
SonicWall	TZ10 Firewall	Router	McData	2032 MODC40
SonicWall	TZ10 Firewall	Router	HP	StorageWorks
Cisco	CIS002911	Router	IBM	3494 L22
Cisco	1130AG Access Point (AIR-LAP1131AG-E-K9)	Router	IBM	3494 D22
IBM	3490 MODC22	Router	IBM	3494 D24
Overland	Neo Series 2000	Router	IBM	3494 B10
Overland	Neo Series 4000	Router	Netapp	DS14 mk4
HP	MLS4048	Router	Netapp	DS14 mk4
Compaq	ProLiant DL380 G2	Server	Netapp	DS14 mk4
Fujitsu Siemens	PRIMERGY BX600	Server	Netapp	DS14 mk4
Fujitsu Siemens	D1889	Server	Netapp	DS14 mk4
Compaq	ProLiant DL380	Server	Netapp	DS14 mk4
SUN Microsystems	SUNFIRE880	Server	Netapp	DS14 mk4
IBM	3174 MOD1L	Server	Netapp	DS14 mk4
Fujitsu Siemens	PRIMERGY BX620S2	Server	Netapp	DS14 mk4
HP	ProLiant DL380 G3	Server	Netapp	DS14 mk4
Compaq	ProLiant DL580 G2	Server	Netapp	DS14 mk4
HP	ProLiant DL380 G3	Server	Netapp	DS14 mk4
IBM	ProLiant DL380 G3	Server	Netapp	DS14 mk4
IBM	System x3850-[88642RG]-	Server	Netapp	DS14 mk4
IBM	System X3850 M8864-2RG	Server	Netapp	DS14 mk4
IBM	System X3850 M8864-2RG	Server	Netapp	DS14 mk4
IBM	System x3850-[88642RG]-	Server	Netapp	DS14 mk4
IBM	System x3550 -[797871Y]-	Server	Netapp	DS14 mk4
IBM	System x3650 -[7979C3Y]-	Server	Netapp	DS14 mk4
Hewlett-Packard	HP Compaq dc7700p Small Form Factor	Server	Netapp	DS14 mk2
HP	ProLiant DL320 G2	Server	Netapp	DS14 mk2
Fujitsu Siemens	PRIMERGY RX300 S3	Server	Netapp	DS14 mk2
HP	ProLiant DL380 G3	Server	Netapp	DS14 mk2
Compaq	ProLiant DL360 G2	Server	Netapp	DS14 mk2
Compaq	System X3850 M8864-2RG	Server	Netapp	DS14 mk2
IBM	PrimePower 650	Server	Netapp	DS14 mk2
SUN Microsystems	Sparc Enterprise T5220	Server	Netapp	DS14 mk2
SUN Microsystems	Sparc Enterprise T5220	Server	Netapp	DS4243 mk1 - SAS
SUN Microsystems	Sparc Enterprise T5220	Server	Netapp	DS4243 mk1 - SAS
SUN Microsystems	Sparc Enterprise M5000	Server	Netapp	DS4243 mk1 - SAS
SUN Microsystems	Sparc Enterprise T5120	Server	Netapp	DS4243 mk1 - SAS
IBM	IBM 3850 M2 / x3950 M2 -[71414RG]-	Server	Netapp	DS4243 mk1 - SAS
IBM	IBM 3850 M2 / x3950 M2 -[71414RG]-	Server	Netapp	DS4243 mk1 - SAS
SUN Microsystems	Sun Fire X4150	Server	Netapp	DS4243 mk1 - SAS
SUN Microsystems	Sun Fire X4150	Server	Netapp	DS4243 mk1 - SAS
HP	ProLiant DL380 G3	Server	Netapp	DS4243 mk1 - SAS
Fujitsu Siemens	D1889	Server	Data Domain	DD670-12Tb
			Netapp	DS14 mk4

Server	Fujitsu Siemens	D1889	Storage	Netapp	DS14 mk4
Server	Fujitsu Siemens	D1889	Storage	Netapp	DS14 mk4
Server	Fujitsu Siemens	D1889	Storage	Netapp	DS14 mk4
Server	Fujitsu Siemens	D1889	Storage	Netapp	DS14 mk4
Server	HP	ProLiant DL380 G3	Storage	Netapp	DS14 mk4
Server	HP	ProLiant DL380 G3	Storage	Netapp	DS14 mk4
Server	HP	ProLiant DL360 G4	Storage	Netapp	DS14 mk4
Server	HP	ProLiant DL380 G3	Storage	Netapp	DS14 mk4
Server	HP	ProLiant DL380 G3	Storage	Netapp	DS14 mk4
Server	Compaq	ProLiant ML330 G2	Storage	Netapp	DS14 mk4
Server	IBM	System x3550 -[7978B3G]-	Storage	Netapp	DS4243 mk1 - SAS
Server	Dell Inc.	PowerEdge 1950	Storage	Netapp	DS4243 mk1 - SAS
Server	IBM	System x3550 -[7978B3G]-	Storage	Netapp	DS4243 mk1 - SAS
Server	IBM	System x3550 -[7978B3G]-	Storage	Netapp	DS4243 mk1 - SAS
Server	IBM	System x3550 -[7978B3G]-	Storage	Netapp	FAS2020
Server	IBM	System x3550 -[7978B3G]-	Storage	Netapp	DS4243 mk1 - SAS
Server	IBM	System x3550 -[7978B3G]-	Storage	Netapp	DS4243 mk1 - SAS
Server	IBM	System X3850 M8864-2RG	Storage	Netapp	DS4243 mk1 - SAS
Server	IBM	System X3850 M8864-2RG	Storage	Netapp	DS4243 mk1 - SAS
Server	HP	ProLiant DL360 G3	Storage	Netapp	DS4243 mk1 - SAS
Server	IBM	System x3550 -[7978B4G]-	Storage	Netapp	DS14 mk4
Server	1ADQW	1ADQW054	Storage	Netapp	Unspecified
Server	1ADQW	1ADQW054	Storage	DotHill	2732 Disk Array
Server	HP	ProLiant DL360 G5	Storage	Netapp	DS14 mk4
Server	HP	ProLiant DL360 G5	Storage	HP	AJ940A
Server	IBM	System x3550 -[7978BCG]-	Storage	HP	AJ940A
Server	IBM	System x3550 -[7978BCG]-	Storage	HP	AJ940A
Server	Mitel	Application Server	Storage	HP	EH985A
Server	Dell Inc.	PowerEdge 710	Storage	HP	AJ832A
Server	HP	ProLiant DL120 G5	Storage	HP	AJ832A
Server	SUN Microsystems	SPARC Enterprise M3000	Storage	HP	AJ832A
Server	SUN Microsystems	Sparc Enterprise T5120	Storage	HP	AJ832A
Server	IBM	2098-C04 (z10)	Storage	HP	AJ832A
Server	IBM	System x3550 -[7978B3G]-	Storage	HP	AJ832A
Server	IBM	System x3550 M2 -[794652G]-	Storage	HP	AJ832A
Server	IBM	System x3550 M2 -[794652G]-	Storage	HP	AJ832A
Server	IBM	System x3550 M2 -[794652G]-	Storage	HP	AJ832A
Server	IBM	System X3850 M2	Storage	HP	AJ832A
Server	IBM	System X3850 M2	Storage	HP	AJ832A
Server	IBM	System x3550 M2 -[794652G]-	Storage	HP	AJ832A
Server	IBM	System x3550 M2 -[794652G]-	Storage	HP	EH985A
Server	IBM	System x3550 M2 -[794652G]-	Storage	HP	AJ940A
Server	IBM	System x3550 M2 -[794652G]-	Storage	HP	AJ940A
Server	IBM	System x3550 M2 -[794652G]-	Storage	HP	AJ940A
Server	IBM	System x3550 M2 -[794652G]-	Storage	HP	EH985A
Server	Supernico	System x3550 M2 -[794652G]-	Storage	HP	EH985A
Server	SUN Microsystems	X7SB4E	Storage	Netapp	DS4243 mk1 - SAS
Server	SUN Microsystems	Sparc Enterprise T5140	Storage	Netapp	DS4243 mk1 - SAS
Server	IBM	System x3550 M2 -[794652G]-	Storage	Netapp	DS4243 mk1 - SAS
Server	IBM	System x3550 M2 -[794652G]-	Storage	Netapp	DS4243 mk1 - SAS
Server	IBM	System x3850 x5	Storage	Netapp	DS4243 mk1 - SAS
Server	IBM	System x3850 x5	Storage	Netapp	FAS6250



Contract Title	Contract Description	Company	Approximate costs	Contract Start Date	Contract End Date
Server	Server support & maintenance	Estem Systems Ltd	£7,000.00	01/04/2016	31/03/2017
Server	Server support & maintenance - SPARC	Estem Systems Ltd	£1,600.00	03/10/2015	02/10/2016
Server	Server support & maintenance - SPARC T4 + SEM30004	Estem Systems Ltd	£4,500.00	05/09/2015	17/09/2016
Server	Server support & maintenance	Fujitsu	£8,000.00	01/03/2016	31/03/2017
Server	CISCO maintenance	Intrinsic Technology Ltd	£14,000.00	01/04/2016	31/03/2017
Server	Oracle Premier hardware support	Q Associates Ltd	£9,000.00	01/04/2016	31/03/2017
Server	IBM hardware support On-site repair, same business day target On-site response time 24/7	R-com Consulting Ltd	£30,000.00	01/01/2014	31/12/2016
Server	Hardware Maintenance Onsite Support	Prestige Systems Ltd	£10,000.00	13/10/2015	12/10/2016
Server		Blade BL490c Q7			
Server		Blade BL490c Q7			
Server		Blade BL490c Q7			
Server		PowerEdge R200			
Server		System X3850 x5			
Server		System X3850 x5			
Server		ProLiant DL380 G7			
Server		ProLiant DL360 G7			
Server		ProLiant DL380 G7			
Server		System x3650 M4 -{791562G}-			
Server		System x3650 M4 -{791562G}-			
Server		System x3630 M4 -{7158G2G}-			
Server		System x3630 M4 -{7158G2G}-			
Server		System x3630 M4 -{7158G2G}-			
Server		System x3630 M4 -{7158G2G}-			
Server		System x3630 M4 -{7158G2G}-			
Server		System x3630 M4 -{7158G2G}-			
Server		System x3850 X5 -{7143B5G}-			
Server		System x3850 X5 -{7143B5G}-			
Server		System x3850 X5 -{7143B5G}-			
Server		System x3550 M3 -{7944J4G}-			
Server		System x3550 M3 -{7944M2G}-			
Server		Unspecified			
Server		Unspecified			
Server		System X3850 X5 -{7143B5G}-			
Server		System X3850 X5 -{7143B5G}-			
Server		System X3850 X5 -{7143B5G}-			
Server		SPARC T4-2			
Server		System x3550 M4 -{7914M2G}-			
Server		System x3550 M4 -{7914M2G}-			
Server		ProLiant DL380 G8			
Server		SPARC T4 - 1			
Server		PowerEdge R210 II			
Server		G100 T4E14S (R720XD) GSA			

**Support contracts:**

Contract Title	Contract Description	Company	Approximate costs	Contract Start Date	Contract End Date
Hardware - server support	Server support & maintenance	Estem Systems Ltd	£7,000.00	01/04/2016	31/03/2017
Hardware - server support	Server support & maintenance - SPARC	Estem Systems Ltd	£1,600.00	03/10/2015	02/10/2016
Hardware - server support	Server support & maintenance - SPARC T4 + SEM30004	Estem Systems Ltd	£4,500.00	05/09/2015	17/09/2016
Hardware - server support	Server support & maintenance	Fujitsu	£8,000.00	01/03/2016	31/03/2017
Hardware Maintenance	CISCO maintenance	Intrinsic Technology Ltd	£14,000.00	01/04/2016	31/03/2017
Hardware support	Oracle Premier hardware support	Q Associates Ltd	£9,000.00	01/04/2016	31/03/2017
ServiceSuite - IBM Hardware Support	IBM hardware support On-site repair, same business day target On-site response time 24/7	R-com Consulting Ltd	£30,000.00	01/01/2014	31/12/2016
Data Domain Hardware Support	Hardware Maintenance Onsite Support	Prestige Systems Ltd	£10,000.00	13/10/2015	12/10/2016