



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

Tel: 01443232000

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

Our ref:

Dyddiad/Date: 03 September 2020

RE: Request for Information held by SWFRS

Your request ref: IG000469 has been dealt with under the Freedom of Information Act 2000.

You asked us:

I wish to submit a request to the organisation around their hosting contract(s) with 3rd party providers.

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 resource from extensive underlying networks of physical web servers.

Not all of these will be applicable to the organisation.

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?
2. Who is the supplier of the contract? If possible can you also provide me with the name of the vendor, if applicable?
3. What is the annual contract value for each contract?

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

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CODI YMWHYBYDDIAETH - LLEIHAU PERYGL

South Wales Fire and Rescue Service Headquarters,
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4. What type of cloud environment?

Private Cloud- a distinct and secure cloud based environment in which only the specified client can operate.

Public Cloud - where cloud services are provided in a virtualised environment, constructed using pooled shared physical resources, and accessible over a public network such as the internet.

Hybrid- integrated cloud service utilising both private and public clouds to perform distinct functions within the same organisation.

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.

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.

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.

8. What is the contract period in years? Please include whether the agreement has any extension periods?

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,

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.

Our response:

Hosting Contract = PDRpro Training Recording System

Qu 1 = Dedicated Hosting

Qu 2 = eFire Service Limited

Qu 3 = £75,000 pa

Qu 4 = Private Cloud

Qu 5 = January 2020

Qu 6 = 31/12/23

Qu 7 = During 2023

Qu 8 = 3 years

Qu 9 = Hosted Application

Qu 10 = Area Manager, Training & Delivery

Hosting Contract = SWFRS Website

Qu 1 = Dedicated Hosting

Qu 2 = Simply Zesty

Qu 3 = £3,000 pa

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Qu 4 = Private Cloud
Qu 5 = 2nd October 2017
Qu 6 = 1st October 2021 – Option to extend for up to 10 years
Qu 7 = No plans at this time
Qu 8 = 4 years
Qu 9 = Hosted Application
Qu 10 = Lead Web Digital Communications Officer

Hosting Contract = HR System

Qu 1 = Dedicated Hosting
Qu 2 = Core International
Qu 3 = £117,853.28
Qu 4 = Private Cloud
Qu 5 = 01/07/2013
Qu 6 = 18/12/2021
Qu 7 = January 2021
Qu 8 = Option to extend for 3 years
Qu 9 = Hosted Application
Qu10 = Head of HR

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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