

FOI 23/956

'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 contract 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 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.)*

1. Contract Title: Please provide me with the contract title.

NTT (2 contracts)

Infrastructure Managed Services – ~£2m

Network Managed Services - ~£500k

HPE DataCenter Care

HPE Enterprise Support Agreement - ~£300k

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)

NTT contracts – Server Hardware, Virtualisation, SAN (Storage Area Network)

HPE DCC contract - Server Hardware, SAN (Storage Area Network)

3. Existing/Current Supplier: Please provide me with the supplier name for each contract.

This Answer is given in Question 1

4. Brand: Please state the brand of hardware or software

This question fails to set a reasonable scope and would take considerable resources to answer exceeding our financial liability for FoA.

5. Operating System / Software (Platform): (Windows, Linux, Unix, Vsphere, AIX, Solaris etc.) Please state the operating system used by the organisation.

Windows, Linux, Unix, vSphere, ESXi

6. Annual Average Spend: Please provide me with the most recent annual spend for this contract?

Answer is given in Question 1.

7. Contract Duration: (Please can you also include notes if the contract includes any contract Extension periods.)

NTT – 4 years

HPE - 3 year

8. Contract Expiry Date: Please can you provide me with the date of when the contract expires.

NTT – 26/02/2025 and 09/03/2025

HPE – 31/08/2026

9. Contract Review Date: (An approximate date of when the organisation is planning to review this particular contract.)

Contract are reviewed on ongoing basis.

10. Purchase of Servers: Could you please provide me with the month and year in which most/bulk of servers were purchased.

Server hardware procurement is demand led.

11. Number of Physical Server: Please can you provide me with the number of physical servers.

~120

12. Number of Virtual Servers: Please can you provide me with the number of Virtual servers

~550

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.

NTT contracts - initial hardware Support and Maintenance and software/infrastructure support and maintenance

HPe contract – Server and LAN

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.)

All contracts are managed by the Agency's IT Commercial Management Team which can be contacted via our shared mailbox Itcommercialmanagement@mhra.gov.uk

All other contact details withheld under section 40

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date you receive this response and addressed to: info@mhra.gov.uk

Please remember to quote the reference number above in any future communications.

If you were to remain dissatisfied with the outcome of the internal review, you would have the right to apply directly to the Information Commissioner for a decision.

Please bear in mind that the Information Commissioner will not normally review our handling of your request unless you have first contacted us to conduct an internal review. The Information Commissioner can be contacted at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Or online via: <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

Yours sincerely

MHRA Customer Experience Centre

Communications and engagement team

Medicines and Healthcare products Regulatory Agency

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