

**Proposed Officer Key Decision  
to be taken on or after 30<sup>th</sup> November 2012**

**IT Hardware Maintenance and Associated Services (renewal)**

**Recommendation**

- 1) That the Strategic Director for Resources approves that the County Council commence the tender process for IT hardware maintenance and associated services for a further three year (maximum) contract.

**1.0 Key Issues**

- 1.1 For a number of years the Authority has tendered for hardware maintenance for its IT infrastructure and desktop devices, alongside some support services. The current contract expires on 31<sup>st</sup> March 2013 and we seek permission to re-tender and award a further contract/s from 1<sup>st</sup> April 2013. Over the past few years we have reduced the amount of maintenance that we require but there is an on-going requirement for essential hardware maintenance and associated services to support our server and desktop IT infrastructure.
- 1.2 An opportunity has arisen to work with Solihull MBC as their current Hardware Maintenance contract expires at the same time. The Police Authority also wishes to continue working with us on this contract.

**2.0 Options and Proposal**

- 2.1 Appendix A outlines the various elements of the proposed tender. The current contract encompasses all the elements described, which could result on one overall contract or up to three separate contacts. By aggregating the services a Key Decision is required. It is proposed that we undertake a further competitive process under the Government Procurement Service Framework Agreement RM1692.

**3.0 Timescales associated with the decision and next steps**

- 3.1 Subject to the Key Decision approval, the timetable of events would commence the beginning of December 2012, with the final award being made mid February 2013, in readiness for the contract to commence on 1<sup>st</sup> April 2013. The current contract expires on 31<sup>st</sup> March 2013

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Portfolio Holder	Cllr David Wright	

**Below is a description of the three services areas that we wish to tender for**

### **Mid Range Software and Hardware Maintenance**

A contract for the support and maintenance of hardware and software for mid-range servers and associated hardware, including Storage Area Network (SAN) and Tape Storage Management (TSM) system

The services to be covered by the contract are all vitally important parts of the Warwickshire County Council ICT infrastructure, including all IBM mid-range servers, the Storage Area Network (SAN), Tape Storage Management (TSM) system and associated switches and devices. Although resilience is built into the design of the infrastructure, failure of any of these devices could have major implications on Warwickshire being able to providing a number of key services. (Examples are: Social Homecare, Financial Systems, Trading Standards, Library Services, Highways, Fleet Management, Payroll, Pensions etc.)

The intention will be to arrange a contract for a two year period, with an option to renew for a further one year. **The estimated value of this three year term is £300,000.**

### **Intel based Hardware Maintenance**

A contract for the maintenance of desktop devices, we no longer require printer maintenance due to our printer device strategy and the move to Multi Function Devices neither do we require the maintenance of screens. We will also seek further economies by opting for a 24 hour repair or replace service, in general, as opposed to an 8 hour repair or replace service. We will still require a 4 hour repair or replace for all Intel servers and any specified high dependant equipment. The Police Authority, Stratford District Council and Warwick District Council have all indicated that they would like to be included again in this tender exercise. Solihull MBC also wishes to be included as their current contract ceases at the same time as ours.

The intention will be to arrange a contract for a two year period, with an option to renew for a further one year. **The estimated value of this three year term for WCC is £300,000.**

### **Associated Desktop Services**

A contract for the delivery and configuration of desktop devices. We currently have two on site engineers who are responsible for;

- Receipt of hardware, recording all details and allocation
- Work to a given schedule, configuring and delivering the devices to the customer
- Removal of all redundant equipment from site
- Liaising with the WCC (DHL) waste disposal contractors for the removal and disposal of redundant equipment

The intention will be to arrange a contract for a two year period, with an option to renew for a further one year. **The estimated value of this three year term for WCC is £250,000.**