

Freedom of Information Act 2000**The Royal Cornwall Hospitals NHS Trust Response to Information request****Date Request Received: 10/01/2024****FOI Ref No: 23253****Requested Information**

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.

Response

Web Hosting

1. Type of hosting – Dedicated, Co-Location, Cloud Hosting, Other?
Answer: Dedicated Virtual Private Server in a cloud environment (presently standalone see below).
2. Who is the supplier of the contract? If possible, can you also provide me with the name of the vendor, if applicable?
Answer: Directly contracted with the vendor EUK host.
3. What is the annual contract value for each contract?
Answer: The VPS is contracted quarterly at £247.99 inc VAT.
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.
Answer: Public Cloud (Temporarily a standalone VPS machine).
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.
Answer: The original Cloud server contract started 6th March 2013.
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.
Answer: The end of each 3-month billing period, presently 25 March 2024.
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.
Answer: The contract is renewed every 3 months subject to continuing assessment of requirement, specification and performance.
8. What is the contract period in years? Please include whether the agreement has any extension periods?
Answer: Quarterly per year, effectively extended each quarter as required.
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.

Answer: General 24/7 support and specialised Enterprise support as required. Maintenance of the infrastructure and support for issue resolution , configuration and patching of the VM generally and general uptime monitoring with a 99.9% uptime objective.

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.

Answer: This is managed directly by the Web Team, we do not provide email addresses in response to FOIA requests.

Attachment(s)

Date Response sent: