

Email: foirequests.nhswirralccg@nhs.net

Date: 9th January 2015

NHS Wirral Clinical Commissioning Group
Old Market House Hamilton Street
Birkenhead
Wirral
CH41 5AL
Tel: 0151 651 0011

Re: Freedom of Information Request

Thank you for your request for information made under the Freedom of Information Act 2000 which was received into this office on the 7th January 2015.

You Asked for:

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 and made available to customers over a network, typically the Internet.
2. **E-commerce** hosting is a business that furnishes merchants with solutions for selling their merchandise online. The merchant is typically billed monthly for using space on the hosting company's server. Software is also leased for online order processing. E-commerce hosting businesses usually manage all the technical facets of commercial website development and 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 available on a server so its clients can host their data on the 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 Internet Protocol (IP) networks, such as the Internet. Other terms commonly associated with VoIP are IP telephony, Internet telephony, voice over broadband (VoBB), broadband telephony, IP communications, and broadband phone service
6. **Contact Centre**: A hosted contact centre offers all the utilities associated with running a customer service outfit with a pay-as-you-go plan. This means that managers don't need to buy 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, telephony, video conferencing, data sharing, call control 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 to the organisation please can you state the reasons why. If however the services i have request is hosted internally please can you state this within the response as well as providing me information on the annual average spend and the internal contact for that particular type of hosting.

Our Response:

NHS Wirral Clinical Commissioning Group does not hold any contracts of this kind.

I hope this sufficiently answers your FOI enquiry however if you require any further information please do not hesitate to contact a member of the FOI team (contact details at the top of this letter).

Re- Use of Information

Most of the information that we provide in response to Freedom of Information Act 2000 requests will be subject to copyright protection. In most cases the copyright will be owned by Wirral Clinical Commissioning Group. The copyright in other information may be owned by another person or organisation, as indicated on the information itself.

You are free to use any information supplied for your own non-commercial research or private study purposes. The information may also be used for any other purpose allowed by a limitation or exception in copyright law, such as news reporting. However, any other type of re-use, for example by publishing the information in analogue or digital form, including on the internet, will require the permission of the copyright owner.

For information where the copyright is owned by Wirral Clinical Commissioning Group please e-mail foirequests.nswirralccg@nhs.net to request a reuse licence.

For information where the copyright is owned by another person or organisation you must apply to the copyright owner to obtain their permission.