



Resolution

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March 2021

FOI_4958

The following information was requested on 17 February 2021:

I wish to submit a request to the organisation around their hosting contract(s) with 3rd party providers.

The type of contract I wish to see is below:

- 1. Dedicated hosting- Managed environment*
- 2. Co-Location- hosting allows a business to still own their own server equipment; however, instead of storing it in their own data centre, they instead are able to store it in rented space in a colocation hosting centre.*
- 3. Cloud Hosting- Cloud hosting services provide hosting for websites on virtual servers, which pull their computing resource from extensive underlying networks of physical web servers.*

Not all of these will be applicable to the organisation.

For the different types of hosting services, can you provide me with the following information:

- 1. Type of hosting – Dedicated, Co-Location, Cloud Hosting, Other?*
- 2. Who is the supplier of the contract? If possible can you also provide me with the name of the vendor, if applicable?*
- 3. What is the annual contract value for each contract?*
- 4. What type of cloud environment?*

Private Cloud- a distinct and secure cloud based environment in which only the specified client can operate.

Public Cloud - where cloud services are provided in a virtualized environment, constructed using pooled shared physical resources, and accessible over a public network such as the internet.

Hybrid- integrated cloud service utilising both private and public clouds to perform distinct functions within the same organisation.

- 5. What is the original start date of the contract agreement? If there are more than one contract please provide me with the start date for each contract.*
- 6. What is the actual expiry date of the contract agreement? If there are more than one contract please provide me with the expiry date for each contract.*
- 7. When will the organisation plan to review this contract? If there are more than one contract please provide me with the review date for each contract.*
- 8. What is the contract period in years? Please include whether the agreement has any extension periods?*
- 9. What services are provided under the contract? Please do not put hosting information such as web hosting, file storage, hosted application. The more information the better,*

10. Can you please provide me with the contract officer responsible for this contract?
Complete contact details if possible name, title, contact email and number.

Our Response

For the different types of hosting services, can you provide me with the following information:

1. Type of hosting – Dedicated, Co-Location, Cloud Hosting, Other?

We use both co-location and cloud hosting.

2. Who is the supplier of the contract? If possible can you also provide me with the name of the vendor, if applicable?

For our co-location hosting it is Crown Commercial Services.

For the hosting of our web services which are cloud, we use Siteground.

3. What is the annual contract value for each contract?

For our co-location hosting we have two contracts: £51,600 and £39,858.23.

For our cloud hosting with Siteground the annual value of the contract is £622.08.

4. What type of cloud environment?

Private Cloud- a distinct and secure cloud based environment in which only the specified client can operate.

Public Cloud - where cloud services are provided in a virtualized environment, constructed using pooled shared physical resources, and accessible over a public network such as the internet.

Hybrid- integrated cloud service utilising both private and public clouds to perform distinct functions within the same organisation.

For our co-location hosting we have a hybrid environment and for our Siteground cloud hosting arrangement we are using private cloud.

5. What is the original start date of the contract agreement? If there are more than one contract please provide me with the start date for each contract.

For our two co-location hosting contracts the start dates are 29/3/2017 and 14/3/2018.

For our cloud hosting contract, the start date is 31/12/2020.

6. *What is the actual expiry date of the contract agreement? If there are more than one contract please provide me with the expiry date for each contract.*

For our co-location contracts the end dates are March 2022 and March 2023.

For our cloud hosting contract the end date is 31/12/2021.

7. *When will the organisation plan to review this contract? If there are more than one contract please provide me with the review date for each contract.*

For our co-location hosting contracts a review date has not yet been agreed.

For our cloud hosting contract the review date is November 2021.

8. *What is the contract period in years?*

For co-location services, 60 Months. For cloud hosting, 12 months.

Please include whether the agreement has any extension periods?

Option to entering into a 12 month roll extension thereon for co-location services.

We do not have an extension period with our cloud hosting agreement.

9. *What services are provided under the contract? Please do not put hosting information such as web hosting, file storage, hosted application. The more information the better.*

For our co-location services - Internet service, managed router, IP addressing.

For our cloud hosting service - 40 GB SSD, 3 CPUs, 6 GB RAM (United Kingdom DC) however we have recently been upgraded to 40 GB SSD, 4 CPUs and 8 GB RAM for no additional cost to our current contract.

10. *Can you please provide me with the contract officer responsible for this contract? Complete contact details if possible name, title, contact email and number.*

For co-location service contracts as well as the cloud hosting contract - Sean Walker, Head of IT and Facilities, Sean.Walker@resolution.nhs.uk

This concludes our response to your request.

If you are not satisfied with the service that you have received in response to your information request, it is open to you to make a complaint and request a formal review of our decisions. If you choose to do this, you should write to [Tinku Mitra](#), Head of Corporate and Information Governance for NHS Resolution, within 28 days of your receipt of this reply. Reviews of decisions made in relation to information requests are carried out by a person who was not involved in the original decision-making about the request.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a review of the decision. Generally, the Information Commissioner will not make a decision unless you have exhausted the local complaints procedure. The address of the Information Commissioner's Office is:

Wycliffe House
Water Lane
Wilmslow
Cheshire
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