



Department  
for Environment  
Food & Rural Affairs

helpline@defra.gsi.gov.uk  
www.gov.uk/defra

**Your ref:**  
**Our ref:** RFI 6707  
**Date:** 30 July 2014

Dear [REDACTED]

**REQUEST FOR INFORMATION: External/3<sup>rd</sup> Party Hosting**

Thank you for your request for information about external/3<sup>rd</sup> party hosting, which we received on 2<sup>nd</sup> July 2014. We have handled your request under the Freedom of Information Act 2000 (FOIA).

You asked for information under the Freedom of Information Act in relation to Defra's use of hosting services in the following specific categories:

1. Software as a Service (SaaS)
2. E-commerce Hosting
3. Exchange Hosting
4. Web Hosting
5. VOIP Hosting
6. Contact Centre
7. Unified Communications

We have reviewed our contract registers and identified those contracts that appear to fall under those categories (NB we do not categorise our contracts using these labels), and these contracts are detailed in the attached spreadsheet.



## **Annex A**

### **Copyright**

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## **Annex B**

### **Complaints**

If you are unhappy with the service you have received in relation to your request you may make a complaint or appeal against our decision under section 17(7) of the FOIA or under regulation 18 of the EIRs, as applicable, within 40 working days of the date of this letter. Please write to Mike Kaye, Head of Information Standards, Area 4D, Nobel House, 17 Smith Square, London, SW1P 3JR (email: [requestforinfo@defra.gsi.gov.uk](mailto:requestforinfo@defra.gsi.gov.uk)) and he will arrange for an internal review of your case. Details of Defra's complaints procedure are on our website.

If you are not content with the outcome of the internal review, section 50 of the FOIA and regulation 18 of the EIRs gives you the right to apply directly to the Information Commissioner for a decision. Please note that generally the Information Commissioner cannot make a decision unless you have first exhausted Defra's own complaints procedure. The Information Commissioner can be contacted at:

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

Some contracts on our contract register are not included as while they are for hosting they are not in these categories eg Infrastructure as a Service or Platform as a Service. We have also not included spend for our outsourced IT contract with IBM. This contract is provided to not just Defra, but Natural England, Animal Health and Veterinary Laboratories Agency, Rural Payments Agency, and other Defra bodies. IBM provide a total IT service from desktops to networks to hosting of storage and applications, and many other services. The services touch on a number of the categories enquired about, but services are not consumed as a packaged "SaaS" or "Hosted Exchange" product. Data is therefore not held at the category level or by organisation to enable us to answer.


In keeping with the spirit and effect of the FOIA, and in keeping with the government's Transparency Agenda, all information is assumed to be releasable to the public unless exempt. Therefore, the information released to you will now be published on [www.gov.uk](http://www.gov.uk) together with any related information that will provide a key to its wider context. Please note that this will not include your personal data.

I attach Annex A, which explains the copyright that applies to the information being released to you.

I also attach Annex B giving contact details should you be unhappy with the service you have received.

If you have any queries about this letter, please contact me.

Yours

  
Email: [is.communications@defra.gsi.gov.uk](mailto:is.communications@defra.gsi.gov.uk)