



**Gofynner am/
Please ask for:** Information Governance
and Compliance
Tel: 01443232000
E-bost/E-mail: DataProtection@southwales-fire.gov.uk
Our ref: IG000188
Dyddiad/Date: 03/04/2020

RE: Request for Information held by SWFRS

Your request ref: IG000188 has been dealt with under the Freedom of Information Act 2000.

You asked us:

I am currently embarking on a research project around Cyber Security and was hoping you could provide me with some contract information relating to following information:

1. Standard Firewall (Network) - **Firewall service** protects your corporate Network from unauthorised access and other Internet security threats
2. Anti-virus Software Application - Anti-virus software is a program or set of programs that are designed to prevent, search for, detect, and remove software viruses, and other malicious software like worms, trojans, adware, and more.
3. Microsoft Enterprise Agreement - is a volume licensing package offered by **Microsoft**.

For each of the different types of cyber security services can you please provide me with:

1. Who is the existing supplier for this contract? [Please see answers below](#)
2. What does the organisation annual spend for each of contract? [Please see answers below](#)
3. What is the description of the services provided for each contract?
[Please do not just state firewall. Please see answers below](#)
4. Primary Brand (ONLY APPLIES TO CONTRACT 1&2) [Section 43 exemption applies](#)
5. What is the expiry date of each contract? [Please see answers below](#)
6. What is the start date of each contract? [Please see answers below](#)
7. What is the contract duration of contract? [Please see answers below](#)
8. The responsible contract officer for each of the contracts above?

Full name, job title, contact number and direct email address. [Section 40 & Section 36 exemptions apply](#)

9. Number of Licenses (ONLY APPLIES TO CONTRACT 3)" [Please see answers below](#)



Our response:

1. Standard Firewall (Network) - Firewall service protects your corporate Network from unauthorised access and other Internet security threats

- Who is the existing supplier for this contract?

Note: We have no "single firewall service" as such, we purchased our own hardware and have support and updates for them.

- iTogether

- ITSUS

- What is the description of the services provided for each contract? Please do not just state firewall.

Hardware and software, support and updates

- What is the contract duration of contract?

5 Years

- Number of Licenses (ONLY APPLIES TO CONTRACT 3)

N/A

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

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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.

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2. Anti-virus Software Application - Anti-virus software is a program or set of programs that are designed to prevent, search for, detect, and remove software viruses, and other malicious software like worms, trojans, adware, and more.

- Who is the existing supplier for this contract?
Insight Direct (UK) Ltd
- What is the description of the services provided for each contract? Please do not just state firewall.
Antivirus supply, update and support
- What is the expiry date of each contract?
28/11/2021
- What is the start date of each contract?
29/11/2021
- What is the contract duration of contract?
5 Years
- Number of Licenses (ONLY APPLIES TO CONTRACT 3)"
N/A

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3. Microsoft Enterprise Agreement - is a volume licensing package offered by Microsoft.

- Who is the existing supplier for this contract?
Softcat
- What is the description of the services provided for each contract? Please do not just state firewall.
SQL
- What is the expiry date of each contract?
28/11/2020
- What is the start date of each contract?
29/11/2017
- What is the contract duration of contract?
3 Years
- Number of Licenses (ONLY APPLIES TO CONTRACT 3)
40

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Exemption Statements

Section 36 Prejudice to effective conduct of public affairs

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 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

Which states that:

"The presumption is in favour of protecting privacy, so the release of personal information will only be fair if there is a genuine reason to disclose. This involves a three-stage test. A public authority will generally have to satisfy itself that:

- There is a legitimate interest in disclosure;
- The legitimate interest can only be met, or fully met, by the disclosure of information which identifies individuals (i.e. the disclosure is necessary to that purpose); and,
- The disclosure would not involve unwarranted detriment to the individual's privacy or other rights and legitimate interests.

In this instance you have not provided any indications a legitimate interest in disclosure of such information – or demonstrated that the release of such information is vital to that interest.

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Exemption Statements

Section 40 Personal information.U.K.

(2) Any information to which a request for information relates is exempt information if—

(A) It would contravene any of the data protection principles- providing contact information would reveal employee identities and roles.

Section 43 Commercial interests.U.K.

(2) Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).

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 emailing Dataprotection@southwales-fire.gov.uk

UPDATE COVID-19: Information Requests

We are kindly asking that any data protection correspondence come to Information Governance & Compliance via email, as due to Government advice many of our support staff are working flexibly and we may not be in receipt of physical post as normal. SWFRS anticipates that it may take us longer than 20 working days to complete Freedom of Information Requests and Subject Access Requests. The Information Commissioner recognises that there might be delays as our services and resources may be being utilised in slightly different ways, under the current unprecedented circumstances. At current, we are no longer accepting physical postal cheques, however we can accept BACs payments for items that carry a fee (such as IRS Reports and Interviews, where appropriate following standard procedure and charges).

We would like to thank you for your patience at this time.

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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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