



Freedom of Information Request FOI 20 43

Contract information

Query and response:

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 (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):

- A. Enterprise Resource Planning Software Solution (ERP) -this is the organisation's main ERP system and may include service support, maintenance and upgrades.

We do not have an Enterprise Resource Planning software solution, for which we have a contract.

- 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.

We do not have a Customer Relationship Management software solution, for which we have a contract.

- 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.

Information relating to our primary HR/Payroll software contract is as follows:

- 1. Software Category: ERP, CRM, HR, Payroll, Finance

HR/Payroll

- 2. Name of Supplier: Can you please provide me with the software provider for each contract?

The information that you have requested is publicly available. Under the terms of the Act, a request for information can be refused where one or more exemptions listed in the Act apply. In this case we are claiming the following exemptions to the information that you have requested:

"Information accessible by other means" in Section 21 of the Act. The information requested can be found [here](#).



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.

iTrent

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.

We have purchased the payroll module from the suite of applications available within iTrent. Any legislative changes that require an upgrade are performed by Midland HR and additional performance enhancements of the system are also included within the contract. Any alterations that are Dorset & Wiltshire Fire and Rescue specific are referred to the Midland HR and a consultant is assigned, for which a fee is chargeable.

5. Number of Users/Licenses: What is the total number of user/licenses for this contract?

We currently have 12 users on the account with different access permissions, should we consider using further elements of the iTrent capability, this would then allow all staff to access the portal.

6. Annual Spend: What is the annual average spend for each contract?

The spend for the 2019/20 year was £41,766. This included quarterly charges for maintenance, rental, and hosting of the system along with the payroll service charge.

7. Contract Duration: What is the duration of the contract please include any available extensions within the contract.

The information that you have requested is publicly available. Under the terms of the Act, a request for information can be refused where one or more exemptions listed in the Act apply. In this case we are claiming the following exemptions to the information that you have requested:

“Information accessible by other means” in Section 21 of the Act. The information requested can be found [here](#).

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.

The information that you have requested is publicly available. Under the terms of the Act, a request for information can be refused where one or more exemptions listed in the Act apply. In this case we are claiming the following exemptions to the information that you have requested:

“Information accessible by other means” in Section 21 of the Act. The information requested can be found [here](#).



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.

The information that you have requested is publicly available. Under the terms of the Act, a request for information can be refused where one or more exemptions listed in the Act apply. In this case we are claiming the following exemptions to the information that you have requested:

“Information accessible by other means” in Section 21 of the Act. The information requested can be found [here](#).

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.

The first review of the contract will take place around March 2021.

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).

Carol Swan, Head of HR, carol.swan@dwfire.org.uk, 01722 691000

- 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.

Information relating to our primary Finance software contract is as follows:

1. Software Category: ERP, CRM, HR, Payroll, Finance

Finance

2. Name of Supplier: Can you please provide me with the software provider for each contract?

Unit 4 Business Software Limited

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.

Agresso

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.

This is an annual contract, which includes all general maintenance and support. Patch fixes are included but not full upgrades. More advanced technical support or consultancy is extra and chargeable at a daily rate. The



main modules are Financials, Purchase Order Processing, Inventory Management and Budgeting.

5. Number of Users/Licenses: What is the total number of user/licenses for this contract?

Unlimited

6. Annual Spend: What is the annual average spend for each contract?

£39,564 + VAT (p.a. over the last 3 years)

7. Contract Duration: What is the duration of the contract please include any available extensions within the contract.

One year

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.

1 November 2019

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.

1 November 2020

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.

This would generally be reviewed towards the end of the current contract, so September 2020.

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).

Ian Cotter, Head of Financial Services, ian.cotter@dwfire.org.uk, 01722 691000

Information/Detail accurate on the date provided: 16, June 2020