

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.

**Maintenance and Support of Corporate Servers: via Crown Commercial Service – Technology Services (RM1058)**

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)

**Server Hardware**

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

**Capita Business Services Ltd**

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

**HP, Oracle, Dell**

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

**Windows**

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

**£257k**

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

**1<sup>st</sup> April 2016 – 31<sup>st</sup> March 2018 with an option to extend for up to a further 36 months thereafter (taken up option to extend)**

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

**31<sup>st</sup> March 2020**

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

**3<sup>rd</sup>/4<sup>th</sup> Quarter of 2019**

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

**There is no specific month and year when servers were purchased – they have been sourced as we needed them for particular projects.**

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

**216 including MSA storage devices attached to the physical boxes**

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

**600 (mix of VMware and Hyper-V)**

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 nature of this support contract covers both proactive and reactive maintenance, with maintenance service levels being configured to meet the application(s) which each server hosts needs (for example, certain business less critical services are only supported on a 9 x 5 basis)**

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.)

**Neil Thompson  
Procurement Advisor**

**101**

[contactus@west-midlands.pnn.police.uk](mailto:contactus@west-midlands.pnn.police.uk)

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.