



FOI REF: 24/389

10<sup>th</sup> September 2024

Tel: 0300 131 4500  
Website: [www.esht.nhs.uk](http://www.esht.nhs.uk)

## FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

**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.

[Server Hardware Maintenance.](#)

[Virtualisation Maintenance/ Support/ Licencing.](#)

[Storage Area Network Maintenance / Support.](#)

- 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).**

**Server Hardware Maintenance –**

Server hardware support is generally via the OEM for 5 years. After that expires it is then either extended or the hardware decommissioned. If extensions cannot be provided by the OEM we use a hardware support provider called Park Place.

**Virtualisation Maintenance/ Support/ Licencing –**

Server virtualisation support etc. is provided by the software manufacture directly. In our case that will be VMWare via a reseller.

**Storage Area Network Maintenance / Support –**

SAN hardware support etc. is provided by the OEM for 5 years. After that expires it is then either extended or the hardware decommissioned. If extensions cannot be provided by the OEM we use a hardware support provider called Park Place.

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

**Server Hardware Maintenance -**

Server hardware is purchased from Telefonica or it is tendered for.

**Virtualisation Maintenance/ Support/ Licencing -**

VM Ware.

**Storage Area Network Maintenance / Support -**

SAN is purchased from Telefonica or it is tendered for.

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

**Server Hardware Maintenance -**

HP Cisco.

**Virtualisation Maintenance/ Support/ Licencing -**

VM Ware.

**Storage Area Network Maintenance / Support -**

Pure, Tegile.

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

**Server Hardware Maintenance -**

Microsoft Windows and some Linux as specified by individual systems suppliers.

**Virtualisation Maintenance/ Support/ Licencing -**

VMWare ESXi.

**Storage Area Network Maintenance / Support -**

N/A

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

Whilst the Trust holds the information requested, it is applying a Section 43(2) exemption in relation to this part of the request as the release of the information is likely to prejudice commercial interests of third parties. This is because release of the information could be detrimental to their competitive position in the market.

In applying the exemption consideration has been given to the public interest in enabling scrutiny of public sector decision making and the general public interest in accountability and transparency.

We have concluded that sharing commercials could disadvantage the supplier against their competitors and may leave the Trust open to a legal challenge.

In this instance, we consider that the public interest in withholding the information is greater than the public interest in disclosing the information.

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

5 years on new extended to 7 then Hardware replaced. If that hardware is not replaced yearly extensions are purchased. Software support contracts are on a rolling yearly renewal.

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

Hardware contracts co-term in January to make renewals easier. But there are exceptions across the year.

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

Review at renewal.

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

Under Section 1 (1) (a) information East Sussex Healthcare NHS Trust can confirm this information is not held.

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

70 servers and 5 SANs.

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

440 on-premises with another 122 off-premises.

- 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.

Server Hardware Maintenance.

Virtualisation Maintenance/ Support/ Licencing.

Storage Area Network Maintenance / Support.

- 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.)

Head of Digital Delivery.

Section 17 Notice of Refusal:

East Sussex Healthcare NHS Trust are unable to provide the contact details of staff as we consider this information to be exempt from release in accordance with section 44 of the Freedom of Information Act (Prohibition on disclosure) and would refer to the Privacy and Electronic Communications EC Directive Regulations 2003 which provide specific rules on electronic communication services, including marketing (by phone, fax, email or text) and keeping communications services secure. We will not provide any information that could result in the transmission of unsolicited communications which may place an unacceptable risk to our email network and could also have a detrimental impact on patient care and treatment.

The contact number for the Trust are accessible on the Trust website:

<http://www.esht.nhs.uk>.

This is an absolute exemption and there is, therefore, no requirement to consider the public interest.

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, you have the right to request an internal review. Please write to the Freedom of Information Department ([esh-tr.foi@nhs.net](mailto:esh-tr.foi@nhs.net)), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

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

Telephone: 0303 123 1113

Yours sincerely

Freedom of Information Department  
[esh-tr.foi@nhs.net](mailto:esh-tr.foi@nhs.net)