

FOI number: **HBC_FOI_2019140**
Date FOI Received: **13/02/2019**
Department: **Information Digital Services**
Title: **Enterprise Applications Software contract information**
Description: **Details (cost, renewal, licensing) of council contracts for Enterprise Resource Planning Software (ERP), Primary Customer Relationship Management (CRM), Primary Human Resources (HR) and Payroll Software and the organisation's primary corporate Finance Software.**

Request: *(As Redacted sent by requestor)*

To the organisation's Freedom of Information Officer,

This is an email to request information under the FOI Act.

I want to apologise in advance for the length of this request, the first part is just an outline of the request below **(A-D) I have added this for clarification so you know exactly what I am referring to.** Can you please read all the information within the request this is an urgent request so if you could please provide me with the information before the 20 working days this will be greatly appreciated.

The information I require relates to the organisations software contract, please send me the organisation's primary contract around the types of contract below.

I require the organisation's to provide me with the following contract information relating to the following corporate software/enterprise applications:

A. Enterprise Resource Planning Software Solution (ERP) -this is the organisation's main

ERP system and may include service support, maintenance and upgrades.

B. Primary Customer Relationship Management (CRM) Solution-this is the organisation's main

CRM system and may include service support, maintenance and upgrades. Example of CRM systems the organisation may use could include Microsoft Dynamics, Front Office, Lagan CRM, Firmstep

C. Primary Human Resources (HR) and Payroll Software Solution-this is the organisation's main

HR/payroll system and may include service support, maintenance and upgrades. In some cases the HR contract maybe separate to the payroll contract please provide both types of contracts. Example of HR/Payroll systems the organisation may use could include iTrent, Resourcelink.

D. The organisation's primary corporate Finance Software Solution-this is the organisation's main

Finance system and may include service support, maintenance and upgrades. Example of finance systems the organisation may use could include E-Business suite, Agresso (Unit4), eFinancials, Integra, SAP

In some cases you may come across contracts that provides service support maintenance and upgrades separate to the main software contract, please also provide this information in the response following the requested data below.

For each of the categories above can you please provide me with the relevant contract information listed below:

1. Software Category: ERP, CRM, HR, Payroll, Finance
2. Name of Supplier: Can you please provide me with the software provider for each contract?
3. 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.
4. Description of the contract: Please do not just state two to three words can you please provide me with detailed information about this contract and please state if upgrade, maintenance and support is included.

Please also include any modules included within the contract as this will support the categories you have selected in question 1.

5. Number of Users/Licenses: What is the total number of user/licenses for this contract?
6. Annual Spend: What is the annual average spend for each contract?
7. Contract Duration: What is the duration of the contract please include any available extensions within the contract.
8. 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.
9. Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.
10. 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.
11. 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).

If any of the information is not available please can you provide me with the notes on the reasons why?

Regards

Response: *(Response as Redacted sent by service)*

1.

ERP	Hertsmere does not have an ERP system
CRM	On premise package solution
HR/Payroll	On premise package solution
Finance	On premise package solution

2. CRM Information Systems Belfast *
HR Frontier Software
Payroll Frontier Software
Finance Advanced Business Solutions

3. CRM LACRM
HR Chris21
Payroll Chris21
Finance eFinancials

4. CRM Customer Relationship Management system used by customer service staff to manage customer interactions. Annual support and maintenance agreement. Full support of product provided through helpdesk.
- HR/Payroll Fully integrated HR and Payroll system providing full functionality across both HR and Payroll departments. Annual support contract provides all statutory and enhancement upgrade releases. Full support of product provided through help desk.
- Finance Fully integrated finance system covers General Ledger, Accounts payable, Accounts receivable, procurement, budgeting, forecasting, and asset management. Annual support contract provides all statutory and enhancement upgrade releases. Full support of product provided through help desk.

5. CRM Unlimited
HR/Payroll 12 concurrent
Finance 20 concurrent (core) unlimited e-procurement

6. CRM £11,650 plus VAT
HR/Payroll £10,927 plus VAT
Finance £11,446 plus VAT

7. CRM annual rolling *
HR/Payroll 5 year contract then annual rolling
Finance 5 year with an option of a 2 year extension.

8. CRM June 2005 *

HR/Payroll	April 1997
Finance	December 2016
9. CRM	Annual December rolling contract *
HR/Payroll	Annual April rolling contract
Finance	December 2021
10. CRM	Annual September review *
HR/Payroll	Annual November review
Finance	June 2021
11. CRM	Lee Gallagher Customer Services Manager lee.gallagher@hertsmere.gov.uk 020 8207 2277
HR	Judith Fear Head of HR and Customer Services Judith.fear@hertsmere.gov.uk 020 8207 2277
Payroll	Matthew Bunyon Head of Finance and Business Services matthew.bunyon@hertsmere.gov.uk 020 8201 2277
Finance	Matthew Bunyon Head of Finance and Business Services matthew.bunyon@hertsmere.gov.uk 020 8201 2277

* Please note Hertsmere are currently in a process to procure a new CRM system, with the aim to award a contract in May 2019.

If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

<https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office
Wycliffe House, Water Lane
Wilmslow
Cheshire SK9 5AF
Telephone: 01625 545700
Website: www.informationcommissioner.gov.uk

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards
Information Services

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|-----|------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
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HR/Payroll
Finance | Annual December rolling contract *
Annual April rolling contract
December 2021 |
| 10. | CRM
HR/Payroll
Finance | Annual September review *
Annual November review
June 2021 |
| 11. | CRM | Lee Gallagher
Customer Services Manager
lee.gallagher@hertsmere.gov.uk
020 8207 2277 |
| | HR | Judith Fear
Head of HR and Customer Services
Judith.fear@hertsmere.gov.uk
020 8207 2277 |
| | Payroll | Matthew Bunyon
Head of Finance and Business Services
matthew.bunyon@hertsmere.gov.uk
020 8201 2277 |
| | Finance | Matthew Bunyon
Head of Finance and Business Services
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