Dear

Freedom of Information Response (Our Ref: K/21/207)

Thank you for your Freedom of Information (FOI) request dated 26 April 2021, reference K/21/207. Please accept our sincere apologies for the delay in providing a response to your request.

Your request read:

“I would like to request the following breakdown of the schools hardware support contracts:
1. A list of the models of the physical servers, storage devices, tape libraries, network switches and routers under support contracts.
2. Details of the cost and duration of said contracts, with start and end dates and the service level associated with the equipment.
3. Could you also supply the names of the suppliers of aforementioned support services?
4. The name and full contact details as of the person/s in your organisation responsible for the maintenance support contracts.”

The University of Leeds holds this information. For your convenience we have responded to each of your questions in turn below.

1. **A list of the models of the physical servers, storage devices, tape libraries, network switches and routers under support contracts.**

Cisco UCS Blades
Dell Poweredge Servers
Oracle Servers
Various hardware models for the above (Dell Poweredge Servers and Oracle Servers)
EMC VNX5400
Dell Compellent SC8000
NetApp FAS 8200
NetApp AFF
Dell Powerscale F800 and A2000
Overland NEO tape drives
Spectralogic T950
Dell MD series (various models)
Cisco ASR/Nexus 7700/6840

2. **Details of the cost and duration of said contracts, with start and end dates and the service level associated with the equipment.**
Servers and Storage
Mixture of same-day and next-day support contracts. Generally, these contracts are of between three and five years bought up front, then following one to two year extensions thereafter.

Networks
£180k (including VAT) per annum, providing a 24-hours per day, 365 day per year, 4 hour response service.

3. Could you also supply the names of the suppliers of aforementioned support services?

Oracle
ANS-managed service for Cisco 24x7
Dell

Vendors above:
ProAct
Trustmarque
Atos
Logicalis UK Ltd.

4. The name and full contact details as of the person/s in your organisation responsible for the maintenance support contracts.

CentralPurchasing@adm.leeds.ac.uk

We hope this information is helpful. If you have any questions about this email, however, please do not hesitate to contact us on foi@leeds.ac.uk

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you can request an Internal Review. Requests for Internal Review should be made in writing using the following contact information:

Post: Mr D Wardle
Deputy Secretary
The University of Leeds
Leeds
LS2 9JT

Email: foi@leeds.ac.uk

Requests for Internal Review should be submitted within 40 working days of receiving the University’s response to your request. Further information about how the University manages Freedom of Information requests and about our complaints procedure is also available on our website (www.leeds.ac.uk).

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. Generally, the ICO
cannot make a decision unless you have exhausted the review/complaints procedure provided by the University. The Information Commissioner can be contacted at: Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

Chloe Wilkins
Freedom of Information Officer

Secretariat
University of Leeds