

FOI number: **HBC\_FOI\_20200325**  
Date FOI Received: **19/05/2020**  
Department: **Information Digital Services**  
Title: **Software contracts**  
Description: **Information relating to the corporate software and enterprise applications used by the Council.**

**Request: (As Redacted sent by requestor)**

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?

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

1.

ERP	Hertsmere does not have an ERP system
CRM	Currently on premise package solution to be replaced with cloud package solution. See * below.
HR/Payroll	Supplier hosted package solution
Finance	On premise package solution

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|-----|--|--|
| 2.  | CRM<br>HR<br>Payroll<br>Finance              | Information Systems Belfast(current) to be replaced with Netcall<br>Frontier Software<br>Frontier Software<br>Advanced Business Solutions  |
| 3.  | CRM<br>HR<br>Payroll<br>Finance              | LACRM, Liberty Create<br>Chris21<br>Chris21<br>eFinancials   |
| 4.  | CRM<br><br><br>HR/Payroll<br><br><br>Finance | Customer Relationship Management system used by customer service staff to manage customer interactions. Annual support, upgrade and maintenance agreement. Full support of product provided through helpdesk.<br><br>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.<br><br>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<br>HR/Payroll<br>Finance                 | Unlimited, Netcall 50<br>12 concurrent<br>20 concurrent (core) unlimited e-procurement   |
| 6.  | CRM<br>HR/Payroll<br>Finance                 | LACRM contract ended, Netcall commercially sensitive<br>£10,927 plus VAT<br>£11,446 plus VAT   |
| 7.  | CRM<br>HR/Payroll<br>Finance                 | LACRM contract ended, Netcall 5 years<br>5 year contract then annual rolling<br>5 year with an option of a 2 year extension.   |
| 8.  | CRM<br>HR/Payroll<br>Finance                 | Netcall July 2019<br>April 1997<br>December 2016   |
| 9.  | CRM<br>HR/Payroll<br>Finance                 | July 2024<br>Annual April rolling contract<br>December 2021  |
| 10. | CRM<br>HR/Payroll<br>Finance                 | October 2023<br>Annual November review<br>June 2021  |
| 11. | CRM  | Lee Gallagher<br>Interim Executive Manager<br><a href="mailto:lee.gallagher@hertsmere.gov.uk">lee.gallagher@hertsmere.gov.uk</a>   |

020 8207 2277

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Finance Philip Lui  
Financial Services Manager  
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\* Please note our CRM system is being migrated from Information Systems Belfast to Netcall. The migration has been delayed due to Covid 19 but is due to go 'live' July v2020. Information for both systems have been included.  
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](http://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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