
Title

Data Centre contracts and spend

Reference Number: RDF2142

Date of Response: 03/01/2024

Further to your Freedom of Information Act request, please find the Trust's response(s) below:

Please be aware that the Royal Devon University Healthcare NHS Foundation Trust (Royal Devon) has existed since 1st April 2022 following the integration of the Northern Devon Healthcare NHS Trust (known as Northern Services) and the Royal Devon and Exeter NHS Foundation Trust (known as Eastern Services).

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 contracts 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's 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.)

<i>1. Contract Title: Please provide me with the contract title. -</i>	Server Hardware Maintenance	Virtualisation Maintenance support Licensing	Storage Area Network Maintenance/support
Northern answers:	Dell ProSupport	VMware	Dell Pro support
Eastern answers	No overall contract for server hardware.	VMware Enterprise Agreement	Pure Storage.
<i>2. Type of Contracts (ABOVE): Support purchased with each new server to last, it's lifetime.</i>	Server Hardware Maintenance	Virtualisation Maintenance support Licensing	Storage Area Network Maintenance/support
Northern answers:	5 Years	Yearly	5 years
Eastern answers:	Support purchased with each new server to last, it's lifetime.	Enterprise agreement	Storage
<i>3. Existing/Current Supplier: Please provide me with the supplier's name for each contract.</i>	Server Hardware Maintenance	Virtualisation Maintenance support Licensing	Storage Area Network Maintenance/support
Northern answers:	Dell	Dell	Dell
Eastern answers:	Dell	VMware	Pure
<i>4. Brand: Please state the brand of hardware or</i>	Server Hardware Maintenance	Virtualisation Maintenance support Licensing	Storage Area Network Maintenance/support

<i>software</i>			
Northern answers:	Dell	VMware	Dell
Eastern answers:	Dell	vSphere	Pure
<i>5. Operating System / Software (Platform): (Windows, Linux, Unix, Vsphere, AIX, Solaris etc.) Please state the operating system used by the organisation.</i>	Server Hardware Maintenance	Virtualisation Maintenance support Licensing	Storage Area Network Maintenance/support
Northern answers:	Windows, Linux	vSphere	Not applicable.
Eastern answers:	Windows, Linux	vSphere	Not applicable.
<i>6. Annual Average Spend: Please provide me with the most recent annual spend for this contract?</i>	Server Hardware Maintenance	Virtualisation Maintenance support Licensing	Storage Area Network Maintenance/support
Northern answers:	Not applicable.	*Section 43	Not applicable.
Eastern answers:	Not applicable.	Not applicable.	Not applicable.
<i>7. Contract Duration: (Please can you also include notes if the contract includes any contract Extension periods.)</i>	Server Hardware Maintenance	Virtualisation Maintenance support Licensing	Storage Area Network Maintenance/support
Northern answers:	5 years	12 months	5 years
Eastern answers:	No overall contract for server hardware.	12 months	12 months
<i>8. Contract Expiry Date: Please can you provide me with the date of when the contract expires.</i>	Server Hardware Maintenance	Virtualisation Maintenance support Licensing	Storage Area Network Maintenance/support
Northern answers:	Various	Mid-April 2024	July 2024
Eastern answers:	No overall contract for	October 2024	July 2024

	server hardware.		
<i>9. Contract Review Date: (An approximate date of when the organisation is planning to review this particular contract.)</i>	Server Hardware Maintenance	Virtualisation Maintenance support Licensing	Storage Area Network Maintenance/support
Northern answers:	At expiration / replacement	Mid-April 2024	Replacement approx. April 24.
Eastern answers:	No overall contract for server hardware.	June 2024	May 2024
<i>10. Purchase of Servers: Could you please provide me with the month and year in which most/bulk of servers were purchased.</i>	Server Hardware Maintenance	Virtualisation Maintenance support Licensing	Storage Area Network Maintenance/support
Northern answers:	July 2022	Not applicable.	Not applicable.
Eastern answers:	Servers replaced via rolling program depending on warranty.	Servers replaced via rolling program depending on warranty.	Not applicable.
<i>11. Number of Physical Server: Please can you provide me with the number of physical servers.</i>	Server Hardware Maintenance	Virtualisation Maintenance support Licensing	Storage Area Network Maintenance/support
Northern answers:	50	Not applicable.	Not applicable.
Eastern answers:	92	92	Not applicable.
<i>12. Number of Virtual Servers: Please can you provide me with the number of Virtual servers</i>	Server Hardware Maintenance	Virtualisation Maintenance support Licensing	Storage Area Network Maintenance/support
Northern answers:	300		
Eastern answers:	1415	1415	Not applicable.
<i>13. Brief Contract Description: I require a brief description of the service provided under this contract</i>	Server Hardware Maintenance	Virtualisation Maintenance support Licensing	Storage Area Network Maintenance/support
Northern answers:	VMware Production	VMware Production	https://www.dell.com/en-

	Support - 24x7 Support for Production Environments UK	Support - 24x7 Support for Production Environments UK	uk/dt/services/support-services/prosupport-infrastructure-suite.htm
Eastern answers:	A multiyear maintenance contract is purchased with all servers from new.	Production support and subscription	Evergreen Gold maintenance on all arrays
<i>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.)</i>	Server Hardware Maintenance	Virtualisation Maintenance support Licensing	Storage Area Network Maintenance/support
Northern answers:	*Section 40	*Section 40	*Section 40
Eastern answers:	*Section 40	*Section 40	*Section 40

Exemptions:

*Section 43 – Northern service:

6. Annual Average Spend: Please provide me with the most recent annual spend for this contract? - Virtualisation Maintenance support Licensing.

The Trust holds this information. This information is commercially sensitive, and its release would or would be likely to prejudice the commercial interests of the Trust. In applying the exemption under Section 43(2) the Freedom of Information Act the Trust has balanced the public interest in withholding the information against the public interest in disclosure. The Trust has considered all the relevant factors in the public interest test and concluded that the benefit to the public in applying the exemption outweighs the public interest in releasing the information requested because of the prejudices and losses that would potentially affect the Trust and patients. As such this information is being withheld under Section 43 (2).

Public Interest Test (PIT) - Non- Disclosure: -

Excluded under Section 43 because releasing the costs of contracts would give potential suppliers an unfair advantage over other bidders when bidding for future work. That advantage would contravene the principle of fairness required from the Trust in Regulation 18 of the Public Contracts Regulations 2015. The release of contract values would undermine the Trust's suppliers' competitiveness in the market and breach the Trust's contracts with suppliers, which typically require contract values to be kept confidential.

Public Interest Test (PIT) – For Disclosure

The Trust understand the need for openness and accountability for tender processes and price, and it recognises the need for value of money.

*Section 40 - question 14 - Northern and eastern service.

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.)

The Trust does not release the names of staff below a Director under Section 40 (2) of the Freedom of Information Act 2000 Personal Information, where disclosure may contravene the Data Protection Act 2018 and therefore applies an exemption under Section 40 (2) - Personal Information of the Freedom of Information Act 2000 and Section 10 of the Data Protection Act 2018.

The Executive Director responsible for Digital Healthcare is Professor Adrian Harris, Medical Director. They are contactable via our main hospitals 01392 411611 (Eastern services) and 01271 322577 (Northern services) or via the Trust 'Contact Us' link on royaldevon.nhs.uk

The disclosure of staff names would breach the first data protection principle and fail to meet any of the relevant conditions set out in Schedule 2 of the Data Protection Act (DPA) 2018. The first principle in the DPA requires that disclosure must be fair and lawful, and personal data shall not be processed unless at least one of the conditions in Schedule 2 is satisfied. The staff concerned would not have expected their names to be disclosed in the public domain and so disclosure would not be 'fair' in the manner contemplated by the DPA. Furthermore, disclosure would not satisfy any of the conditions for data processing set out in Schedule 2 of the DPA. We do not consider that there is a legitimate interest in disclosure in this case. There is no public interest in making information about our staff available in this way contrary to what would have been their legitimate expectation at the time the information was gathered.

Where contact details are given for Trust staff in this response, notice is hereby given, under Section 11 of the Data Protection Act 2018, on behalf of the individual or individuals that this personal information may not be used for the purposes of direct marketing.