

18/02/2015

**BY EMAIL**

Tel: 028 9536 3863  
Email: FOI.BSO@hscni.net

Our Ref: FOI 12-2014

Dear Mr [REDACTED],

Your request for information was received on February 10<sup>th</sup> 2015 and was dealt with under the terms of the Freedom of Information Act 2000. Please be advised that the Business Services Organisation (BSO) has now completed its search for the information you requested with regards to specific ICT contract(s) for Server Hardware Maintenance, Server Virtualisation License and Maintenance and Storage Area Network Maintenance/Support.

Please see below your specific queries and the relevant response to each.

### **Server Hardware Maintenance**

Contract 1 – IBM

1. **Contract Title:** Systems Maintenance Agreement
2. **Existing/Current Supplier:** HP
3. **Hardware/Software Brand(s):** IBM Power Servers, HS22 Blades
4. **Number of Users:** All HSC users – 50,000+
5. **Operating System (Platform):** IBM AIX LPARs on VIOS, Windows 2008 on Vsphere
6. **Total number of Physical Servers:** 160
7. **Total number of Virtual Servers per supplier:** 1350+ (Vsphere), 98 (VIOS)
8. **Total Contract Value:** £162k /qtr (including SAN)
9. **Contract Duration:** 5 years
10. **Contract Expiry Date:** 30-Sep-18
11. **Contract Review Date:** June 2018
12. **Brief Contract Description:** All IBM supplied datacenter hardware.
13. **Internal Contract:** Colin Bleakney



## Server Software Licencing

### Contract 2 – VMware

1. **Contract Title:** BSO Technology Partner Agreement
2. **Existing/Current Supplier:** HP
3. **Hardware/Software Brand(s):** VMware
4. **Number of Users:** All HSC users – 50,000+
5. **Operating System (Platform):** vSphere 5.x
6. **Total number of Processors:** 214
7. **Contract Duration:** 5 years
8. **Contract Expiry Date:** November 2018
9. **Contract Review Date:** Annually
10. **Brief Contract Description:** Underpinning virtualisation licences.
11. **Internal Contract:** Colin Bleakney

### Contract 3 – Microsoft

1. **Contract Title:** Microsoft Large Account Reseller
2. **Existing/Current Supplier:** BT
3. **Hardware/Software Brand(s):** All Microsoft software
4. **Number of Users:** All HSC users – 50,000+
5. **Operating System (Platform):** Windows Server
6. **Total number of Physical Servers:** 160
7. **Total number of Virtual Servers per supplier:** 1350+
8. **Total Contract Value:** £120k / year
9. **Contract Duration:** 3 years
10. **Contract Expiry Date:** March 15
11. **Contract Review Date:** Jan 2015
12. **Brief Contract Description:** LAR contract tendered under Technology Partnership Agreement.
13. **Internal Contract:** Pat Davis

## Server Software Support

### Contract 4 – VMware Support

1. **Contract Title:** VMware Enterprise Plus Maintenance
2. **Existing/Current Supplier:** HP
3. **Hardware/Software Brand(s):** VMware
4. **Number of Users:** All HSC users – 50,000+
5. **Operating System (Platform):** vSphere 5.x
6. **Total number of Physical Servers:** 160
7. **Total Contract Value:** £70k
8. **Contract Duration:** 1 year
9. **Contract Expiry Date:** Sept 2015
10. **Contract Review Date:** July 2015
11. **Internal Contract:** Colin Bleakney

## Contract 5 – Microsoft Support

1. **Contract Title:** Microsoft Premier Support
2. **Existing/Current Supplier:** BT
3. **Hardware/Software Brand(s):** All Microsoft Software
4. **Number of Users:** All HSC users – 50,000+
5. **Operating System (Platform):** Windows Server
6. **Total number of Physical Servers:** 160
7. **Contract Value:** £265k
8. **Contract Duration:** 1 year
9. **Contract Expiry Date:** March 2015
10. **Contract Review Date:** Jan 2015
11. **Internal Contract:** Paddy Carville

I hope that the information provided assists you. If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible or in any case within two months of the date of issue of this letter.

In the event that you require a review to be undertaken, you can do so by writing to

Administrative Services Manager,  
2 Franklin Street,  
Belfast,  
BT2 8DQ

If, following an internal review, carried out by an independent decision making panel, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the BSO has complied with the terms of the Freedom of Information Act.

You can contact Information Commissioner at:

**Website:** [www.ico.org.uk](http://www.ico.org.uk)

**Phone:** 0303 123 1113

**Email:** [casework@ico.org.uk](mailto:casework@ico.org.uk)

**Post:** Information Commissioner's Office, 3rd Floor, 14 Cromac Place, Belfast, BT7 2JB

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion.

Yours Sincerely,

**David Bingham**  
Chief Executive