



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

**Tel:** 01443232000

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

**Our ref:** IG001053

**Dyddiad/Date:** 15<sup>th</sup> September 2021

## RE: Request for Information held by SWFRS

Your request ref: **IG001053** has been dealt with under the Freedom of Information Act 2000.

### You asked us:

The information I'm requesting is regarding the software contracts that the organisation uses, for the following fields.

### Enterprise Resource Planning Software Solution (ERP):

### Primary Customer Relationship Management Solution (CRM):

For example, Salesforce, Lagan CRM, Microsoft Dynamics; software of this nature.

1. **Name of Supplier:** Can you please provide me with the software provider for each contract?
2. **The brand of the software:** Can you please provide me with the actual name of the software. Please do not provide me with the supplier name again please provide me with the actual software name.
3. **Description of the contract:** Can you please provide me with detailed information about this contract and please state if upgrade, maintenance and support is included.

Please also list the software modules included in these contracts.

4. **Number of Users/Licenses:** What is the total number of user/licenses for this 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

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.

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5. **Annual Spend:** What is the annual average spend for each contract?
6. **Contract Duration:** What is the duration of the contract please include any available extensions within the contract.
7. **Contract Start Date:** What is the start date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.
8. **Contract Expiry:** What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.
9. **Contract Review Date:** What is the review date of this contract? Please include month and year of the contract. If this cannot be provide please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY.
10. **Contact Details:** I require the full contact details of the person within the organisation responsible for this particular software contract (name, job title, email, contact number).

You may have received the same request in the past. The information sent has now expired and I required an update as soon as possible. If all the information besides the contract dates are the same, I am happy to just receive an update on the contract dates.

#### **Our response:**

#### **SWFRS do not use an ERP or CRM system.**

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

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

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,  
Parc CF10 2HH.



There is no charge for making an appeal.

Yours Faithfully

**Information Governance and Compliance**

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

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