



# Resolution

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Telephone: 020 7811 2700

April 2023  
FOI\_5920

The following information was requested on 10 April 2023:

*As per my records, Crown Hosting contract has expired. I would like to know whether this contract is still valid or replaced by any other supplier.*

*If all the information besides the contract dates are the same, I am happy to just receive an update on the contract dates*

*Below highlighted original FOI request for your reference only.*

*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 resources 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**

The Crown Hosting contract has been renewed with an expiry date of May 2026 for both co-located Data centres.

All other information remains the same as per our previous response:

[FOI 5314 Hosting-contracts.pdf \(resolution.nhs.uk\)](#).

## **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](#), Deputy Director 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  
SK9 5AF

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