

## Freedom of Information request 571-22

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### Request

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.
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)
3. Existing/Current Supplier: Please provide me with the supplier name for each contract.
4. Brand: 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. Annual Average Spend: Please provide me with the most recent annual spend for this contract?
7. Contract Duration: (Please can you also include notes if the contract includes any contract Extension periods.)
8. Contract Expiry Date: Please can you provide me with the date of when the contract expires.
9. Contract Review Date: (An approximate date of when the organisation is planning to review this particular contract.)
10. Purchase of Servers: Could you please provide me with the month and year in which most/bulk of servers were purchased.
11. Number of Physical Server: Please can you provide me with the number of physical servers.
12. Number of Virtual Servers: Please can you provide me with the number of 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.
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.)

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

1. The NHS Borders contract titles are:
  - a) Central server hardware including storage
  - b) Virtual environments software
  - c) Community server hardware
2. The type of contracts for the titles in 1. are:
  - a) Vendor hardware support
  - b) Vendor software support
  - c) Hardware support
3. The existing / current suppliers are:
  - a) SCC
  - b) SCC
  - c) Park Place Technologies
4. The brand of the hardware and software relating to 1. are:
  - a) HP
  - b) VMware vSphere and Horizon and Microsoft
  - c) HP
5. The operating systems used by NHS Borders are:
  - a) Not applicable
  - b) VMware vSphere and Horizon and Windows Server
  - c) Not applicable
6. The most recent approximate annual spends for these contracts are:
  - a) £45,000
  - b) £90,000
  - c) £13,500
7. The contract durations are:
  - a) 5 years
  - b) Various – 5 years, 3 years and 1 year
  - c) 1 year
8. The contract expiry dates are:
  - a) January 2023
  - b) Various – December 2022 to December 2023
  - c) July 2023
9. The approximate review dates are:
  - a) Already under review
  - b) Already under review
  - c) Already under review
10. NHS Borders purchased most / bulk of the servers in December 2017.
11. NHS Borders has 77 physical servers.
12. NHS Borders has 400 virtual servers.
13. A brief description of the contracts is:
  - a) HPE care pack warranty
  - b) License and software support

c) Hardware replacement services

14. The contract owner within NHS Borders is Kevin Messer (IT Delivery Manager). His email is [kevin.messer@borders.scot.nhs.uk](mailto:kevin.messer@borders.scot.nhs.uk) and his contact number is 01896 826842.

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or [foi.enquiries@borders.scot.nhs.uk](mailto:foi.enquiries@borders.scot.nhs.uk).

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **571-22** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.