



<b>DATE:</b>	<b>23 May 2018</b>	<b>FOI REQUEST NO:</b>	<b>012_1819</b>
<p>The following request under the Freedom of Information Act 2000 has been received by SWFRS.</p> <p>I would like to request the following breakdown of the Colleges Data Centre IT hardware maintenance contracts/warranties and their associated costs.</p> <p><b>A list of the models of all physical servers, storage devices, tape libraries and network switches under support contracts or warranty</b></p> <p>We use HP Servers, a mixture of DL380g6-8, BL460 Blade Servers g7-9, HP Storage (StorVirtual 4500, 4730, 4335, 4530), and 2 Chassis (c7000 and c3000)</p> <p><b>The cost and duration of said contracts, with start and end dates and service level associated with the equipment.</b></p> <p>There is a mixture of servers under warranty and also under HP support packs. The cost changes yearly depending on warranty expiration etc so there is no fixed fee. The support is kept going until the hardware is replaced. The procurement route for support expires in 2018</p> <p><b>Could you also supply the names of the suppliers of the aforementioned support services for each contract?</b></p> <p>The current support contract is directly with HP via ComputaCenter for Procurement</p> <p><b>I would also request the name and full contact details of the person/s in your organization responsible for the maintenance support contracts.</b></p> <p>With regard to your request for direct contact details, SWFRS operates a single point of contact policy. All callers are requested to contact the Service via HQ Reception on 01443 232000. The call will be directed to the most appropriate department/individual to deal with your call.</p> <p>This is the same for email correspondence. Please direct all emails enquiries to <a href="mailto:swfs@southwales-fire.gov.uk">swfs@southwales-fire.gov.uk</a> so that your request can be directed as appropriate.</p> <p>This policy is in operation to ensure that calls/emails are dealt with more efficiently – as structures/posts can change, this prevents emails being sent to individuals whose role may have changed. It also prevents individuals from receiving unwarranted calls/correspondence.</p>			