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Ref No: **FOI 24_535**

10 May 2024

Dear

Thank you for your email of 15 April 2024 which contained your request for information. The Government Legal Department ("GLD") have processed your request for information under the Freedom of Information Act 2000 ("the Act").

You may have received the same request in the past and this information sent has now expired and I require an update as soon as possible for the following.

The information I require relates to the organisation's software contract, please send me the organisation's primary contract around the types of contracts below.

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. 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, Firm step

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, Resource link.

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

HR, Payroll and Finance

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

ERP	CRM	HR	Payroll	Finance
GLD does not have an ERP solution	**GLD does not have an CRM solution**	**MHR International UK Ltd**	**MHR International UK Ltd**	**Advanced Business Solutions Bramble Hub (Oasis Group)**

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.

ERP	CRM	HR	Payroll	Finance
N/A	**N/A**	**iTrent**	**iTrent**	**Cedar (eFinancials) Omnidox**

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.

ERP	CRM	HR	Payroll	Finance
N/A	**N/A**	**(iTrent HR pack) HR, learning admin, Reporting/universe, Employee Self Service, Manager Self Service, Absence**	**(iTrent Payroll) pack e-slips, P60, online timesheets, expenses**	**(Cedar) Provision of software and support services (Omnidox) Provision of managed service for invoice scanning, on-line invoice authorisation and processing and electronic data transfer to eFinancials**

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

ERP	CRM	HR	Payroll	Finance
N/A	**N/A**	**(iTrent) 3000 users**		**(Cedar) 54 (Omnidox) 1143**

6. Annual Spend: What is the annual <u>average</u> spend for each contract?

ERP	CRM	HR	Payroll	Finance
N/A	**N/A**	**(iTrent) Approximately £322k**		**(Cedar) £51.5k (Omnidox) £78.4**

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

ERP	CRM	HR	Payroll	Finance
N/A	**N/A**	**(iTrent) 3 years with +1 year extension options**		**(Cedar) perpetual** **(Omnidox) 2 years + 1 year + 1 year**

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.

ERP	CRM	HR	Payroll	Finance
N/A	**N/A**	**(iTrent) from 05-2023**		**(Cedar) Q3 2003** **(Omnidox)** ***04-2022***

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.

ERP	CRM	HR	Payroll	Finance
N/A	**N/A**	**(iTrent) 04-2026 with option of +1**		**(Cedar) Ongoing** **(Omnidox)** ***03-2025***

10. Contract Review Date: What is the review date of this contract? Please include month and year of the contract. If this cannot be provided, please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY.

ERP	CRM	HR	Payroll	Finance
N/A	**N/A**	**(iTrent) 05-2026**		**(Cedar) Annual** **(Omnidox)** ***04-2025***

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).

As none of the roles requested are filled by members of the Senior Civil Service (SCS), information relating to names of contacts is withheld from disclosure in reliance of the exemption in section 40(2) of FOIA. “The details are of individuals below Senior Civil service

level who do not work in public facing roles and would have no expectation that their details would be published”

Your Rights

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original correspondence. Please use the contact details provided at the top of this letter in order to request an internal review relating to your original request.

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
www.ICO.org.uk

Yours sincerely,

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