



# UK Hydrographic Office

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[REDACTED]  
REF: FOI2020/07949

3 August 2020

Dear [REDACTED]

Thank you for your email of 7 July 2020 requesting the following information:

"The information I'm requesting is regarding the software contracts that the organisation uses, for the following fields.

**"Enterprise Resource Planning Software Solution (ERP):**

**Primary Customer Relationship Management Solution (CRM):**

*For example, Salesforce, Lagan CRM, Microsoft Dynamics; software of this nature.*

**Primary Human Resources (HR) and Payroll Software Solution:**

*For example, iTrent, ResourceLink, HealthRoster; software of this nature.*

**The organisation's primary corporate Finance Software Solution:**

*For example, Agresso, Integra, Sapphire Systems; software of this nature.*

- 1. Name of Supplier:** *Can you please provide me with the software provider for each contract?*
- 2. 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.*
- 3. Description of the contract:** *Can you please provide me with detailed information about this contract and please state if upgrade, maintenance and support is included.*  
  
*Please also list the software modules included in these contracts.*
- 4. Number of Users/Licenses:** *What is the total number of user/licenses for this contract?*
- 5. Annual Spend:** *What is the annual average spend for each contract?*
- 6. Contract Duration:** *What is the duration of the contract please include any available extensions within the contract.*
- 7. 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.*
- 8. Contract Expiry:** *What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.*
- 9. 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.*

10. **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)."*

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA).

A search for the information has now been completed within the UKHO, and I can confirm all the information in scope of your request is held.

The information you have requested can be found below, at annex A.

If you are not satisfied with this response or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied then you may apply for an independent internal review by contacting the Information Rights Compliance team, Ground Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail [CIO-FOI-IR@mod.uk](mailto:CIO-FOI-IR@mod.uk)). Please note that any request for an internal review must be made within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you remain dissatisfied following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not investigate your case until the MOD internal review process has been completed. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website, <http://www.ico.org.uk>.

Yours sincerely,



UKHO Secretariat

## Annex A

### **Enterprise Resource Planning Software Solution (ERP):**

SAP Enterprise

### **Primary Customer Relationship Management Solution (CRM):**

For example, Salesforce, Lagan CRM, Microsoft Dynamics; software of this nature.

Microsoft Dynamics 365

### **Primary Human Resources (HR) and Payroll Software Solution:**

For example, iTrent, ResourceLink, HealthRoster; software of this nature.

iTrent

### **The organisation's primary corporate Finance Software Solution:**

For example, Agresso, Integra, Sapphire Systems; software of this nature.

SAP Enterprise

1. **Name of Supplier:** Can you please provide me with the software provider for each contract?

CRM – Microsoft – Part Of MoD Central Enterprise Agreement Managed by SBL.

HR - MHR International UK Limited – Direct Relationship

ERP – SAP – Direct Relationship

2. **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.

CRM – Microsoft Dynamics 365

HR - iTrent

ERP – SAP ECC6

3. **Description of the contract:** Can you please provide me with detailed information about this contract and please state if upgrade, maintenance and support is included.

Please also list the software modules included in these contracts.

CRM – Subscription Licenses under a Enterprise Subscription Agreement – SAAS Platform – Upgrades, Maintenance and Support included

Microsoft Dynamics 365 Business Apps Additional Database Storage

Microsoft Dynamics 365 Business Apps Non-Production Instance

Microsoft Dynamics 365 Customer Engagement Plan

Microsoft Dynamics 365 for Customer Service – Per User

Microsoft Dynamics 365 for Sales – Per User

Microsoft Dynamics 365 for Team Member Old

HR –

HR Management &

Administration

Multiple Contracts

Integration Services

Occupational Health & Safety

Discipline & Grievance

Employee Self Service

Manager Self Service

Organisation charts

Manager Dashboards

Payroll  
e-slips  
e-P60s  
Time & Expenses  
General Ledger Interface  
Absence & Working Patterns  
Management  
Holiday management  
Talent Pack 1: Basic  
Talent Pack 2: Recruitment  
Talent Pack 3: Profile and  
Performance management  
Talent Pack 4: Advanced  
recruitment  
Talent Pack 5: Advanced  
Performance management and  
succession planning  
Talent Pack 6: Learning Events  
Administration  
MyCSP  
LGPS Annual  
LGPS Starters, Leavers  
Reporting Layer

ERP – Perpetual Licenses – Annual, Upgrades, Maintenance and Support included

Version ECC6

4. **Number of Users/Licenses:** What is the total number of user/licenses for this contract?

CRM – 166 Users  
HR – 950 Users  
ERP – 835 Users

5. **Annual Spend:** What is the annual average spend for each contract?

CRM – £110K  
HR – £24k Support and Maintenance plus £10k Hosting  
ERP – £135k

6. **Contract Duration:** What is the duration of the contract please include any available extensions within the contract.

CRM – 2 Years  
HR – 5 Years  
ERP – 3 Years

7. **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.

CRM – Q1-20  
HR – Q3-16  
ERP – Q3-17

8. **Contract Expiry:** What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.

CRM – Q1-22

HR – Q3-21

ERP – Q3-20

9. **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.

CRM – Q4-22

HR – Q4-20 In Flight

ERP – Q4-20 In Flight

10. **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).

No Primary Contact – Dealt with across the department

[Procurement@ukho.gov.uk](mailto:Procurement@ukho.gov.uk)

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