



Llywodraeth Cymru
Welsh Government

Our ref: ATISN 10446
Date: May 2016

Dear ,

ATISN 10446 – ICT Equipment

Thank you for your request which was received by the Welsh Government on 17 May 2016. I have set out at Annex 1, the questions you submitted. The information you have requested is provided within the Annex 2 accompanying spreadsheet (ATISN – 10446 Information of Disclosure).

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,
Welsh Government,
Cathays Park,
Cardiff,
CF10 3NQ

or

Email: FreedomOfInformationOfficer@wales.gsi.gov.uk

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF.

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely

Annex 1

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

- A breakdown of the ICT hardware maintenance and costs as follows - 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;
- The names of the suppliers of aforementioned support services; and
- The name of the person/s in your organisation responsible for the maintenance support contracts.

Equipment Type	Models	Start	End	Duration (months)	Cost	Supplier	Service Levels	Responsible Person
HP Servers	Various Models	NA	NA	NA		No Hardware Support Contracts	NA	David Nicholson
HP Storage Area Network	EVA8100	01/09/2015	31/08/2016	12	£284,603.97	Specialist Computer Centers PLC	HP Hardware Maintenance Onsite Support Hardware Problem Diagnosis Onsite Support Parts and Material provided 4 Hr Onsite Response 24 Hrs Std Office Days 24 hrs, Day 6 24 hrs, Day 7 Holidays Covered Defective Media Retention Software Upgrades where applicable	David Nicholson
	EVA6400							
	EVA3000							
	P6500 EVA							
	3PAR							
	MSA							
	P2000							
	MSL6060							
	E5700	01/11/2015	31/08/2016	10				
	Various HP SAN Switches	01/09/2015	31/08/2016	12				
NetApp	v3250	01/04/2016	31/03/2017	12	£91,252.00	Atos IT Services UK Ltd	Premium 4hr Onsite Non Returnable Disks, Plus Renewal Parts.	David Nicholson
HP Tape Libraries	ELS 322e Ultrium Tape Library Support	01/08/2015	31/08/2016	13	£11,311.56	Atos IT Services UK Ltd	HP Hardware Maintenance Onsite Support Hardware Problem Diagnosis Onsite Support Parts and Material provided 4 Hr Onsite Response 24 Hrs Std Office Days 24 hrs, Day 6 24 hrs, Day 7 Holidays Covered Defective Media Retention Software Upgrades where applicable	David Nicholson
Cisco	Cisco Catalyst 3750 X 48 port IP Base	01/07/2015	30/06/2016	12	£2,350.97	Specialist Computer Centers PLC	8*5 NBD Fix. 09:00 to 17:30 Monday to Friday (Ex Pub Hols)	David Nicholson

	Cisco Network Switches Various	NA	NA	NA		No Hardware Support Contracts	NA	
Juniper	SA6500FIPS	22/06/2015	21/06/2016	12	£3,014.32	Atos IT Services UK Ltd	24X7 technical support, software release, online support, Junos Space Service Now and next business day parts delivery.	David Nicholson
	EX3300-48P x 33	03/07/2015	02/07/2016	12	£5,434.12	Atos IT Services UK Ltd	24X7 technical support, software release, online support, Junos Space Service Now and next business day parts delivery.	
	EX4550-32P x 32	03/07/2015	02/07/2016	12	£40,428.24		This annual contract provides authorized Juniper Networks Partners with 24X7 technical support, software release, online support, Junos Space Service Now and same day 4-hr parts delivery.	
	EX2200-C-12P x 6	03/07/2015	02/07/2016	12	£450.59			
	EX4550-32P x 20	03/07/2015	02/07/2016	12	£25,957.65			
	EX3300-48P x 300	31/05/2015	30/01/2016	12	£55,961.18		24X7 technical support, software release, online support, Junos Space Service Now and next business day parts delivery.	