

From: Riddle, Maya on behalf of Enquiries, FOI
Sent: 29 July 2014 11:51
To: 'Graham Peach'
Subject: RE: Freedom of Information Request- External/3rd Party Hosting
Attachments: UKAEA - 3rd Party Hosting Contracts.xls

Dear Graham

We have concluded our search for the information requested.

The only applicable external/3rd party hosting contract is Software as a Service (SaaS). Information on these contracts are provided in the attached spreadsheet.

We do not have a fixed contact for each contract. However, there is general group email for our procurement which any enquiries can be sent to and will forwarded to the most appropriate person. This email is: procurement@ccfe.ac.uk

Your enquiry has been dealt with under the Freedom of Information Act. If you are unhappy with the service you have received in relation to your request please let me know. Our complaints procedure is available on: <https://www.gov.uk/government/organisations/uk-atomic-energy-authority/about/complaints-procedure>

Kind regards,

Maya

Dr Maya Riddle, Secretariat, UK Atomic Energy Authority,
K2/1/10, Culham Science Centre

From: Graham Peach [<mailto:gpeachy77@gmail.com>]
Sent: 02 July 2014 09:51
Subject: Freedom of Information Request- External/3rd Party Hosting

Dear FOI Officer,

I would like to request information under the Freedom of Information Act. The information that I require relates to a specific external/3rd party hosting contract which may include:

1. **Software as a Service (SaaS)** is a software distribution model in which applications are hosted by a vendor or service provider on the Internet.

2. **E-commerce** hosting is a business that furnishes merchants with solutions for selling their merchandise online. The merchant company's server. Software is also leased for online order processing. E-commerce hosting businesses usually manage all the 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 on a 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 IP networks. Terms commonly associated with VoIP are IP telephony, Internet telephony, voice over broadband (VoBB), broadband telephony, and VoIP.

6. **Contact Centre**: A hosted contact centre offers all the utilities associated with running a customer service outfit with a pay-as-you-go model. Instead of 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, and speech recognition with non-real-time communication services such as unified messaging.

Please can you see the attached file and fill the information into the space provided (Contract1-8). If none of the contract above apply, please state why. If however the services i have request is hosted internally please can you state this within the response as well as providing contact for that particular type of hosting.

Regards

Graham Peach

External 3rd Party Hosting						
Type of Hosting	Supplier	Annual average spend	Contract Duration	Expiry Date	Review Date	Contract Description
Off Site hosting	Rivo	£10k	12 months	31.03.2015	31.01.2015	H&S Software Maintenance
Off Site hosting	Workrite	£500	no contract in place	N/A	N/A	DSE Assessments
Off Site hosting	Rullion Solutions /Engineering	Part of managed service	3 years with extensions	30.06.2015	monthly	Agency worker/Recruitment System
Off Site hosting	Spidex	£25k	12 months	31.08.2014	30.06.2014	Mainsaver Maintenance
Off Site hosting	Amris	£18k	36 months	31.08.2016	31.08.2015	e-recruitment system