

SAAS**STUDENT AWARDS AGENCY FOR SCOTLAND**
BUIDHEANN TABHARTAIS OILEANACH NA H-ALBA

Mr John Wicker

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Our ref/Ar comh: RAG 3790

22 February 2012

Dear Mr Wicker

Thank you for your request for information under the Freedom of Information Act dated 25 January. You asked for information regarding the Student Awards Agency for Scotland's (SAAS) hardware maintenance contracts.

SAAS, as an Agency of the Scottish Government, uses equipment supplied and supported centrally by the Information Services & Information Systems (ISIS) department of the Scottish Government. We understand that you will receive a central response from ISIS covering these arrangements. SAAS also operates additional IT equipment out with these arrangements and appropriate details are therefore provided at Annex A. I can also confirm that these maintenance contracts are the responsibility of Donald Crease, IT Infrastructure Manager, who can be contacted at the above address.

If you are unhappy with this response to your request, you have the right to ask us to review it by writing to Tracey Slaven, Chief Executive, SAAS, Gyleview House, 3 Redheughs Rigg, Edinburgh. Your request should explain why you wish a review to be carried out, and should be made within 40 working days of receipt of this letter, and we will reply within 20 working days of receipt. The review will be undertaken by staff not involved with your original request. If you are not satisfied with the result of the review, you then have the right to make a formal complaint to the Scottish Information Commissioner.

Yours sincerely

Sarah Duncan
Chief Executive's Office



An agency of  **The Scottish Government**

Buidheann de Riaghaltas na h-Alba

Annex A: SAAS IT Infrastructure Contracts

Type	Make	Model	Maintenance with	Service Level	Contract Start Date	Contract End Date	Duration
Load Balancer	Barracuda	340	Barracuda	24x7 - No SLA	01/04/2008	31/03/2012	Annual Renewal
Load Balancer	Barracuda	340	Barracuda	24x7 - No SLA	01/04/2008	31/03/2012	Annual Renewal
Server	Compaq	ProLiant DL360	BT	8-5 M-F 4 hrs SLA	01/04/2004	31/03/2012	Annual Renewal
Server	Compaq	ProLiant DL360	BT	8-5 M-F 4 hrs SLA	01/04/2004	31/03/2012	Annual Renewal
Server	Compaq	ProLiant DL360	BT	8-5 M-F 4 hrs SLA	01/04/2004	31/03/2012	Annual Renewal
Server	Compaq	ProLiant DL360	BT	8-5 M-F 4 hrs SLA	01/04/2004	31/03/2012	Annual Renewal
Server	Compaq	ProLiant DL380	BT	8-5 M-F 4 hrs SLA	01/04/2004	31/03/2012	Annual Renewal
Server	Compaq	ProLiant DL380	BT	8-5 M-F 4 hrs SLA	01/04/2004	31/03/2012	Annual Renewal
Storage Array	Compaq	Smart Array Cluster Storage	BT	8-5 M-F 4 hrs SLA	01/04/2004	31/03/2012	Annual Renewal
Server	Dell	Poweredge 2950	Maindec	8-5 M-F 4 hrs SLA	01/04/2008	31/03/2012	Annual Renewal
Server	Dell	Poweredge R710	Maindec	8-5 M-F 4 hrs SLA	01/04/2008	31/03/2012	Annual Renewal
Server	Fujitsu Siemens	PRIMEPOWER 250	BT	8-5 M-F 4 hrs SLA	01/04/2004	31/03/2012	Annual Renewal
Server	Fujitsu Siemens	PrimePower 650	Com-Com	9-5 M-F 2 hrs SLA	20/10/2008	31/03/2012	Annual Renewal
Server	Fujitsu Siemens	PRIMEPOWER 250	Com-Com	9-5 M-F 2 hrs SLA	20/10/2008	31/03/2012	Annual Renewal
Server	Fujitsu Siemens	PRIMEPOWER 250	Com-Com	9-5 M-F 2 hrs SLA	20/10/2008	31/03/2012	Annual Renewal
Server	Fujitsu Siemens	PRIMEPOWER 250	Com-Com	9-5 M-F 2 hrs SLA	20/10/2008	31/03/2012	Annual Renewal
Server	Fujitsu Siemens	PRIMEPOWER 250	Com-Com	9-5 M-F 2 hrs SLA	20/10/2008	31/03/2012	Annual Renewal
Server	Fujitsu Siemens	PRIMEPOWER 650	Com-Com	9-5 M-F 2 hrs SLA	20/10/2008	31/03/2012	Annual Renewal
Server	Fujitsu Siemens	Primepower 250	Com-Com	9-5 M-F 2 hrs SLA	20/10/2008	31/03/2012	Annual Renewal
Server	Fujitsu Siemens	Primepower 250	Com-Com	9-5 M-F 2 hrs SLA	20/10/2008	31/03/2012	Annual Renewal
Server	Fujitsu Siemens	Primepower 650	Com-Com	9-5 M-F 2 hrs SLA	20/10/2008	31/03/2012	Annual Renewal
Server	HP	ProLiant DL380	BT	8-5 M-F 4 hrs SLA	01/04/2004	31/03/2012	Annual Renewal



Type	Make	Model	Maintenance with	Service Level	Contract Start Date	Contract End Date	Duration
Server	HP	ProLiant DL380	BT	8-5 M-F 4 hrs SLA	01/04/2004	31/03/2012	Annual Renewal
Server	HP	ProLiant DL380	BT	8-5 M-F 4 hrs SLA	01/04/2004	31/03/2012	Annual Renewal
Server	HP	ProLiant DL380	BT	8-5 M-F 4 hrs SLA	01/04/2004	31/03/2012	Annual Renewal
Server	HP	ProLiant DL380	BT	8-5 M-F 4 hrs SLA	01/04/2004	31/03/2012	Annual Renewal
Server	HP	ProLiant DL380	BT	8-5 M-F 4 hrs SLA	01/04/2004	31/03/2012	Annual Renewal
Data Storage	HP	SURESTORE OPTICAL 2200MX	BT	8-5 M-F 4 hrs SLA	01/04/2004	31/03/2012	Annual Renewal
Server	IBM	xSeries 336	Maindec	8-5 M-F 4 hrs SLA	01/04/2008	31/03/2012	Annual Renewal
Server	IBM	xSeries 336	Maindec	8-5 M-F 4 hrs SLA	01/04/2008	31/03/2012	Annual Renewal
Server	IBM	x3550	Castle Computing	8-5 M-F 4 hrs SLA	01/04/2011	31/03/2012	Annual Renewal
Server	IBM	x3550	Castle Computing	8-5 M-F 4 hrs SLA	01/04/2011	31/03/2012	Annual Renewal
Server	IBM	x3550	Castle Computing	8-5 M-F 4 hrs SLA	01/04/2011	31/03/2012	Annual Renewal
SAN	IBM	DS3400	Castle Computing	8-5 M-F 4 hrs SLA	01/04/2011	31/03/2012	Annual Renewal
Disk Array	Net App	DS14 MK2 FC	NetAPP	24x7 2 hrs SLA	01/04/2011	31/03/2012	Annual Renewal
SAN	Net App	FAS 270 C	NetAPP	24x7 2 hrs SLA	01/04/2011	31/03/2012	Annual Renewal
Disk Array	Net App	DS14 MK 2	NetAPP	24x7 2 hrs SLA	01/04/2011	31/03/2012	Annual Renewal
SAN	Net App	FAS 270 C	NetAPP	24x7 2 hrs SLA	01/04/2011	31/03/2012	Annual Renewal
SAN	NetAPP	FAS 2020C	NetAPP	24x7 2 hrs SLA	01/04/2011	31/03/2012	Annual Renewal
Server	Sun	T5140	Maindec	8-5 M-F 4 hrs SLA	01/04/2008	31/03/2012	Annual Renewal
Server	Sun	T5140	Maindec	8-5 M-F 4 hrs SLA	01/04/2008	31/03/2012	Annual Renewal
Server	Sun	SunFire V240	BT	8-5 M-F 4 hrs SLA	01/04/2004	31/03/2012	Annual Renewal
Server	Sun	SunFire V240	BT	8-5 M-F 4 hrs SLA	01/04/2004	31/03/2012	Annual Renewal
Server	Sun	SunFire V240	BT	8-5 M-F 4 hrs SLA	01/04/2004	31/03/2012	Annual Renewal
Server	Sun	SunFire V480	BT	8-5 M-F 4 hrs SLA	01/04/2004	31/03/2012	Annual Renewal



Type	Make	Model	Maintenance with	Service Level	Contract Start Date	Contract End Date	Duration
Storage Array	Sun	StorEdge D2	BT	8-5 M-F 4 hrs SLA	01/04/2004	31/03/2012	Annual Renewal
Server	Sun	SunFire V480	BT	8-5 M-F 4 hrs SLA	01/04/2004	31/03/2012	Annual Renewal
Storage Array	Sun	StorEdge D2	BT	8-5 M-F 4 hrs SLA	01/04/2004	31/03/2012	Annual Renewal
Server	Sun	SunFire 280R	BT	8-5 M-F 4 hrs SLA	01/04/2004	31/03/2012	Annual Renewal
Server	Sun	SunFire 280R	BT	8-5 M-F 4 hrs SLA	01/04/2004	31/03/2012	Annual Renewal
Server	Sun	Sunfire 480R	Maindec	8-5 M-F 4 hrs SLA	01/04/2008	31/03/2012	Annual Renewal
Server	Sun	SunFire V240	Maindec	8-5 M-F 4 hrs SLA	01/04/2008	31/03/2012	Annual Renewal
Server	Sun	SunFire V240	BT	8-5 M-F 4 hrs SLA	01/04/2004	31/03/2012	Annual Renewal
Server	Sun	SunFire V240	BT	8-5 M-F 4 hrs SLA	01/04/2004	31/03/2012	Annual Renewal
Server	Sun	SunFire V480	BT	8-5 M-F 4 hrs SLA	01/04/2004	31/03/2012	Annual Renewal
Server	Sun	SunFire V100	BT	8-5 M-F 4 hrs SLA	01/04/2004	31/03/2012	Annual Renewal
Server	Sun	SunFire V210	Maindec	8-5 M-F 4 hrs SLA	01/04/2008	31/03/2012	Annual Renewal
Server	Sun	SunFire V210	Maindec	8-5 M-F 4 hrs SLA	01/04/2008	31/03/2012	Annual Renewal
Server	Sun	SunFire V210	Maindec	8-5 M-F 4 hrs SLA	01/04/2008	31/03/2012	Annual Renewal
Server	Sun	V245	Maindec	8-5 M-F 4 hrs SLA	01/04/2008	31/03/2012	Annual Renewal
Server	Sun	V245	Maindec	8-5 M-F 4 hrs SLA	01/04/2008	31/03/2012	Annual Renewal
Server	Sun	V210	Maindec	8-5 M-F 4 hrs SLA	01/04/2008	31/03/2012	Annual Renewal

Total Expenditure:-	Maindec	£22,000
	BT	£36,404
	NetAPP	£10,912
	Castle	£6,391
	Com-Com	£10,124
	Barracuda	< £250

