

**Reference Number:** FOI/LHCH/20154  
**From:** Private Individual  
**Date:** 07 January 2015  
**Subject:** External hosting

- Q1 Software as a Service (SaaS) is a software distribution model in which applications are hosted by a vendor or service provider and made available to customers over a network, typically the Internet.
- Q2 E-commerce hosting is a business that furnishes merchants with solutions for selling their merchandise online. The merchant is typically billed monthly for using space on the hosting company's server. Software is also leased for online order processing. E-commerce hosting businesses usually manage all the technical facets of commercial website development and maintenance for their clients. E-commerce hosting can also include electronic data interchange (EDI).
- Q3 Exchange Hosting is a service in the telecommunications industry whereby a provider makes a Microsoft e-mail box and space available on a server so its clients can host their data on the server. The provider manages the hosted data of its clients on the server.
- Q4 Web Hosting is the activity or business of providing storage space and access for websites.
- Q5 VOIP Hosting is a methodology and group of technologies for the delivery of voice communications and multimedia sessions over Internet Protocol (IP) networks, such as the Internet. Other terms commonly associated with VoIP are IP telephony, Internet telephony, voice over broadband (VoBB), broadband telephony, IP communications, and broadband phone service.
- Q6 Contact Centre: A hosted contact centre offers all the utilities associated with running a customer service outfit with a pay-as-you-go plan. This means that managers don't need to buy prohibitively expensive hardware, instead they can add software as needed and get deeper in their involvement as they grow.
- Q7 Unified communications is the integration of real-time communication services such as instant messaging, presence information, telephony, video conferencing, data sharing, call control and speech recognition with non-real-time communication services such as unified messaging

A1-7 [See attached document 'FOI20154 External Hosting'](#)

## Freedom of Information Request- External Hosting

Hi I would like to submit a freedom of information request to the organisation with regards to their external/3rd party contract for hosting which may include the following:

1. **Software as a Service (SaaS)** is a software distribution model in which applications are hosted by a vendor or service provider and made available to customers over a network, typically the Internet.
2. **E-commerce** hosting is a business that furnishes merchants with solutions for selling their merchandise online. The merchant is typically billed monthly for using space on the hosting company's server. Software is also leased for online order processing. E-commerce hosting businesses usually manage all the technical facets of commercial website development and maintenance for their clients. E-commerce hosting can also include electronic data interchange (EDI).
3. **Exchange** Hosting is a service in the telecommunications industry whereby a provider makes a Microsoft e-mail box and space available on a server so its clients can host their data on the server. The provider manages the hosted data of its clients on the server.
4. **Web** Hosting is the activity or business of providing storage space and access for websites.
5. **VOIP** Hosting is a methodology and group of technologies for the delivery of voice communications and multimedia sessions over Internet Protocol (IP) networks, such as the Internet. Other terms commonly associated with VoIP are IP telephony, Internet telephony, voice over broadband (VoBB), broadband telephony, IP communications, and broadband phone service.
6. **Contact Centre:** A hosted contact centre offers all the utilities associated with running a customer service outfit with a pay-as-you-go plan. This means that managers don't need to buy prohibitively expensive hardware, instead they can add software as needed and get deeper in their involvement as they grow.
7. **Unified communications** is the integration of real-time communication services such as instant messaging, presence information, telephony, video conferencing, data sharing, call control and speech recognition with non-real-time communication services such as unified messaging.

**For each external/3rd hosting contract can you please provide me with I have provided below:**

**Type of External Hosting Contract:** The types of hosting could include SaaS or Application, Ecommerce, Exchange, Web, VOIP, Contact Centre, and Unified Communications.

**Supplier Name:** Who is the contracted supplier for this external hosting?

**Annual Average Spend:** The annual average spend for this contract and please provide the average spend over the past 3 years for each provider. If this is a new contract please provide me with the estimated annual average spend.

**Contract Duration:** Please state the duration of the contract including any extensions.

**Contract Expiry Date:** When does this contract expiry? DD/MM/YY

**Contract Review Date:** When will the contract be reviewed? DD/MM/YY

**Contract Description:** Please provide me with information of the services provided under this contract.

**Internal Contact:** Can you please provide me with the contact details of the person responsible for this contract please include their full name, actual job title and direct contact number and email address.

**If any of the information above is not available can you please provide me with notes into the reason(s) why. Also if the contract is due to expire please provide me with the likely outcome of the expiring contract. If this is a new contract or a new supplier please can you provide me with a short list of suppliers that bid on this service/support contract?**

If none of the contracts I have requested is applicable to the organisation



Example	Contract 1	Contract 2	Contract 3
VOIP	SaaS	E-commerce	Exchange Hosting
BT Global Services	Shared Business Services		in-house
£30,000.00	£200,000.00		£8,200.00
2+1	6 years		n/a
01/05/2015	31st March 2018		n/a
01/01/2015	Mar-17		n/a
VOIP managed hosting	Finance Ledger. Procurement	Information not held - the Trust has no requirement for e-commerce solutions	Exchange 2010
Graham Jones	Dave Murphy		Dave Murphy
ICT Manager	Head of IT		Head of IT
020 7855 2223	0151 600 1509		0151 600 1509
graham.jones@bromley.g	<a href="mailto:dave.murphy@lhch.nhs.uk">dave.murphy@lhch.nhs.uk</a>		<a href="mailto:dave.murphy@lhch.nhs.uk">dave.murphy@lhch.nhs.uk</a>



Contract 4	Contract 5	Contract 6
Web hosting	VoIP Hosting	Contact Centre
Informatics Merseyside	Royal Liverpool and Broadgreen NHS Trust	
£21,300.00	£39,000.00	
2 years	Annual renewal	
Mar-16	Mar-15	
Dec-15	Jan-15	
Hosting of intranets and web services	LAN and Telephony support	Information not held - the Trust has no requirement for contact centre services
Dave Murphy	Dave Murphy	
Head of IT	Head of IT	
0151 600 1509	0151 600 1509	
<a href="mailto:dave.murphy@lhch.nhs.uk">dave.murphy@lhch.nhs.uk</a>	<a href="mailto:dave.murphy@lhch.nhs.uk">dave.murphy@lhch.nhs.uk</a>	



Contract 7	Contract 8
unified comms	
Information not held - no systems currently in use or under evaluation	