



Response Date:17/07/2024

2024/646 - Hosting

In response to your recent request for information regarding;

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

You may have received the same request in the past and this information sent has now expired and I require an update as soon as possible for the following

One Advanced – EFinancials - hosted financial application - eFinancials is a fully integrated suite of financial management applications.

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 resources from extensive underlying networks of physical web servers.**

Cloud Hosting

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?**

Cloud Hosting

- 2. Who is the supplier of the contract? If possible can you also provide me with the name of the vendor, if applicable?**

One Advanced

- 3. What is the annual contract value for each contract?**

Contract consists of Software licencing and maintenance = £113,000 and Managed Service £102,000

4. What type of cloud environment?

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

Private Cloud

Public Cloud - where cloud services are provided in a virtualized 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.

4. 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.

01/04/2023 for Managed Service, 01/04/2022 for Software licencing and maintenance

5. 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.

31/03/2028 for Managed Service, 31/03/2027 Software licencing and maintenance

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.

Usually start 18 months before end of each current contract

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

5 years with extension periods available

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,

Significantly, selecting advanced provides our customers with a single point of service and support for all issues (across the Application and Infrastructure) and reduces delays in incident resolution. We provide a level of service and support around our software that competitors simply cannot match. With Advanced providing both the software and the application infrastructure, you receive a single point of contact for support service, planned growth, account management, and end-to-end service levels.

By choosing Advanced hosting, you leave behind the IT cycle of regular hardware refreshes, moving from potentially high Capex costs to a more predictable (Opex) service charge. The flexibility of a hosted solution enables you to align infrastructure costs with your use of software, rather than you having to immediately invest in excess capacity to allow for potential future growth. Advanced hosting services are therefore designed to be the right size and cost for your current needs, while maintaining the flexibility to scale as your business changes. Advanced will be responsible for hardware maintenance and renewal as well as ensuring the virtual and physical environments remain fully updated and secure.

Additional benefits of hosting with Advanced include:

- > **Accessible** - 24 hours a day, 365 days a year, allowing for enhanced levels of availability and access from any location.
- > **Assured security** - ISO 27001. All management and support functions performed in line with Advanced's ISO 27001 certified security management framework
- > **Full system management** - one point of contact, one SLA for availability.
- > **Rapid implementation** - allowing for a fast return on investment.
- > **Data centres** - secure, flexible and scalable infrastructure in Tier-3 aligned, geographically dispersed UK data centres, ensuring your systems are available, secure and accessible at all times in a fault tolerant environment.
- > **Fixed monthly charges** – eliminating unforeseen and unpredicted costs.
- > **Managed backups** – ensuring your data is always protected.
- > **SLAs** - for uptime, service desk and support with service credits available, ensuring you receive the service you have contracted for.

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.

Diana Murray, Business Systems Operation Manager – diana.murray@northwales.police.uk – 01492 484206

Fiscal Technologies - NXG Forensics – hosted financial/fraud application - forensic platform to automatically discover potential fraud, duplicate invoices and errors within the procure-to-pay.

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Cloud Hosting

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1. **Type of hosting – Dedicated, Co-Location, Cloud Hosting, Other?**

Cloud Hosting

2. **Who is the supplier of the contract? If possible can you also provide me with the name of the vendor, if applicable?**

Fiscal Technologies

3. **What is the annual contract value for each contract?**

Contract consists of Software licencing and maintenance and hosted Managed Service = £15,500

4. What type of cloud environment?

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

Private Cloud

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

N/A

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

N/A

4. 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.

19/09/2023 for hosted Managed Service and Software licencing and maintenance

5. 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.

18/09/2026 for Managed Service and Software licencing and maintenance

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.

Usually start 12 months before end of current contract

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

3 years with extension periods available

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,

3 Year Subscription to NXG Forensics

API between NXG and One Advanced eFinancials

Up to 50,000 transactions processed p.a. (invoices, credit notes, reversals)

4 User Licenses, 1 Named Business Unit

Premier Success Plan (Online Learning, Maintenance & Support)

Product Support (phone/email) 08:30-17:30 (UK Time)

Product Releases and Maintenance

2 complementary delegate place per annum at FISCAL's UK User Group Conference ("Empower")

Access to online learning and help materials

Single Sign On

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.

Diana Murray, Business Systems Operation Manager – diana.murray@northwales.police.uk – 01492 484206

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Cloud Hosting

- 2. Who is the supplier of the contract? If possible can you also provide me with the name of the vendor, if applicable?**

Insight - Microsoft Azure

- 2. What is the annual contract value for each contract?**

£59,000

- 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 virtualized 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.

Public Cloud

- 6. 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.**

April 2022

- 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.**

March 2025

- 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.**

Underway

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

3 Years

- 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,**

File storage and log analysis

- 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.**

Alex Smith, Technology and Financial Contract Management Officer,
alex.smith@northwales.police.uk, 01492 484040

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 09/07/2024