

## Freedom of Information request 483-20

---

### Request

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 virtualised 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

Please find below data as per request:

	<b>System 1</b>	<b>System 2</b>	<b>System 3</b>
<b>System</b>	Cohort	Topdesk	Trakcare
<b>Type of Hosting</b>	Cloud	Cloud	Cloud
<b>Supplier</b>	Cohort Software Ltd	Topdesk UK Ltd	Intersystems Ltd
<b>Annual Contract Value</b>	£22,500	£24,700	£239,700
<b>Type of Cloud Environment</b>	Public Cloud - where cloud services are provided in a virtualised environment, constructed using pooled shared physical resources, and accessible over a public network such as the internet.	Public Cloud - where cloud services are provided in a virtualised environment, constructed using pooled shared physical resources, and accessible over a public network such as the internet.	<b>Private Cloud-</b> a distinct and secure cloud based environment in which only the specified client can operate.
<b>Original Start Date</b>	April 2018	November 2017	July 2020
<b>Expiry Date</b>	April 2021	November 2021	July 2025
<b>Contract Review Date</b>	January 2021	Not being reviewed. Moving to a new solution as part of a regional NHS contract.	July 2024
<b>Contract Period</b>	1 Year	1 Year	5 Years +5
<b>Services Provided</b>	Hosted Application software management and support	Hosted Application software management and support	Full Managed Service
<b>Person Responsible for Contract</b>	Vikki Hubner, Head of Work and Wellbeing, 01896 825982	Kevin Messer, IT Delivery Manager, 01896 827777	Kevin Messer, IT Delivery Manager, 01896 827777

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or [foi.enquiries@borders.scot.nhs.uk](mailto:foi.enquiries@borders.scot.nhs.uk).

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **483-20** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.