

From: Freedom of Information Requests

Sent: 18 August 2023 12:44

To:

Subject: FOI Response - [REDACTED]

Dear [REDACTED],

Thank you for your Freedom of Information request dated 7 August 2023 for information about software contracts. Please find below City of Doncaster Council's responses to the questions you have raised.

Request

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).

Response

Enterprise Resource Planning Software Solution (ERP) and Primary Finance Solution:

1. Name of Supplier: Advanced Business Solutions
2. The brand of the software: E5 & Siclops
3. Description of the contract: Full support and maintenance. E5 is hosted externally
4. Number of Users/Licenses: Site license
5. Annual Spend: £306724
6. Contract Duration, 7. Contract Start Date, 8. Contract Expiry: This information is exempt from disclosure under Section 21 of the Freedom of information Act. Section 21 exempts information

from the right of access if that information is reasonably accessible to the applicant by other means. In this case the information is available on our Contract Register, which can be found on our website here: <https://www.doncaster.gov.uk/services/the-council-democracy/procurement>

9. Contract Review Date: 30/07/2026

10. Contact Details: This information is exempt from disclosure under Section 21 of the Freedom of information Act. Section 21 exempts information from the right of access if that information is reasonably accessible to the applicant by other means. In this case the information is available on our Contract Register, which can be found on our website here: <https://www.doncaster.gov.uk/services/the-council-democracy/procurement>

Primary Customer Relationship Management Solution (CRM):

1. Name of Supplier: Verint

2. The brand of the software: LAGAN (Employee Desktop Professional & Employee Desktop Web Client)

3. Description of the contract: Provision and maintenance of a Customer Relationship Management (CRM) Solution

4. Number of Users/Licenses: 450

5. Annual Spend: 90043.35

6. Contract Duration, 7. Contract Start Date, 8. Contract Expiry: This information is exempt from disclosure under Section 21 of the Freedom of information Act. Section 21 exempts information from the right of access if that information is reasonably accessible to the applicant by other means. In this case the information is available on our Contract Register, which can be found on our website here: <https://www.doncaster.gov.uk/services/the-council-democracy/procurement>

9. Contract Review Date: 09/03/2023

10. Contact Details: This information is exempt from disclosure under Section 21 of the Freedom of information Act. Section 21 exempts information from the right of access if that information is reasonably accessible to the applicant by other means. In this case the information is available on our Contract Register, which can be found on our website here: <https://www.doncaster.gov.uk/services/the-council-democracy/procurement>

Primary Human Resources (HR) and Payroll Software Solution

This contract is a shared services agreement between Rotherham Metropolitan Borough Council and the City of Doncaster Council.

I hope that this information is useful to you.

The City of Doncaster Council estimates that it has cost £127.50 to respond to this request for information.

Reviewing any decisions made:

If you are not happy with this reply you can ask us to review our response. To do this write to us within 40 working days of receiving your response at the address below or email FOIAppeals@doncaster.gov.uk

If you do not agree with the review decision you can apply to the Information Commissioner's Office (ICO) for a decision about our compliance or otherwise with the Freedom of Information legislation. Contact details for the ICO are: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. www.ico.org.uk Telephone 0303 123 1113.

Ellen Dook

Information Governance Officer

Corporate Resources
City of Doncaster Council

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