

**Freedom of Information request reference number:** 6930.1

**Date of response:** 20/10/2022

**Request:**

- *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 provide the following data. If there is more than one contract, please split the information for each separate supplier (this includes annual spend).*

1. *Provide the contract title.*
2. *Provide one or more contract types the contract relate to: Server Hardware, Virtualisation, SAN (Storage Area Network).*
3. *Provide the supplier's name for each contract.*
4. *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. *Provide the most recent annual spend for this contract.*
7. *Please can you also include notes if the contract includes any contract extension periods.*
8. *Provide the date of when the contract expires.*
9. *Provide an approximate date of when the organisation is planning to review this particular contract.*
10. *Provide the month and year in which most/bulk of servers were purchased.*
11. *Provide the number of physical servers.*
12. *Provide the number of virtual servers.*
13. *Provide a brief description of the service provided under this contract.*
14. *Contract Owner, i.e. the person from within the organisation that is responsible for reviewing and renewing this particular contract.*
15. *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.*

**Response:**

Please see the answers to each question in turn below:

1. *Provide the contract title.*

**Hardware Support and Maintenance Services.  
Network Security Licencing & Support.**

2. *Provide one or more contract types the contract relate to: Server Hardware, Virtualisation, SAN (Storage Area Network).*

**The above contracts relate to Server Hardware.**

3. *Provide the supplier's name for each contract.*

**Both contracts are with Specialist Computer Centre.**

4. *Please state the brand of hardware or software.*

**Cisco.**

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

**Windows.**

6. *Provide the most recent annual spend for this contract?*

**Hardware Support - £253,000  
Network Security - £32,000**

7. *Please can you also include notes if the contract includes any contract extension periods.*

**Hardware Support - 3 years including 2 year extension option.  
Network Security - 3 years including 2 year extension option.**

8. *Provide the date of when the contract expires.*

**Hardware Support – 30/09/2024  
Network Security – 27/05/2025**

9. *Provide an approximate date of when the organisation is planning to review this particular contract.*

**Hardware Support - Late 2023  
Network Security - Mid 2024**

10. *Provide the month and year in which most/bulk of servers were purchased.*

**January 2017.**

11. *Number of physical servers:*

**19**

12. *Number of virtual servers:*

**631**

**(Virtual Servers - 294 and Virtual Citrix Servers - 337)**

13. *Provide a brief description of the service provided under this contract.*

**Hardware Support which covers maintenance and support for servers, screens, printers and networking.**

**Network Security which covers licencing and support for network security infrastructure.**

14. *Contract Owner, i.e. the person from within the organisation that is responsible for reviewing and renewing this particular contract.*

**Hardware Support: Phil Freestone - Head of Enterprise Application Management  
Network Security: Chris Yiangou - Head of ICT Infrastructure**

15. *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.*

**Not applicable.**

We have dealt with your request under the Freedom of Information Act 2000. For more information about this process please see the guidance we publish about making a request on our website: <https://www.london-fire.gov.uk/about-us/transparency/request-information-from-us/>