

This matter is being dealt with by:

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**Nottinghamshire
County Council**

19th Feb 2019

**Request for Information: Ref NCC-036246-18
Software contracts**

Thank you for your request for information relating to software contracts. I can now let you have the following information in response to the questions you raised.

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

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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

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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.

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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

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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).

Everything apart from the number of users is available at the following links which are public information

For A, C and D - <https://procontract.due-north.com/ContractsRegister/ViewContractDetails?contractId=01172439-43a4-e711-80e6-005056b64545&p=527b4bbd-5c58-e511-80ef-000c29c9ba21>

For B - <https://procontract.due-north.com/ContractsRegister/ViewContractDetails?contractId=c9f80898-9b73-e711-80e3-005056b64545&p=527b4bbd-5c58-e511-80ef-000c29c9ba21>

and

<https://procontract.due-north.com/ContractsRegister/ViewContractDetails?contractId=511da7bb-662a-e711-80df-005056b64545&p=527b4bbd-5c58-e511-80ef-000c29c9ba21>

For number of users for B, our contract is based on an organisation size not number of users.

Complaints & Information Team, Nottinghamshire County Council, County Hall, Loughborough Rd, West Bridgford, Nottingham, NG2 7QP

Our SAP system covers A,C and D, So they all have the same answer – as of today (19/02/19) we have 6010 users

We hope this now satisfies your request, and should you have any further enquiries please do not hesitate to contact me directly using the contact details below. In addition and for future reference Nottinghamshire County Council regularly publish previous Freedom of Information Requests and answers on our website, under Disclosure logs, available at the following link:

<http://site.nottinghamshire.gov.uk/thecouncil/democracy/freedom-of-information/disclosure-log/>

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to the Team Manager, Complaints and Information Team, County Hall, West Bridgford, Nottingham, NG2 7QP or email complaints@nottscc.gov.uk.

Yours sincerely

Name Jilly Walden
Position Complaints information and Mediation Officer
Nottinghamshire County Council