



Kent and Medway

NHS and Social Care Partnership Trust

Information Governance & Records Management Department

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Sent via email

Dear [REDACTED]

Request for Information

I write further to your request FOI ID 32816 under the Freedom of Information Act 2000 regarding:-

Hosting

Your request is set out below:

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.

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?
Services are hosted internally by KMPT apart from the following:
 - **RiO which is hosted by Servelec**
 - **NHS Mail which is hosted by NHS Digital**
 - **Lifesize which is hosted by Lifesize**
2. Who is the supplier of the contract? If possible, can you also provide me with the name of the vendor, if applicable?
 - **RiO which is supplied by Servelec**
 - **NHS Mail which is supplied by NHS Digital**
 - **Lifesize which is supplied by Lifesize**
3. What is the annual contract value for each contract?
 - **RiO - £154,641**
 - **NHS mail is free**
 - **Lifesize - £115,000**

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Trust Chair – Dr Jackie Craissati
Chief Executive – Helen Greatorex

4. What type of cloud environment?
- Private Cloud**- a distinct and secure cloud-based environment in which only the specified client can operate.
- RiO and NHS Mail are private cloud-based environments.**
- 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.
- Lifesize is a public cloud-based environment.**
- Hybrid**- integrated cloud service utilising both private and public clouds to perform distinct functions within the same organisation.
- N/A**
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.
- **RiO contract commenced in 2015**
 - **NHS Mail is not a KMPT contract**
 - **Lifesize contract commenced in March 2019**
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.
- **RiO is due to expire in 2025**
 - **NHS Mail is not a KMPT Contract**
 - **Lifesize is due to expire March 2024**
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.
- **RiO contracts are reviewed 18 months prior to there expiry**
 - **NHS Mail is not a KMPT contract**
 - **Lifesize contract will be reviewed in March 2024**
8. What is the contract period in years? Please include whether the agreement has any extension periods?
- **The original contract for RiO was for five years, however was extended for a further 5 years.**
 - **NHS Mail is not a KMPT contract**
 - **Lifesize is contracted for five years with no extension.**
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.
- **RiO is the electronic system for a patient record which is a hosted service, the EPR holds all of the client information. We have also purchased additional modules such as eObs & Bed Management which improve the way we are able to report and record on clinical information.**
 - **NHS Mail provides a centrally funded email and O365 tenancy specific to the NHS. All Microsoft tenancy services are available within this provision.**
 - **Lifesize provides a hosted video conferencing solution for individual and room systems. The solution provides dedicated permanent and one-time meeting facilities, centralised administration and licensed user access to the services. Lifesize also provides the room systems and integration with individual user access. The solution includes livestreaming and recording.**

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.

Shawn O'Flanagan – Acting Associate Director of Digital Services. Shawn.oflanagan@nhs.net

I confirm that the information above completes your request under the Freedom of Information Act 2000. I am also pleased to confirm that no charge will be made for this request.

If you have any questions or concerns or are unhappy with the response provided or the service you have received you can write to the Head of Information Governance at the address on top of this letter. If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision.

Yours Sincerely

On Behalf of
The Information Governance Department