



**Freedom of Information Request Response Ref Number: KS/ 17 05 16 1**  
**Date of Response: 23<sup>rd</sup> May 2016**

**Request:**

I would like to request the following breakdown of the ICT hardware maintenance and costs:

1. 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.
2. Could you also supply the names of the suppliers of aforementioned support services?

**Response:**

Please see the information below. Please note Tyne and Wear Fire and Rescue Authority has not contracted its network switches and routers to any third parties under support contracts.

The table below shows the breakdown of the contract details for physical servers and tape libraries:

Models – Physical servers	<ol style="list-style-type: none"> <li>1. Dell PE R510</li> <li>2. HP BL460c G1</li> <li>3. HP BL460c G1</li> <li>4. HP BL460c G8</li> <li>5. HP DL 580 G7</li> <li>6. HP DL 580 G8</li> <li>7. HP DL 320 G5</li> <li>8. HP DL 360 G4</li> <li>9. HP DL 380 G6</li> <li>10. HP DL 380 G8</li> <li>11. HP ML 530 G2</li> </ol>
Model – Tape libraries	HP MSL2024

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## OFFICIAL

Cost	£4,495.00
Contract duration	One year from June 2016
Name of supplier	Knowledge IT
Service	Hardware recovery via spares or new equipment to resolve failures. This includes varying levels of engineer time at different rates depending on expertise and the call out time. Spare / replacement of components required on a permanent basis are at an additional cost.

The table below shows the breakdown of the contract details for storage devices:

Model	EMC VNX 5200
Cost	£17, 702 per Storage Area Network (SAN)
Contract duration	Five years from February 2016
Name of supplier	EMC
Service	24 x 7 monitoring and support including onsite response and replacement parts within four hours for the highest severity faults.

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