

FOI Reference Number: FOI/263/1819

Date: 30 August 2018

Request:

I wish to submit a request to the organisation around their hosting contract with 3rd party suppliers.

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 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:

Thank you for your information request which Mid and East Antrim Borough Council received on 23 August 2018.

Please find below Mid and East Antrim Borough Council's response to the information you requested in relation to hosting services.

Hosting Types

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.

For the different types of hosting services, can you provide me with the following information?

Backup Solution

1. Type of hosting - Dedicated
2. Who is the supplier of the contract? - Backup Technologies, Asigra
3. What is the annual contract value for each contract - region of £10,000
4. What type of cloud environment - Public Cloud
5. What is the original start date of the contract agreement - Feb 15
6. What is the actual expiry date of the contract agreement - Sept 19
7. When will the organisation plan to review this contract - in process
8. What is the contract period in years - was 3 year contract with poss. 2 year extension
9. What services are provided under the contract - hosting of backup data and access to same.
10. Can you please provide me with the contract officer responsible for this contract - [REDACTED]

Consultation Software

1. Type of hosting - Dedicated
2. Who is the supplier of the contract? - CiviQ
3. What is the annual contract value for each contract - region of £7,000 - £10,000
4. What type of cloud environment - Public Cloud
5. What is the original start date of the contract agreement - May 17
6. What is the actual expiry date of the contract agreement - May 19
7. When will the organisation plan to review this contract - Feb 19
8. What is the contract period in years - 2 years
9. What services are provided under the contract - online public consultation.
10. Can you please provide me with the contract officer responsible for this contract - [REDACTED]

Grants Solution

1. Type of hosting - Dedicated
2. Who is the supplier of the contract? - Team Solutionz - Grants Manager SW
3. What is the annual contract value for each contract - region of £15,000 - £20,000
4. What type of cloud environment - Public Cloud
5. What is the original start date of the contract agreement - Feb 18
6. What is the actual expiry date of the contract agreement - Feb 19
7. When will the organisation plan to review this contract - Jan 19
8. What is the contract period in years - 1 Year
9. What services are provided under the contract - Grant Management
10. Can you please provide me with the contract officer responsible for this contract - [REDACTED]

Outlook 365

1. Type of hosting - Dedicated
2. Who is the supplier of the contract? - Comparex - Microsoft Licensing
3. What is the annual contract value for each contract - built into all Microsoft Licencing annual costs
4. What type of cloud environment - Public Cloud
5. What is the original start date of the contract agreement - Mar 18
6. What is the actual expiry date of the contract agreement - Feb 21
7. When will the organisation plan to review this contract - Dec 20
8. What is the contract period in years - 3 years with possible 2 x 12 month extensions

9. What services are provided under the contract - all MS Licencing incl hosting of Email in Outlook 365
10. Can you please provide me with the contract officer responsible for this contract - [REDACTED]

Meetings Solution

1. Type of hosting - Dedicated
2. Who is the supplier of the contract? - Team Solutionz - MinutePad
3. What is the annual contract value for each contract - region of £15,000 - £20,000
4. What type of cloud environment - Public Cloud
5. What is the original start date of the contract agreement - Sept 18
6. What is the actual expiry date of the contract agreement - Aug 19
7. When will the organisation plan to review this contract - July 19
8. What is the contract period in years - 1 Year
9. What services are provided under the contract - Meetings / Agenda Management
10. Can you please provide me with the contract officer responsible for this contract - [REDACTED]

HR Solution

1. Type of hosting - Dedicated
2. Who is the supplier of the contract? - Hallmark - PAMS
3. What is the annual contract value for each contract - region of £6,000
4. What type of cloud environment - Public Cloud
5. What is the original start date of the contract agreement - April 18
6. What is the actual expiry date of the contract agreement - Mar 19
7. When will the organisation plan to review this contract - Jan 19
8. What is the contract period in years - 1 year
9. What services are provided under the contract - recruitment and selection - HR solution
10. Can you please provide me with the contract officer responsible for this contract - [REDACTED]

Performance Management Solution

1. Type of hosting - Dedicated
2. Who is the supplier of the contract? - Team Solutionz - Performance Manager
3. What is the annual contract value for each contract - region of £10,000 - £15,000
4. What type of cloud environment - Public Cloud
5. What is the original start date of the contract agreement - Jan 18
6. What is the actual expiry date of the contract agreement - Dec 19
7. When will the organisation plan to review this contract - Oct 19
8. What is the contract period in years - was 2 year contract with poss. 2 x 12 month extension
9. What services are provided under the contract - performance management
10. Can you please provide me with the contract officer responsible for this contract - [REDACTED]

Risk Management Solution

1. Type of hosting - Dedicated
2. Who is the supplier of the contract? - Team Solutionz - Risk Manager
3. What is the annual contract value for each contract - region of £10,000 - £15,000
4. What type of cloud environment - Public Cloud
5. What is the original start date of the contract agreement - Jan 18
6. What is the actual expiry date of the contract agreement - Dec 19
7. When will the organisation plan to review this contract - Oct 19
8. What is the contract period in years - was 2 year contract with poss. 2 x 12 month extension
9. What services are provided under the contract - Risk management
10. Can you please provide me with the contract officer responsible for this contract - [REDACTED]

Tascomi Building Control Solution

1. Type of hosting - Dedicated
2. Who is the supplier of the contract? - Tascomi - Te-Build
3. What is the annual contract value for each contract - region of £20,000
4. What type of cloud environment - Public Cloud
5. What is the original start date of the contract agreement - Apr 18
6. What is the actual expiry date of the contract agreement - Apr 19
7. When will the organisation plan to review this contract - Feb 19
8. What is the contract period in years - 1 year extension

9. What services are provided under the contract - Building Control legislation Solution
10. Can you please provide me with the contract officer responsible for this contract - [REDACTED]

Tascomi Env Health Solution

1. Type of hosting - Dedicated
2. Who is the supplier of the contract? - Tascomi - Te-Environment
3. What is the annual contract value for each contract - region of £35,000
4. What type of cloud environment - Public Cloud
5. What is the original start date of the contract agreement - Apr 18
6. What is the actual expiry date of the contract agreement - Apr 19
7. When will the organisation plan to review this contract - Feb 19
8. What is the contract period in years - 1 year extension
9. What services are provided under the contract - Env Health legislation Solution
10. Can you please provide me with the contract officer responsible for this contract - [REDACTED]

Tascomi Dog Licensing Solution

1. Type of hosting - Dedicated
2. Who is the supplier of the contract? - Tascomi - Te-Dogs
3. What is the annual contract value for each contract - region of £5,000
4. What type of cloud environment - Public Cloud
5. What is the original start date of the contract agreement - Apr 18
6. What is the actual expiry date of the contract agreement - Apr 19
7. When will the organisation plan to review this contract - Feb 19
8. What is the contract period in years - 1 year extension
9. What services are provided under the contract - Dog Licensing Solution
10. Can you please provide me with the contract officer responsible for this contract - [REDACTED]

Tascomi CRM Solution

1. Type of hosting - Dedicated
2. Who is the supplier of the contract? - Tascomi - Te-Care
3. What is the annual contract value for each contract - region of £7,000 - £10,000
4. What type of cloud environment - Public Cloud
5. What is the original start date of the contract agreement - Apr 18

6. What is the actual expiry date of the contract agreement - Apr 19
7. When will the organisation plan to review this contract - Feb 19
8. What is the contract period in years - 1 year extension
9. What services are provided under the contract - Customer

Relationship Solution

10. Can you please provide me with the contract officer responsible for this contract - [REDACTED]

Cemeteries Solution

1. Type of hosting - Dedicated
2. Who is the supplier of the contract? - Plotbox Pro
3. What is the annual contract value for each contract - region of £15,000
4. What type of cloud environment - Public Cloud
5. What is the original start date of the contract agreement - Sept 17
6. What is the actual expiry date of the contract agreement - Sept 20
7. When will the organisation plan to review this contract - Feb 19
8. What is the contract period in years - 1 year extension
9. What services are provided under the contract - Cemetery

Management Solution

10. Can you please provide me with the contract officer responsible for this contract - [REDACTED]

Web Hosting

1. Type of hosting - Dedicated
2. Who is the supplier of the contract? - Tibus
3. What is the annual contract value for each contract - region of £3000
4. What type of cloud environment - Public Cloud
5. What is the original start date of the contract agreement - Apr 18
6. What is the actual expiry date of the contract agreement - Apr 19
7. When will the organisation plan to review this contract - Feb 19
8. What is the contract period in years - 1 year extension
9. What services are provided under the contract - Web Hosting
10. Can you please provide me with the contract officer responsible for this contract - [REDACTED]

If you are dissatisfied with the handling of part of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to the Chief Executive at the Braid Ballymena Town Hall, 1-29 Bridge Street, Ballymena, BT43 5EJ.

Please remember to quote the reference number FOI/263/1819 in any future communications.

If you are not content with the outcome of an internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Please be advised that Mid and East Antrim Borough Council may release the response to this information request into the public domain via our website at <https://www.midandeastantrim.gov.uk/>.

If we publish our response to your request, your personal data will be removed to protect your privacy.