



Further to your information request FOI/EIR 23/24-416, please find your question and our response below.

Request:

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

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

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

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

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.

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's 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 provided, 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).

Response:

1. Software Category: Finance
2. Name of Supplier: Unit 4
3. The brand of the software: Aggresso
4. Description of the contract: Rolling Annual maintenance
5. Number of Users/Licenses: 200
6. Annual Spend: £43075.63
7. Contract Duration: Rolling
8. Contract Start Date: 03/10/2003
9. Contract Expiry: Rolling
10. Contract Review Date: Rolling annual contract.
11. Contact Details: Ian Smith, Finance Manager ian.smith@eastcambs.gov.uk

1. Software Category: ERP, CRM, HR, Payroll, Finance - CRM
2. Name of Supplier: Firmstep Ltd
3. The brand of the software: Achieve service.
4. Description of the contract: Achieve Service is a cloud-based system that enables ECDC to manage all online and a staff assisted customer contact. This is underpinned by a Customer Index that creates and maintains a single customer record which can be used by all back-office systems and channels. We use the following additional modules to enhance the customer experience, reduce avoidable contact and generate efficiencies:
Achieve forms – to automate workflow and increase self service
Payment Module - to integrate with the Council's payment system and provide end to end experience for our customers
Missed bin & Collections Module – one stop system to advise customers of collection dates, advise why their bin has not been collected and to report a missed collection
5. Number of Users/Licenses: 12
6. Annual Spend: £71,000
7. Contract Duration: 5 years
8. Contract Start Date: 01/07/2014
9. Contract Expiry: Rolling
10. Contract Review Date: Rolling annual contract
11. Contact Details: Annette Wade, Customer Services Manager:
annette.wade@eastcambs.gov.uk

1. Software Category: HR, Payroll
2. Name of Supplier: MHR
3. The brand of the software: iTrent
4. Description of the contract: MHR provide on-going maintenance through their Service Desk and within the contract there is an agreement that regular upgrades and patches will be undertaken as required.
5. Number of Users/Licenses: The license covers 350 employees.
6. Annual Spend: £188,777 initial and varied annual costs
7. Contract Duration: 8 years
8. Contract Start Date: 10/05/2017
9. Contract Expiry: 09/05/2025

10.Contract Review Date: n/a

11.Contact Details: Ian Smith, Finance Manager ian.smith@eastcambs.gov.uk

This concludes your request FOI/EIR 23/24-416.

If information has been refused, please treat this as a Refusal Notice for the purposes of the Act.

If you disagree with our decision or are otherwise unhappy with how we have dealt with your request in the first instance you may approach foi@eastcambs.gov.uk and request a review. A request for review must be made in no more than 40 working days from the date of this email.

Should you remain dissatisfied with the outcome you have a right under s50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.