

Freedom of Information Frequently Asked Questions regarding ICT

A. Contract Information:

- 1. Contract Title:** CGI Infrastructure Outsourcing Contract
- 2. Contract Type:** Complete Infrastructure so includes all of these
- 3. Existing/Current Supplier:** Solent NHS Trust has a complete Infrastructure contract with CGI, which includes support and maintenance, management, installation, cabling, desktop, laptop, network, hosting services, telephony, printing services and ICT security.
- 4. Hardware Brand: Please state the hardware or software brand related to the contract with supplier e.g. Hardware Maintenance could be Dell, IBM etc:** Provided as part of a managed service contract so would be at the discretion of CGI
- 5. Number of Users:** Approximately 4000 users, however this number will vary
- 6. Operating System / Software(Platform): (Windows, Linux, Unix, VMWare etc.) the brand name relating to the contract:** Windows
- 7. Annual Average Spend: (For the whole duration of the contract, if the total value sent is per annum please state this in the response):** The complete infrastructure contract has a value of £5m approx. per year. We are unable to break this cost down to specific parts of the contract.
- 8. Contract Duration: (Please can you also include notes if the contract includes any contract extension periods.):** Solent NHS Trusts contract with CGI is for seven years.
- 9. Contract Expiry Date:** February 2022
- 10. Contract Review Date: (An approximate date of when the organisation is planning to review this particular contract.):** February 2022
- 11. Brief Contract Description: I require a brief description of the service provided under this contract.:** All Infrastructure related service including desktop, laptop, network, hosting services, telephony and Printing services plus ICT Security
- 12. Internal Contact:** Neil Shazell – Chief Information Officer, Solent NHS Trust HQ, Highpoint Venue, Bursledon Road, Southampton, SO19 8BR



B. Local Area Network

1. What Manufacturer is your LAN Network?

Solent NHS's LAN Network is supported and provided as a managed service by CGI

2. What date does your support contract come up for renewal on the LAN Network?

The contract will need to be reviewed and renewed February 2022

3. What is the current cost of the LAN Network Support?

Solent NHS Trust has a complete infrastructure contract; with a value of approximately £5m. We do not have spending costs broken down specifically as requested

4. Which company is the support contract with?

The contract is supported and provided as a managed service by CGI.

5. What procurement route do they use for this, is there a preferred framework?

N/A

C. Phone System

1. What Manufacturer is your phone system?

Solent NHS's phone system is supported and provided as a managed service by CGI

2. When date does your support contract come up for renewal on the Phone System?

The contract will need to be reviewed and renewed February 2022

3. What is the current cost of the phone system Support?

Solent NHS Trust has a complete infrastructure contract; with a value of approximately £5m. We do not have spending costs broken down specifically as requested

4. Which company is the support Contract with?

The contract is supported and provided as a managed service by CGI.

5. What procurement route do they use for this, is there a preferred framework?

N/A

D. Storage (SAN)

1. What Manufacturer of SAN are you using?

Solent NHS's SAN is supported and provided as a managed service by CGI

E. Data Centres

1. Do you use offsite/Third Party Data Centres?

Solent NHS do not currently use offsite/third party data centres, however the service model is included within the CGI contract.

