

Request 9542 – Software

I am writing to make an open government request for all the information to which I am entitled under the Freedom of Information Act 2000.

Consequently 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. 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. 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. 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 name 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.
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).

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.

I understand that you are required to respond to my request within the 20 working days after you receive this letter. I would be grateful if you could confirm in writing that you have received this request.

Response

See attached file.