



## FREEDOM OF INFORMATION

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**FOI REFERENCE:** FOI 23/24 - 086

**DATE RECEIVED:** 17/05/2023

**TITLE / CATEGORY:** Communications/ICT systems – Software and Management Solutions

### REQUEST

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).

Any printed documents are considered uncontrolled.

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### RESPONSE

Enterprise Resource Planning Software Solution (ERP): N/A

Primary Customer Relationship Management Solution (CRM): N/A

Primary Human Resources (HR) and Payroll Software Solution: Core and SAP

The organisation's primary corporate Finance Software Solution: SAP

SAP system is supplied as part of SLA with Sunderland City Council.

Core

3. Annual subscription/ maintenance

4. Site wide licence

5. 894

6. £65,969pa (26th Sept 2022 - 25th Sept 2023)

7. Current contract expires 25/09/2023

8. Contract commenced 26/09/2017

9. Contract currently being reviewed

10. Contact details Chris Chapman, Procurement Advisor

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[www.twfire.gov.uk](http://www.twfire.gov.uk)

