

FOI 24/031 - FOI Request - Hosting

MHRA Customer Services <MHRACustomerServices@mhra.gov.uk>

Tue 06/02/2024 12:30

To [REDACTED];DT-DBO <DT-DBO@mhra.gov.uk>

Dear [REDACTED]

Thank you for your request of 10 January 2024 under the Freedom of Information Act. Your questions are listed below, with our responses in blue text beneath each.

1. Type of hosting – Dedicated, Co-Location, Cloud Hosting, Other?

Co-Location and Cloud Hosting

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

Co-Location – Crown Hosting Data Centre

Cloud Hosting – Red Ant, Azure, Mulesoft and Appian, Google

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

Crown Hosting Data Centre ~£102,000

Red Ant (Hosting only) ~£15,000

Azure ~£3,000,000

Mulesoft ~£391,000

Appian ~£872,000

Google ~£12,000

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 virtualized 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.

Hybrid

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.

Crown Hosting Data Centre – Jun 2022

Red Ant (Hosting only) – July 2022

Azure – Jan 2022

Mulesoft – Nov 2022

Appian – Jan 2018

Google – Month to month 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.

Crown Hosting Data Centre – Jun /2027

Red Ant (Hosting only) – Jun 2024

Azure – Jan 2025

Mulesoft – Nov 2024

Appian – Dec 2025

Google – n/a

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.

Contracts are reviewed on an ongoing basis and dependent on future requirements

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

Crown Hosting Data Centre – 5 years

Red Ant (Hosting only) – 2 years

Azure – 3 years

Mulesoft – 2 years

Appian – 2 years extension

Google – n/a

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,

Crown Hosting Data Centre – data centre services

Red Ant (Hosting only) – web hosting

Azure – Infrastructure and platform services

Mulesoft – Infrastructure and applications services

Appian – Infrastructure and applications services

Google – Infrastructure/platform/application services

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.

All contracts are managed by IT Commercial Management Team –
ITCommercialmanagement@mhra.gov.uk

If you are dissatisfied with the handling 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 you receive this response and addressed to: info@mhra.gov.uk

Please remember to quote the reference number above in any future communications.

If you were to remain dissatisfied with the outcome of the internal review, you would have the right to apply directly to the Information Commissioner for a decision. Please bear in mind that the Information Commissioner will not normally review our handling of your request unless you have first contacted us to conduct an internal review. The Information Commissioner can be contacted at:

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

Or online via: <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

Yours sincerely

MHRA Customer Experience Centre
Communications and engagement team
Medicines and Healthcare products Regulatory Agency
10 South Colonnade, Canary Wharf, London E14 4PU

From: [REDACTED]
Sent: Wednesday, January 10, 2024 12:00 PM
Subject: FOI 24/031 - FOI Request - Hosting

Hi Data Protection/FOI Officer,

I wish to submit a request to the organisation around their hosting contract(s) with 3rd party providers.

You may have received the same request in the past and this information sent has now expired and I require an update as soon as possible for the following.

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 resources 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 the 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 virtualized 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.

Thanks/Regards,



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