

Tyne and Wear Fire and Rescue Service

Creating the Safest Community



www.twfire.gov.uk

Chief Fire Officer Tom Capeling

Freedom of Information Request Response Ref Number: KS/ 18 07 16 1

Date of Response: 22nd July 2016

Request:

As these contracts have now expired can you provide a update please?

I would like to submit a Freedom of Information Request relating to specific ICT contract(s) for Server Hardware Maintenance, Server Virtualisation License and Maintenance and Storage Area Network Maintenance/Support which may include:

- Server Hardware Maintenance- contract relating to the support and maintenance of the organisations servers.
- Virtualisation Licensing (VMware, Solaris, Unix, Linux, Windows Server)-
- Virtualisation Maintenance/Support (VMware, Solaris, Unix, Linux, Windows Server)
- Storage Area Network Maintenance/Support (EMC, NetApp etc)

Response:

Please find the details below. Please note Tyne and Wear Fire and Rescue Service (TWFRS) do not have a contract for virtualisation maintenance / support, therefore there is no information held for this.

Request:	Response:
Contract Title:	Server Hardware Maintenance
Contract Type: Please input one the type of contract from above e.g. Hardware Maintenance, Virtualisation Licensing, Virtualisation Maintenance/Support, Storage Area Network Maintenance	Server Hardware Maintenance
Existing/Current Supplier:	Knowledge IT
Hardware Brand:	Hewlett Packard

Service Headquarters Nissan Way Barmston Mere Sunderland SR5 3QY
Telephone 0191 444 1500 Fax 0191 444 1512



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Operating System / Software(Platform): (Windows, Linux, Unix, VMWare etc.) the brand name relating to the contract	N/A
Annual Average Spend: (For the whole duration of the contract, if the total value sent is per annum please state this in the response)	£4,495.00 p/a
Contract Duration: (Please can you also include notes if the contract includes any contract extension periods.)	1 year
Contract Expiry Date:	31/05/2017
Contract Review Date: (An approximate date of when the organisation is planning to review this particular contract.)	April 2017
Brief Contract Description: I require a brief description of the service provided under this contract	Hardware recovery via spares or new equipment to resolve failures – includes varying levels of engineer time at different rates depending on expertise and call out time. Spare / replacement components required on a permanent basis are at additional cost
Internal Contact: (The person from within the organisation that is responsible for reviewing and renewing this particular contract. Please include there full name, job title, direct contact number and direct email address.)	Chris Chapman Procurement Officer 0191 444 1500 Chris.chapman@twfire.gov.uk

Request:	Response:
Contract Title	Virtualisation Licensing
Contract Type: Please input one the type of contract from above e.g. Hardware Maintenance, Virtualisation Licensing, Virtualisation Maintenance/Support, Storage Area Network Maintenance	Virtualisation Licensing
Existing/Current Supplier:	Bytes
Hardware Brand:	Microsoft
Operating System / Software(Platform): (Windows, Linux, Unix, VMWare etc.) the brand	Windows Hyper V

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name relating to the contract.	
Annual Average Spend: (For the whole duration of the contract, if the total value sent is per annum please state this in the response)	£8,542.80 pa (This figure is the software assurance on Windows Datacentre licences only but covers TWFRS virtualisation)
Contract Duration: (Please can you also include notes if the contract includes any contract extension periods.)	Three years
Contract Expiry Date:	August 2017
Contract Review Date: (An approximate date of when the organisation is planning to review this particular contract.)	August 2016
Brief Contract Description: I require a brief description of the service provided under this contract	Microsoft Enterprise Agreement
Internal Contact: (The person from within the organisation that is responsible for reviewing and renewing this particular contract. Please include there full name, job title, direct contact number and direct email address.)	Chris Chapman Procurement Officer 0191 444 1500 Chris.chapman@twfire.gov.uk

Request:	Response:
Contract Title	Storage Area Network (SAN) Maintenance / Support
Contract Type: Please input one the type of contract from above e.g. Hardware Maintenance, Virtualisation Licensing, Virtualisation Maintenance/Support, Storage Area Network Maintenance	Storage Area Network Maintenance / Support
Existing/Current Supplier:	EMC SAN Hardware Maintenance
Hardware Brand:	EMC
Operating System / Software(Platform): (Windows, Linux, Unix, VMWare etc.) the brand name relating to the contract.	N/A
Annual Average Spend: (For the whole duration of the contract, if the total value sent is per annum please state this in the response)	£3, 540 per SAN pa

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Contract Duration: (Please can you also include notes if the contract includes any contract extension periods.)	Five years
Contract Expiry Date:	January 2021
Contract Review Date: (An approximate date of when the organisation is planning to review this particular contract.)	January 2020
Brief Contract Description: I require a brief description of the service provided under this contract	Hardware maintenance for EMC SAN's including all shelves, disks and additional / subsequent component purchases
Internal Contact: (The person from within the organisation that is responsible for reviewing and renewing this particular contract. Please include there full name, job title, direct contact number and direct email address.)	Chris Chapman Procurement Officer 0191 444 1500 Chris.chapman@twfire.gov.uk

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