



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

Tel: 01443232000

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

Our ref: 209_1920

Dyddiad/Date: 24/10/2019

RE: Request for Information held by SWFRS

Your request ref: 209_1920 has been dealt with under the Freedom of Information Act 2000.

You asked us:

1) Is your current IT Service Management function and associated software application based in house or Outsourced to a 3rd Party?

In – House

2) Please provide the full name and version of the ITSM software application in use?

House-on-the-Hill (Version SD201810h)

3) What is the lifetime value of the contract and over how many years?

£37100 - 5 years (April 2022)

4) As part of the existing contract how many support operatives (agents) are licenced/subscribed to use the solution? (These are individuals who work on the desk in resolver groups, not customers using a Self-Service function).

53 Agents

5) When is the contract due for renewal?

April 2022

6) How was the current solution procured – directly with the Vendor, through a Framework or via G Cloud?

Framework

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.

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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



7) What are your published procurement thresholds for tendering purposes?

Thresholds for tendering are:

| | |
|---------------------------------|---|
| Under £2,500 | Value for Money |
| £2,500 to £19,999 | At least three written quotes or Invitation to Quote (ITQ) on Sell2Wales portal |
| £20,000 to £119,999 | Formal quotations through advertisement and ITQ / Contract Notice on Sell2Wales portal |
| £120,000 to EU threshold | Invitation to Tender through advertisement on Sell2Wales portal |
| Above EU Threshold | Invitation to tender by advertisement in EU Journal |

8) What is the Authority's strategy with regards to Cloud solutions as opposed to In House installations?

Authority is Open to the best solutions

9) Has the organisation ever procured through the G Cloud Framework?

Yes

If you have any queries regarding your Freedom of Information request, please contact us at 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

Pencadlys Gwasanaeth Tân ac Achub De Cymru,
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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

Dataprotection@southwales-fire.gov.uk

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