



**Gofynner am/  
Please ask for:** Information Governance  
and Compliance

**Tel:** 01443232000

**E-bost/E-mail:** DataProtection@southwales-fire.gov.uk

**Our ref:** 166\_1920

**Dyddiad/Date:** 10/09/2019

## RE: Request for Information held by SWFRS

Your request ref: **166\_1920** has been dealt with under the Freedom of Information Act 2000.

### You asked us:

This is a request for information that relates to the organisation's contracts around ICT contract(s) for Server Hardware Maintenance, Server Virtualisation Licenses and Maintenance and Storage Area Network (SAN) Maintenance/Support, which may include:

- Server Hardware Maintenance- contracts relating to the support and maintenance of the organisation's physical servers.
- Virtualisation Maintenance/Support/ Licensing (VMware, Solaris, Unix, Linux, Windows Server)
- Storage Area Network Maintenance/Support (EMC, NetApp etc)

For each of the type of contract described above, please can you provide me with the following data? If there is more than one contract please split the information for each separate supplier this includes annual spend

1. **Contract Title: Please provide me with the contract title.**  
**Data Centre Equipment**
2. **Type of Contracts (ABOVE): Please can you provide me with one or more contract types the contract relate to: Server Hardware, Virtualisation, SAN (Storage Area Network)**  
**Data Centre Equipment – Server hardware, SAN, Environmental**
3. **Existing/Current Supplier: Please provide me with the supplier name for each contract.**  
**Computacenter**
4. **Brand: Please state the brand of hardware or software**  
**HPE, APC, NIMBLE**
5. **Operating System / Software (Platform): (Windows, Linux, Unix, Vsphere, AIX, Solaris etc.) Please state the operating system used by the organisation**  
**Windows Server 2012R2, VMs on Hyper-V**

Pencadlys Gwasanaeth Tân ac Achub De Cymru,  
Parc Busnes Forest View, Llantrisant, Pont-y-clun, CF72 8LX.

Ffôn 01443 232000 • Ffacs 01443 232180  
www.decymru-tan.gov.uk

Rydym yn croesawu gohebiaeth yn y gymraeg a'r saesneg - byddwn yn ymateb yn gyfartal i'r ddau ac yn ateb yn eich dewis iaith heb oedi.

CODI YMWYBYDDIAETH - LLEIHAU PERYGL

South Wales Fire and Rescue Service Headquarters,  
Forest View Business Park, Llantrisant, Pontyclun, CF72 8LX.

Telephone 01443 232000 • Fax 01443 232180  
www.southwales-fire.gov.uk

We welcome correspondence in Welsh and English - we will respond equally to both and will reply in your language of choice without delay.

RAISING AWARENESS - REDUCING RISK



6. **Annual Average Spend: Please provide me with the most recent annual spend for this contract?**  
**£50K**
7. **Contract Duration: (Please can you also include notes if the contract includes any contract Extension periods.)**  
**04/02/2023**
8. **Contract Expiry Date: Please can you provide me with the date of when the contract expires.**  
**04/02/2023**
9. **Contract Review Date: (An approximate date of when the organisation is planning to review this particular contract.)**  
**04/05/2022**
10. **Purchase of Servers: Could you please provide me with the month and year in which most/bulk of servers were purchased.**  
**SWFRS purchase when required – last major purchase was in Mar 2019 when we purchased Nimble storage**
11. **Number of Physical Server: Please can you provide me with the number of physical servers.**  
**20**
12. **Number of Virtual Servers: Please can you provide me with the number of Virtual servers' servers.**  
**161**
13. **Brief Contract Description: I require a brief description of the service provided under this contract. Please do not just put maintenance I need at least a sentence.**  
**Long term contract to provide option to directly purchase Servers, storage and data centre infrastructure equipment along with the option of purchasing consultancy services.**
14. **Contract Owner: (The person from within the organisation that is responsible for reviewing and renewing this particular contract. Please include their full name, job title, direct contact number and direct email address.)**  
**With regard to your request for direct contact details, SWFRS operates a single point of contact policy. All callers are requested to contact the Service via HQ Reception on 01443 232000. The call will be directed to the most appropriate department/individual to deal with your call.**

**This is the same for email correspondence. Please direct all emails enquiries to [swfs@southwales-fire.gov.uk](mailto:swfs@southwales-fire.gov.uk) so that your request can be directed as appropriate. This policy is in operation to ensure that calls/emails are dealt with more efficiently – as structures/posts can change, this prevents emails being sent to individuals whose role may have changed. It also prevents individuals from receiving unwarranted calls/correspondence. This stance is supported by guidance from the Information Commissioner's Office.**



If you have any queries regarding your Freedom of Information request, please contact us at [Dataprotection@southwales-fire.gov.uk](mailto:Dataprotection@southwales-fire.gov.uk) quoting the reference number above in any future communication.

If you are dissatisfied with the way that your information request has been handled, you can request an internal review by writing to:

Information Governance and Compliance Manager  
South Wales Fire and Rescue Service  
Forest View Business Park  
Llantrisant  
CF72 8LX

If you remain dissatisfied with the handling of your request, you have the right to appeal to the Information Commissioner at:

Information Commissioner's Office-Wales,  
2nd Floor,  
Churchill House,  
Churchill Way,  
Cardiff,  
CF10 2HH.

There is no charge for making an appeal.

Yours Faithfully

## Information Governance and Compliance

**Abbielea Oldfield**

[Dataprotection@southwales-fire.gov.uk](mailto:Dataprotection@southwales-fire.gov.uk)