

**Official**

**Tyne and Wear Fire  
and Rescue Service**



## **FREEDOM OF INFORMATION**

© Copyright Tyne and Wear Fire and Rescue Service

**FOI REFERENCE:** FOI 23/24 - 152

**DATE RECEIVED:** 03/10/23

**TITLE / CATEGORY:** Finance – Software contracts

### **REQUEST**

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 information below.

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?

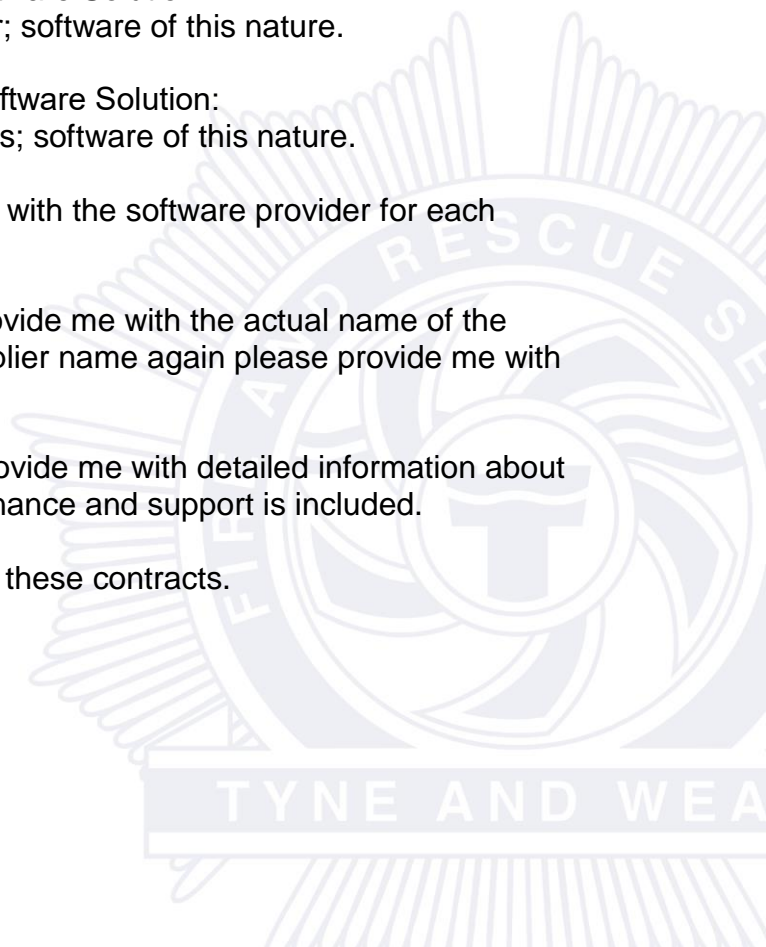
2. The brand of the software: Can you please provide me with the actual name of the software. Please do not provide me with the supplier name again please provide me with the actual software name.

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.

Any printed documents are considered uncontrolled.

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





## FREEDOM OF INFORMATION

**FOI REFERENCE:** FOI 23/24 - 152

**DATE RECEIVED:** 03/10/23

**TITLE / CATEGORY:** Finance – Software contracts

### REQUEST CONT.

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

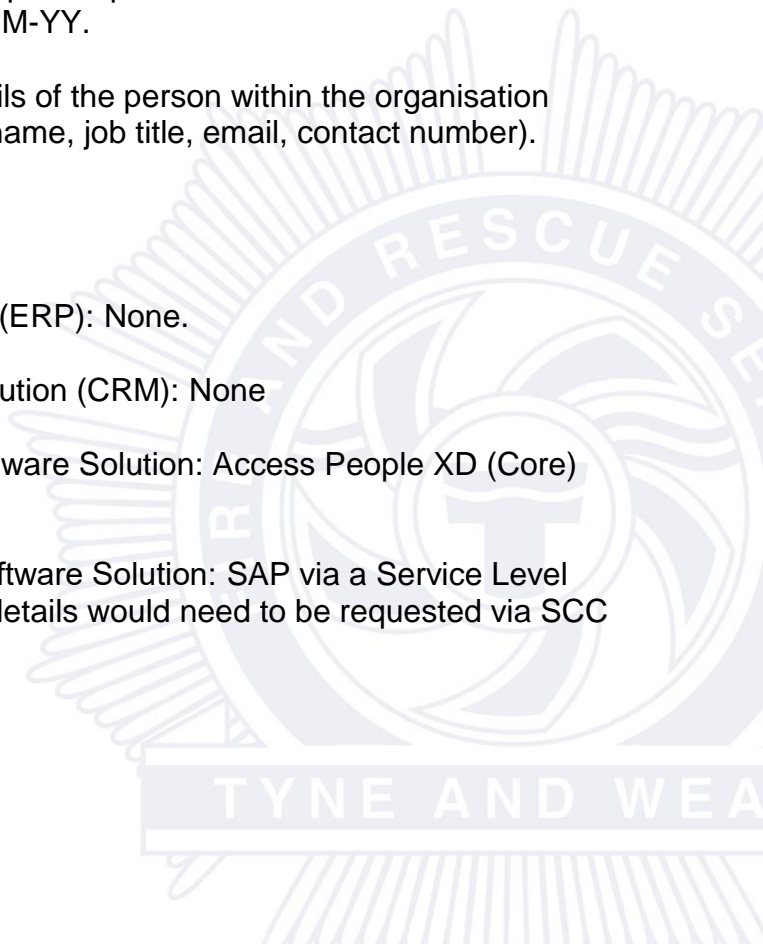
Enterprise Resource Planning Software Solution (ERP): None.

Primary Customer Relationship Management Solution (CRM): None

Primary Human Resources (HR) and Payroll Software Solution: Access People XD (Core) via the Access Group

The organisation's primary corporate Finance Software Solution: SAP via a Service Level Agreement with Sunderland City Council (SCC) details would need to be requested via SCC directly.

Any printed documents are considered uncontrolled.





## FREEDOM OF INFORMATION

**FOI REFERENCE:** FOI 23/24 - 152

**DATE RECEIVED:** 03/10/23

**TITLE / CATEGORY:** Finance – Software contracts

### RESPONSE CONT.

1. Access People XD (Core) via the Access Group
2. HR Solution – Access People XD (Core)
3. HR Solution – Integrated HR Solution to manage HR tasks and automate processes. Implementation, support and maintenance is provided. Modules included in the contract: personnel records/ Public Sector time and attendance (time)/ Public Sector time and attendance (absence/ Expense management/Performance, Goals and Objectives, Career and Succession Planning/ Training/ Public Sector Recruitment/ Standard success planning
4. HR Solution – 1000
5. HR Solution – approx. 50k per year
6. HR Solution – 24 Months with option for 1 x 12 month extension (Max term 36 months)
7. HR Solution – 26/09/2023
8. HR Solution – 25/09/2026 if full 36 months taken
9. Contract Review Date: HR Solution 25/10/2024.
10. Contact Details: Head of Human Resources, [HR.Helpdesk@twfire.gov.uk](mailto:HR.Helpdesk@twfire.gov.uk), 0191 4445000.

