



## Freedom of Information Request FOI 23 114

### Supplier and Contract Information for finance, payroll, HR, CRM & ERP Solutions

#### Query and Response:

Enterprise Resource Planning Software Solution (ERP)

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

Primary Customer Relationship Management (CRM) For example, Salesforce, Lagan CRM, Microsoft Dynamics; software of this nature.

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

Primary Human Resources (HR) and Payroll Software Solution:

For example, iTrent, ResourceLink, HealthRoster; software of this nature.

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

**Our HR system is supplied by HCL**

**The payroll system is supplied by Midland HR**

2. 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.

**The HR system is NOTES (Domino)**

**The payroll system is itrent**

3. Description of the contract: Can you please provide me with detailed information about this contract and please state if upgrade, maintenance and support is included. Please also list the software modules included in these contracts.

**HR - Our HR system is an inhouse system that is licenced to 2025, it covers all standard HR processes.**

**Payroll - 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.**

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

**HR – We have 1400 users**



**Payroll - We currently have 10 users on the account with different access permissions, should we consider using further elements of the iTrent capability, additional licences would be required.**

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

**HR – Annual average spend for May 2021 to Apr 2024 is £28,933 and May 2024 to Apr 2026 £35,492 for licences and software maintenance**

**Payroll - The spend for the 2022/23 year was £39,244.85 This included quarterly charges for maintenance, rental, and hosting of the system along with the payroll service charge.**

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

**HR – Three years plus an extension for two years recently agreed.**

**Payroll- Five years plus two which we have recently requested.**

7. 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.

**HR – 01/05/2021**

**Payroll - 01/06/2018**

8. Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.

**HR – 30/04/2026**

**Payroll - 30/06/2025**

9. 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.

**HR – Under review at present in order to deliver change to system in 2025**

**Payroll - The contract has been recently reviewed and the contract extension applied.**

10. 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](mailto:carol.swan@dwfire.org.uk), 01722 691000. These contact details are not to be used for the purposes of direct marketing, as per the UK GDPR Article 21, which affords individuals the right to object to such marketing.**

The organisation's primary corporate Finance Software Solution:  
For example, Agresso, Integra, Sapphire Systems; software of this nature.



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

**Unit4 Business Software Ltd**

2. 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.

**Unit4 ERP (formerly known as Agresso)**

3. Description of the contract: Can you please provide me with detailed information about this contract and please state if upgrade, maintenance and support is included.

**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 on a daily rate.**

Please also list the software modules included in these contracts.

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

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

**The number of users is unlimited.**

5. Annual Spend: What is the annual average spend for each contract?  
**£40,815 + vat (p.a. over the last 3 years)**

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

**On-going. Renewable on an annual basis.**

7. 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.

**01-11-14**

8. Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.

**On-going. The Licences are renewable on a 12-month basis. The current contract will be up for renewal on 30-10-23.**

9. 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.

**10-23**

10. 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](mailto:ian.cotter@dwfire.org.uk), 01722691000. These contact details are not to be used for the purposes of**



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**direct marketing, as per the UK GDPR Article 21, which affords individuals the right to object to such marketing.**

Information/Detail accurate on the date provided: 05, September 2023