



UK Hydrographic Office

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[REDACTED]
REF: FOI2022/10888

30 September 2022

Dear [REDACTED]

Thank you for your email of 19th September 2022 requesting the following information:

“Further to the original Enterprise Application request, the contract below has expired. Please provide the current status.

HR	Midland HR
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I'd like to apologise for the length of this request, and how tedious it may be to handle. That being said, please make an effort to provide all of this 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 that all the information in scope of your request is held.

The information you have requested can be found 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). 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):

Microsoft D365

Primary Human Resources (HR) and Payroll Software Solution:

iTrent

The organisation's primary corporate Finance Software Solution:

SAP Enterprise

1. Name of Supplier:

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

HR - MHR International UK Limited – Direct Relationship

ERP & Finance – 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 – D365

HR - iTrent

ERP & Finance – 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 – Per User

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 – 196 Users

HR – 950 Users

ERP & Finance – 835 Users

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

CRM – £120k

HR - £80k

ERP & Finance – £140k

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

CRM – 3 Years

HR – 2 Years

ERP & Finance – 1 Year, (Annual Renewals until 2026 which is end of life for that version)

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 – Qtr1 2022/23

HR – Qtr4 2021/22

ERP & Finance – Qtr 4 2021/22

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 – Qtr 4 2024/25

HR – Qtr4 2023/24

ERP & Finance – Qtr 3 22/23

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 – Qtr 2 2024/25 (True Up completed each year)

HR – Qtr2 2023/24

ERP & Finance – Qtr 2 Annually

10. **Contact Details:**

No Primary Contact – Dealt with across the procurement department

Procurement@ukho.gov.uk

01823 484444