

Reference: 633754

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Freedom of Information: Right to know request

Thank you for your request for information about 3rd Party Hosting.

This was received by Ofcom on 1 November and it has been considered under the Freedom of Information Act 2000 (“the Act”).

Please see below our response to your requests:

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?*

Ofcom has one co-located data centre and uses some cloud-based hosting. The cloud-based hosting will increase significantly throughout calendar year 2019.

- 2. Who is the supplier of the contract? If possible, can you also provide me with the name of vendor, if applicable?*

NIIT Limited provides our hosting. The co-located data centre is subcontracted to Sungard. We also use Microsoft Azure.

- 3. What is the annual contract value for each contract?*

We are unable to disclose annual contract value information as it is exempt under section 43(2) of the Act which deals with information that would prejudice the commercial interests of a person or company.

In applying section 43(2), we have had to balance the public interest in withholding the information against the public interest in disclosing the information. Annex A to this letter sets out the exemption in full, as well as the factors Ofcom considered when deciding where the public interest lay.

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.

We use Public Cloud, i.e. Microsoft Azur.

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.*

The agreement with NIIT (Sungard) started in Q2 2016 and ends in Q2 2020. We can extend for further two years.

The agreement with NIIT (Microsoft Azur) will commence in Q1 2019 and ends in Q2 2020. We can extend for a further two years.

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.*

See response to question 5.

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.*

We will review the NIIT contract as a whole in Q1 2019 and will decide whether to implement one or both of the extension years.

8. *What is the contract period in years? Please include whether the agreement has any extension periods?*

See response to question 5.

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,*

We currently use the Sungard data centre for file storage and hosting our on-premise applications like SAP and some of our web facing applications. We will be putting some of these services into the cloud, Microsoft Azure, throughout calendar year 2019. We are currently working on this project.

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*

Andrew Curtois, Head of Vendor Management is responsible for this contract and is contactable by telephone on 020 7981 3000.

If you have any queries, please contact information.requests@ofcom.org.uk. Please remember to quote the reference number above in any future communications.

Yours sincerely,

Jerin John

If you are unhappy with the response or level of service you have received in relation to your request from Ofcom, you may ask for an internal review. If you ask us for an internal review of our decision, it will be treated as a formal complaint and will be subject to an independent review within Ofcom. We will acknowledge the complaint and inform you of the date by which you might expect to be told the outcome.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for undertaking internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact:

Corporation Secretary
Ofcom
Riverside House
2a Southwark Bridge Road
London SE1 9HA

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:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Annex

Section 43(2) – where information, if disclosed, would, or would be likely to, prejudice the commercial interests of a company	
Factors for disclosure	Factors for withholding
<ul style="list-style-type: none"> • Open policy making and public confidence in regulated activities 	<ul style="list-style-type: none"> • Specific companies are identifiable and as such their ability to conduct their business activities would be diminished if this data were publicly available at this time. Therefore, commercial interest would be prejudiced. • Disclosure of contract value information would distort the competitive tendering process in procurement exercises, thereby prejudicing the commercial interests of companies.
Reasons why public interest favours withholding information	
<ul style="list-style-type: none"> • Ofcom enjoys a positive relationship with its stakeholders and external expertise in order to carry out its work, and is entrusted with commercially sensitive data provided by those companies. The release of this information into the public domain would impair both this relationship and could make it more difficult to procure services in future. 	