

**From:** Freedom of Information Requests  
**Sent:** Monday, August 5, 2024 3:20 PM  
**To:**  
**Subject:** FOI Response -

Dear [REDACTED]

Thank you for your Freedom of Information request dated 16 July 2024 for information about software. Please find below City of Doncaster Council's responses to the questions you have raised.

**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:** 5 years
7. **Contract Start Date:** 01/08/2022
8. **Contract Expiry:** 31/07/2027
9. **Contract Review Date:** 30/07/2026
10. **Contract Details:** <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:**
4. **Number of Users/Licenses:** 450
5. **Annual Spend:** £90043.35
6. **Contract Duration:** 01/04/2012 – 31/03/2024
7. **Contract Start Date:** 01/04/2012 (supplier name changed throughout)
8. **Contract Expiry:** March 2026
9. **Contract Review Date:** Currently under review
10. **Contract Details:** <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 £49 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](mailto: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](http://www.ico.org.uk) Telephone 0303 123 1113.

**Ellen Dook**  
**Information Governance Officer**  
Corporate Resources  
City of Doncaster Council

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