

Reference:	FOI.13713.24
Subject:	Data centre contracts
Date of Request:	2 February 2024

Your request and our response

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 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.

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

Hywel Dda University Health Board (UHB) provides the contract titles for its server hardware and Storage Area Network (SAN) maintenance overleaf:

- a. MAINTENANCE OF CRISTIE DATA PRODUCT (PS4369/24)
- b. NIMBLE HARDWARE SUPPORT RENEWAL (P0180)
- c. MAINTENANCE OF CISCO UCS HARDWARE (PS4259/22)

2. 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)

The UHB provides the contract types below :

- a. SAN
- b. SAN
- c. Server Hardware

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

The UHB provides the names of its current suppliers below:

- a. Cristie Data Products Ltd
- b. Insight Uk
- c. Boxxe

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

The UHB provides the brands of hardware or software below:

- a. CISCO Nimble

- b. CISCO Nimble
- c. CISCO Unified Computing Solution (UCS)

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

The UHB uses Windows, Linux, Unix, VSphere, XenServer operating systems/software platforms.

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

The UHB provides, the annual spend for these contracts for the 2022/23 financial year below:

- a. £2995 ex VAT
- b. £18626.32 ex VAT
- c. £46068.20 ex VAT

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

The UHB provides the contract durations below:

- a. 1 year, with no extension period
- b. 9 Months. Product unsupported due to End Of Life (EOL)
- c. 3 years, with no extension period

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

The UHB provides the contract expiry dates below:

- a. 20 January 2025
- b. 31 October 2024
- c. 12 January 2025

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

The UHB provides the contract review dates below:

- a. 10 December 2024
- b. No review date
- c. 10 December 2024

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

The UHB confirms that its servers were purchased in November 2021, May 2018 and February 2017.

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

The UHB confirms that it has seventy-five (75) physical servers.

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

The UHB confirms that it has seven hundred and twenty-seven (727) virtual 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.

The UHB provides a brief description of the services provided overleaf:

- a. Software support for Nimble SAN product including 24x7, 3 Hour Response, technical support portal and remote diagnosis.
- b. Hardware support for Nimble SAN including remote technical support and software updates.
- c. Hardware support for CISCO UCS including 24/7 technical support.

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.)

The person responsible for the contract is Gavin Jones, Head of Digital Operations, and he can be contacted by telephone on [01267 235151](tel:01267235151) or by email gavin.jones2@wales.nhs.uk