

ITCS IT Contracts 2018-2019

Introduction

This document lists the details of contracts for IT services used by the University of East Anglia's IT and Computing Service Systems (ITCS) Networking and Data Centre teams for the year above.

ITCS operates two Data Centres and one Server room at the Norwich Research Park campus. Both have resilient air handling and electrical power, UPS server support and remote monitoring and alerting. The power and air handling services are managed by the site's property management Estates department.

ITCS is solely responsible for the purchase and maintenance of centrally managed IT systems. The Data Centres hosts third party IT equipment for external companies and organisations as well as University departments. From time to time services are purchased on behalf of third parties who are then recharged for the service.

The Data Centre hosts IT services that can be accessed by approximately 30,000 authenticated users.

All contracts adhere to the Purchasing Regulations of the University of East Anglia.

Information on the total value of each contract is not routinely disclosed. To release such information may lead to an actionable breach of confidence and/or be likely to prejudice the commercial interests of the University or third party supplier(s). Requests for contract value information are likely to be refused, in accordance with s.41(1) and/or s.43(2) of the Freedom of Information Act 2000.

It is intended that this document will be updated each October.

Data Centre Infrastructure

ITCS manages 110 Rittal 19" TS8 server racks. Currently there are no plans to review the suitability of this equipment. The Data Centre electrical supply and cooling environment are all managed by the Estates Division. Physical access, fire and water detection services are also managed by the Estates Division. Networking copper/fibre and onsite/offsite links are all managed by the ITCS Network team.

Rack Power Distribution Units

UEA designed intelligent PDU purchased through PrimoIT

Input: 2 (Black and White) x 32amp commando.
Output: 20 x secure C13 and 12 x secure C19. 1 x C13
Monitoring: 8 x RCA trips, Black and White amps

The maintenance on these units is carried by certified electricians as and when required. Currently there are no plans to review the suitability of this equipment.

Rack Monitoring Service

Jakarta SP8 units are purchased through PrimoIT. They are used to monitor the electrical and environment of the rack. These include the dual electrical feeds to the rack, RCA trips with monitoring, temperature and humidity monitoring with SNMP alert management via Microsoft System Centre Operations Manager (SCOM).

Hardware and software maintenance for the units are contracted through Primo IT. The contract runs from 1st August to July 31st and is reviewed in June. Currently there are no plans to review the suitability of this equipment.

Remote Access Services

Secure remote access to servers is via VPN SSH and Remote Desktop Services

Server Operating System Licencing

ITCS preferred choices of operating system are Microsoft Windows Server, Centos Linux and RedHat Linux. Our preferred virtual server environment is VMWARE ESX.

RedHat servers are licensed by the RedHat licencing subscription service. The subscription period is September 1st to August 31st. The contract is reviewed in July. The current supplier is Quru.

Microsoft Windows servers under Microsoft Windows Server Datacentre licences. Licences are purchased from SoftCat.

VMWARE support is provided by VMware and is currently purchased on an annual basis. The current contract, *VMware Software support and upgrade Entitlements* expires in July with a review due to commence around May.

Server Hardware Suppliers

ITCS recommends the purchase of Hewlett Packard Enterprise (HPE) hardware wherever possible for their reliability, functionality and support benefits. Where possible we purchase HPE Blade technology products.

Hardware Maintenance – Servers

HPE Blade Enclosures are purchased with an HPE Care Pack or HPE Service Agreement for 5 years on a 24/7 Call Out, Next Business Day Fix.

HPE servers are purchased with an HPE Service Agreement for 5-year on a 4 hour call out, Next Business Day Fix.

At the end of the five years if still required the hardware is place on a hardware maintenance contract (24/7, 8 hour or Next Business Day) with TGC for a length of time agreed with the server owner. Servers may also be kept running without a maintenance contract if they are not providing a key service, such as those used for testing.

The Data Centre also hosts a small number of servers based on other hardware suppliers that belong to third party companies. The maintenance for these are managed by the Third Party suppliers and are not included in any of the figures below.

HPE Blade Enclosures

ITCS has 12 HPE C7000 Blade enclosures. All are on the TGC hardware maintenance contract.

Physical Servers

- 95 x HPE BL
- 34 x HPE DL

Hardware Maintenance and Support

- 83 x HPE Care Pack or HPE Service Agreement.
- 31 x TGC 3rd Party Maintenance Contract.
- 15 x no maintenance.

Operating Systems

- 2 x Centos
- 45 x Red Hat Linux
- 2 x Ubuntu Linux
- 16 VMware ESXi 6
- 64 Windows

Virtual Servers

- 279 virtual servers on a VMWARE Cluster.

Operating systems

- 6 x customised OS VM image
- 2 x FreeBSD
- 61 x Red Hat Linux
- 1 x SUSE Linux
- 208 x Windows

Storage Area Network

IBM is the preferred supplier of SAN equipment. The server storage and maintenance supplier is Tectrade Computers Ltd via an IBM ServiceSuite contract. The contract covers the SAN fabric, Disk Systems, NAS Gateway and Tape Libraries. The contract provides cover 11 x 5 & 24/7.

The SAN uses NAS Gateway platform with the OnTap operating system.

The current contract expires in August 2023.

Networking

Large scale data/telephony copper and fibre cabling is provided by Fujitsu Services Ltd in a contract awarded for 2½ + 1 years, starting January 2016.

[The tender for cabling will be out during the first half of 2019 via Lot 2 of Crown Commercial Services “Network Services” (RM1045)]

The wireless and LAN equipment is purchased and maintained via European Electronique via a contract awarded for 4 years from Dec 2018. Other pre-existing networking equipment is maintained by Khipu Networks via a contract awarded for 5 years from July 2018, and by Ampito Group LLP on an ad-hoc basis.

The DNS, DHCP and IPAM services and support is provided by IP Performance as an extension of the original arrangement. The current contract ends in September 2021.

The University’s internet network connection is provided and serviced by JISC. This is a permanent contract.

The Wide Area Network (WAN) service is provided by Datrix. The contract was awarded in August 2017 for 4 years (+ 3 months for mobilisation).

Telephony

The PBX contract has been awarded to Unify Enterprise Communications Limited, for 3 years from November 2015. This has been extended for 6 months by mutual agreement ahead of going to tender.

The PSTN breakout contract was awarded to Gamma in Nov 2015 for 3 years. This has been extended for 6 months by mutual agreement ahead of going to tender.

[The tender will be out during the first quarter of 2019 for the two sections above (PBX as well as calls & lines) plus mobiles (currently Vodafone) via Lot 10 of Crown Commercial Services “Network Services” (RM1045)]

Other Services

The current backup and disaster recovery solution is IBM Spectrum Project.

Microsoft products are the preferred desktop applications and are covered by a Microsoft Enrollment for Education Solutions (EES) Agreement over a 3 year term which is due to expire in August 2020.

Email is provided by Microsoft Office 365. Skype for Business is rolled out as part of Office 365 and used for Instant Messaging and remote support.

Microsoft Sharepoint Online is principally used to support OneDrive for Business.

Contract Details

RedHat Linux and Microsoft Software Licences

Name: Software License Resellers - ITS4001-SU
Start Date: 01/04/2016
End Date: 31/03/2018
Southern Universities Purchasing Consortium (SUPC)

Data Centre Infrastructure, Rack Monitoring Service and Remote Access Service.

Name: IT Related Accessories and Parts (ITRAP)
Start date: 1/6/2016
End Date: 31/5/2020
North Eastern Universities Purchasing Consortium (NEUPC)

Server Hardware Maintenance

Name: National Server, Storage and Solutions Agreement (NSSSA) – OJEU 2016/S 061-103632
Start Date: 01/11/2016
End Date: 31/10/2018
Southern Universities Purchasing Consortium (SUPC)

Cabling

Crown Commercial Service “PSN Services” (RM1498) Lot 8 framework.

DNS and DHCP

OGC Buying Solutions “Commoditised IT Hardware and Software – IT Infrastructure Hardware” agreement (RM 721/L2)

LAN and Wireless Equipment

JISC Routers and Switches Framework

WAN

JANET Telecommunications Framework

Supplier Details

Ampito Group LLP,
Unit C Manor Court,
Manor Royal,
Crawley,
West Sussex,
RH10 9PY

CDW
10 Fleet Place
London
EC4M 7RB

Datrix Limited,
29 Boundary Street, London
E2 7JQ

Daisy IT Managed Services Ltd.
Daisy House.
Lindred Road Business Park.
Nelson.
Lancashire.
BB9 5SRD.

European Electronique Ltd,
Forward House,
Oakfields Ind. Est.
Eynsham,
Oxfordshire,
OX29 4TT

Fujitsu Services Ltd.
Jays Close.
Viables Industrial Estate.
Basingstoke.
Hampshire.
RG22 4BY.

Hewlett Packard Enterprise Ltd.
Cain Road.
Bracknell.
Berkshire.
RG12 1HN.

Insight Direct UK Ltd.
1 Harefield Road.

Uxbridge.
UB8 1PH.

IP Performance.
1-3 Merletts Court
Long Ashton Business
Park.
Long Ashton.
Bristol.
BS41 9LW.

JISC.
Lumen House.
Library Avenue.
Didcot.
OX11 0SG.

KHIPU Networks Ltd
Fleet 27 Rye Close, Fleet,
Hampshire,
GU51 2UH

MAE Ltd T/A Primo IT.
1st Floor, Unit B1.
Illuma Park.
Gelders Hall Road.
Shepshed.
Leicestershire,
LE12 9NH.

Softcat plc
Fieldhouse Lane,
Marlow,
Buckinghamshire,
SL7 1LW.

Tectrade Computers Ltd.
River Court.
Mill Lane.
Godalming.
Surrey.
GU7 1EZ.

TGC
via MAE Ltd T/A Primo IT.

Unify Enterprise Com. Ltd.
Brickhill Street.
Willen Lake.
Milton Keynes.
MK15 0DJ.

Virgin Media Business.
Media House.
Bartley Wood Business
Park.
Hook.
RG27 9UP.

XMA.
Ruddington Lane.
Wilford.
Nottingham.
NG11 7EP.