

(CCC) Software

Consequently I require the organisations 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. 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, Firm step
- c. 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 Solutionthis 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. Software Supplier: Can you please provide me with the software provider for each contract?
3. Software Brand: Can you please provide me with the actual name of the software. Please do not provide me with the supplier's name

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again please provide me with the actual software name.

4. Contract Description: Please do not just state two to three words can you please provide me detail 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.

FOI Ref

9526

Response sent

7 Sep 21

8. Contract Start Date: What is the start date of this contract?
Please include month and year of the contract. DD-MM-YY or MMYYY.
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).
If this request is too wide or unclear, I would be grateful if you
could contact me as I understand that under the Act, you are
required to advise and assist requesters. If any of this information is
already in the public domain, please can you direct me to it, with
page references and URLs if necessary.

Response:

Please see attached file.

Further queries on this matter should be directed to foi@cambridge.gov.uk

FOI 9526 - City	ERP
Software Supplier: Can you please provide me with the software provider for each contract?	City does not have an ERP System
Software Brand: 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.	
Contract Description: Please do not just state two to three words can you please provide me detail 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.	
Number of Users/Licenses: What is the total number of user/licenses for this contract?	
Annual Spend: What is the annual average spend for each contract?	
Contract Duration: What is the duration of the contract please include any available extensions within the contract.	
Contract Start Date: What is the start date of this contract? Please include month and year of the contract. DD-MM-YY or MMY.	
Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.	
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.	
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). If this request is too wide or unclear, I would be grateful if you could contact me as I understand that under the Act, you are required to advise and assist requesters. If any of this information is already in the public domain, please can you direct me to it, with page references and URLs if necessary.	

CRM	HR	Payroll
City does not have a CRM system.	HR Midlands	HR Midlands
	iTrent	Itrent
	ITrent is a hosted environment so included upgrades and maintenance. Contract is for all 3 councils, CCC, SCDC and HDC	ITrent is a hosted environment so included upgrades and maintenance. Contract is for all 3 councils, CCC, SCDC and HDC
	Up to 4400 licenses	Up to 4400 licenses
	https://www.cambridge.gov.uk/performance-and-spending	https://www.cambridge.gov.uk/performance-and-spending
	Contract 21 years (5 years initial term, maximum duration of further term is 16 Years in total and the maximum duration of any single extension is 2 years	Contract 21 years (5 years initial term, maximum duration of further term is 16 Years in total and the maximum duration of any single extension is 2 years
	12/10/2020	12/10/2020
	11/05/2025	11/05/2025
	12/10/2020	12/10/2020

Finance
Technology One
Technology 1
TechnologyOne is a hosted environment so included upgrades and maintenance. Contract is for all 3 councils, CCC, SCDC and HDC
Site license
https://www.cambridge.gov.uk/performance-and-spending
5 Years 9 months
23/06/2016
22/07/2021
22/07/2021