



National Audit Office

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watchdog

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Reference FOI-1600

Date 28 April 2023

HOSTING CONTRACT(S) WITH 3RD PARTY PROVIDERS

Thank you for your request of 13 April 2023 in relation to 'Hosting contract(s) with 3rd party providers.' You have asked us to handle your request in accordance with the terms of the Freedom of Information Act 2000 (FOIA).

Annex A outlines the full details of your request. After checking our records, I can confirm that we do hold information fitting the description of your request. The specific information you requested is set out at **Annex B**. The Phoenix contract had expired, and we have provided you with the update. **Annex C** sets out the steps you may wish to take if you are not satisfied with the way we have handled your request for information under FOIA.

I hope you find this response helpful.

Yours sincerely,

NAO FOI Team

Annex A

Request for information about 'Hosting contract(s) with 3rd party providers'

The specific information you requested states:

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

Cloud	Ideagen
Cloud	Softcat
Cloud	Specialist Computer Centres (SCC)

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.

Annex B

NAO response

In your FOI request you refer to the NAO hosting contracts, Cloud Ideagen, Cloud Softcat, and Cloud Specialist Computer Centres (SCC) and have asked if the contracts are still valid or have been replaced by another supplier. Additionally, you state that if all the information besides the contract dates currently remains the same, you are happy to just receive an update on the contract dates which you have highlighted for our reference in your request. Therefore, we have only provided you with the updates as requested in the table below.

2. Who is the supplier of the contract? If possible can you also provide me with the name of the vendor, if applicable?	Ideagen Huddle Limited	Softcat Plc	Specialist Computer Center
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.	Q1 2022	Q4 2018	Q2 2022
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.	Q1 2024	Q1 2023	Q1 2023 (This will not be renewed)
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.	Q3 2023	Q3 2022	Q4 2022

Annex C

Statement of Policy

Our policy is to respond to requests made under the Freedom of Information Act 2000 as helpfully and promptly as possible, having regard to the principles set out in the Act. I therefore hope you are happy with the way we have handled your request. If you are not, then you should take the following steps.

In the first instance, within 40 working days, write to the National Audit Office Freedom of Information (FOI) Team at FOI.requests@nao.org.uk or by post to:

FOI Team, Green 2, National Audit Office, 157-197 Buckingham Palace Road, London, SW1W 9SP

The Head of FOI will arrange a review, which will be conducted by a senior member of staff who was not involved in decisions relating to your original request. Once the review has been completed, we will write informing you of the outcome.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

<https://ico.org.uk/> or Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF