

**Freedom of Information Request****Ref: UHB 17-409**

Date 31 August 2017



Thank you for your request for information under the Freedom of Information Act 2000. The Trusts response is as follows:

**I would like to request the following breakdown of the NHS Trust's hardware maintenance and costs: A list of the models of the physical servers, storage devices, tape libraries, network switches and routers under support contracts; as well as the cost and duration of said contracts, with start and end dates and service level associated with the equipment. Could you also supply the names of the suppliers of aforementioned support services?**

Please see table below. Please also note that we will not be disclosing the cost of the contracts as this is commercially sensitive information. **Section 43** of the FOI Act provides that information is exempt if its disclosure would, or would be likely to prejudice the commercial interests of any person. Therefore; we are withholding this information at this time.

	<b>Models</b>	<b>Cost</b>	<b>Duration of Contract</b>	<b>Service Level associate</b>	<b>Name of Supplier of aforementioned support service</b>
<b>Physical Server Models</b>	R200, R420, R610, R630, R710, R720, R730	The cost is included in the purchase price.	The start and end dates vary depending on when the device was purchased.	Support - Four Hour Pro Support	Dell
<b>Storage Devices</b>	VMStore	3 year support cost included in the purchase price	Start and end dates vary depending on purchase date of unit	Support - Four Hour response 24x7x365	TinTri
	Isilon (4 x X nodes, 3 x NL nodes)	Five years support cost included in purchase price	Start and end dates vary depending on purchase date of individual nodes.	Support - Four hour response 24x7x365	EMC
	EX200_Grid	Annual support cost runs from August to August.	Contract runs from August to August.	Support Contract - Five hour response	ExaGrid

<b>Tape Libraries</b>	None	Not applicable	Not applicable	Not applicable	Not applicable
<b>Network Switches and Routers</b>	Nexus 7710, Nexus 5548, Nexus2000, Catalyst 6880, Catalyst 3850		Contract runs from August to August.	Support - Four hour response 24x7x365 except Catalyst 3850 which is NBD	Block Solutions

### **Public Interest Test**

When assessing whether or not it was in the public interest to disclose the information to you, we took into account the following factors:

#### **Public interest considerations favouring disclosure**

There is a public interest in disclosing information to facilitate accountability and transparency in the spending of public money.

There is a public interest in ensuring that companies are able to compete fairly.

There is also a public interest in ensuring that this is competition for public sector contracts.

#### **Public interest considerations favouring withholding the information**

Against disclosure is that the release of the requested information is commercially sensitive in that disclosing this information would reduce the number of companies willing to do business with the public sector, leading to reduced competition and increased costs.

Against disclosure is the public interest is the potential that by releasing the requested information would or would prejudice someone's commercial interests i.e. damage a company's reputation or the confidence that customers, suppliers or investors may have in a company.

We have considered whether it would be in the public interest for us to provide you with the requested information, despite the exemption being applicable. In this case, I have concluded that the public interest favours withholding the information. We reached the view that, on balance, the public interest is better served by withholding this information under Sections 43 of the Freedom of Information Act at this time.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, 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 of receipt of the response to your original letter and should be addressed to:

Trust Secretary  
University Hospitals Bristol NHS Foundation Trust  
Trust Headquarters  
Marlborough Street  
Bristol  
BS1 3NU

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

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely,

A black rectangular redaction box covering the signature of the Trust Secretary.