



**Hampshire  
& Isle of Wight**  
FIRE & RESCUE SERVICE

**Information Compliance Team**  
Headquarters  
Leigh Road  
Eastleigh  
Hampshire  
SO50 9SJ

Sent by email to:

[REDACTED]

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**t.** 02380 626850  
**e.** DP@hantsfire.gov.uk  
**w.** hantsfire.gov.uk

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Date: 12 December 2022

Our Reference: FOI 091 22-23

Enquiries to: Information Compliance Officer

### **Freedom of Information Act 2000**

Dear [REDACTED]

We are writing in respect of your application for the release of information held by the Service, which we received on 15 November 2022. We can confirm that we have now completed our search for the information requested.

#### **You asked:**

Please can you provide the following information, under the Freedom of Information Act.

- 1) Which software, if any, does the Trust use to process the following information requests:
  - a) FOI requests
  - b) EIR requests
  - c) DSAR requests
  - d) Complaints
  - e) Compliments
  - f) The processing or management of Safeguarding cases

#### **Our answer:**

We can confirm that we hold the information requested.

a), b) and d) Office 365, SharePoint, PowerApps (power platform), Adobe Acrobat Pro DC, Gravity Forms plugin

c) Office 365, SharePoint, eDiscovery, Adobe Acrobat Pro DC, Gravity Forms plugin

e) Office 365, Gravity Forms plugin

f) Office 365, PowerApps, SharePoint, CFRMIS, Gravity Forms plugin

**You asked:**

2) Who provides this software?

**Our answer:**

Office 365, SharePoint, PowerApps and eDiscovery are provided through an EA agreement with Phoenix.

CFRMIS is provided by Civica UK Limited.

Adobe Acrobat Pro DC is provided by Adobe Systems Incorporated.

The Gravity Forms plugin was provided by Rocketgenius Incorporated.

**You asked:**

3) What does it cost the Trust annually?

**Our answer:**

Office 365, SharePoint and eDiscovery costs £157.45 per user per annum as part of one package.

The PowerApps power platform costs £142.56 per user per annum.

CFRMIS costs the Service £42,731.57.

Acrobat Pro costs £84.98 per user per annum.

The Gravity Forms plugin cost a one-off license fee of £47.99.

Any future correspondence with Hampshire and Isle of Wight Fire and Rescue Service in relation to this matter should be sent to the Information Compliance Officer at the above address.

If for whatever reason you are unhappy with our response you may request an internal review by contacting DP@hantsfire.gov.uk or by writing to the Information Compliance Team at the above address.

Should you remain dissatisfied you can appeal against the internal review decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.

Yours sincerely

Information Compliance Officer  
Information Compliance Team  
Hampshire and Isle of Wight Fire and Rescue Service