Wolverhampton City Council

Response to Request for Information

Reference   FOI 0215126
Date   19 February 2015

Hardware Maintenance and Costs Relevant to IT

Request:
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.

Response:
Please see the table on the next page.

Contract Title	Contract Description	Company	Average Spend	Contract Start Date	Contract End Date	Contract Review Date
NetApp Hardware support	Fas6250 cluster, FAS3240	Proact	Support cost included as part of the hardware purchase price.	01/08/2013	31/07/2016	02/04/2016
NetApp Hardware support	Fas2220 clusters	Proact		01/02/2014	31/01/2017	03/10/2016
Hardware - server support	Server support & maintenance	Esteem Systems Ltd	£ 7,000.00	01/04/2015	31/03/2016	02/12/2015
Hardware - server support	Server support & maintenance - SPARC	Esteem Systems Ltd	£ 1,600.00	03/10/2014	02/10/2015	04/06/2015
Hardware - server support	Server support & maintenance - SPARC T4 + SEM30004	Esteem Systems Ltd	£ 4,500.00	05/09/2014	17/09/2015	20/05/2015
Hardware - server support	Server support & maintenance	Fujitsu	£ 8,000.00	01/03/2015	31/03/2016	02/12/2015
Hardware Maintenance	CISCO maintenance	Intrinsic Technology Ltd	£ 14,000.00	01/04/2015	31/03/2016	02/12/2015
Software update support & Licences	Oracle database enterprise licences	Oracle Corporation UK Ltd	£ 18,000.00	10/01/2015	09/01/2016	11/09/2015
Software update support &	Sun High Performance Computing - support	Oracle Corporation UK Ltd	£ 4,000.00	03/09/2014	02/09/2015	05/05/2015

Licences							
Software update support & Licences	Internet Application Server Enterprise - support	Oracle Corporation UK Ltd	£	10,000.00	24/11/2014	23/11/2015	26/07/2015
Software Support	JSCAPE MFT Server - Enterprise Support	Pro2col Ltd	£	1,140.00	04/10/2014	03/10/2015	05/06/2015
Hardware support	Brocade support - service management for storage	Proact IT UK Ltd	£	15,000.00	15/02/2014	14/02/2016	17/10/2015
Hardware support	Oracle Premier hardware support	Q Associates Ltd	£	9,000.00	01/04/2015	31/03/2016	02/12/2015
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	02/09/2016
Data Domain Hardware Support	Hardware Maintenance Onsite Support	Prestige Systems Ltd	£	10,000.00	13/10/2014	12/10/2015	14/06/2015