



Data Protection Officer
Freedom of Information
NW Leicestershire District Council
Whitwick Road
Coalville
Leicestershire
LE67 3FJ
Telephone: 01530 454763

Date: 30 June 2020

FREEDOM OF INFORMATION REQUEST 1191

I write further to your email dated 29 May 2020.

Your request has been dealt with under the terms of the Freedom of Information Act 2000 (FOIA), explained on our [freedom of information](#) page.

Your request:

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).

Our response:

The Council does not have an ERP system, however the answers for the other systems are provided in the table on the following page.

Q1	CRM	HR/Payroll	Finance
Q2	FirmStep	MHR	Totalmobile (formerly Consilium)
Q3	Achieve forms	iTrent	Total Live (main system), Total View Live (Purchase Order sub module)
Q4	Support and maintenance. Calendar, mobile and Achieve Service	5 year contract, through Insight. Cloud based system, therefore hosted by the supplier. Maintenance and support included. Payroll, Absence, Expenses, Employee Self Service, Performance, Learning, P11D.	Currently on a rolling 12 month contract. Totalmobile have stated that this is now a legacy system and customers need to procure from a different supplier as this is no longer part of any future portfolio. Although on a rolling contract it has been formerly agreed that this will cease on 31/03/22. Annual software maintenance only, no development.
Q5	450	800	259 users (180 are set up as authorisers), block license agreement.
Q6	£35,000	£25,455 gross	£66,000 net pa
Q7	Rolling.	5 years+1+1	12 month rolling contract. As per previous answer contract cannot be extended past March 22.
Q8	09/14	08/16	Original contract 10/03.
Q9	N/A	08/21	See previous answers: rolling 12 month contract, cannot be extended past March 2022.
Q10	N/A	Currently being reviewed.	The March 22 is the final date following a review. Procurement of new system expected to be awarded in Jan 21.
Q11	Sam Outama, IT Manager, Sam.outama@nwleicestershire.gov.uk	Anna Wright, Finance Team Manager, anna.wright@nwleicestershire.gov.uk, 01530 454 492	Andy Gould, Exchequer Services Team Leader, andy.gould@nwleicestershire.gov.uk, 01530 454820

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GOING FORWARD

If you are dissatisfied with the information supplied please feel free to contact me on the number above for any queries in relation to this response. Please note that in responding to further enquiries I can only comment on the information contained within this correspondence and cannot provide any further information that may pertain to an additional FOIA request.

Please remember to quote the Authority's four digit reference number given at the top of this email in any future communications.

If you remain dissatisfied following the conclusion of the above informal review, you have the right to ask for an internal review. A request for a review whether formal or informal should be submitted within two calendar months of the date of receipt of the response to your original letter and should be sent to DPO@NWLeicestershire.gov.uk or the address above.

Further details on our appeals and complaints procedure can be found on our website [here](#).

If you remain dissatisfied following the conclusion of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at accessicoinformation@ico.org.uk.

Yours sincerely

Mackenzie Keatley
Information Governance Officer